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SECTION 1: WELCOME

The Management and Staff Members of Complex Institute of Education (CIE) extend a warm welcome to you.

Complex Institute of Education is committed to high standards in the provision of National Vocational Education and Training (VET) and other student services. We strive to maintain a happy and welcoming atmosphere in which to learn and work and to assist students in achieving the best possible outcome.

Complex Institute of Education will ensure that you receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

During your training with Complex Institute of Education you may have questions relating to your training and assessments. These should be raised in the first instance with your trainer/assessor who may refer you to the appropriate department of the Institute. You may also have questions, concerns, complaints and appeals that require the attention of the Business Support Services Team. The Business Support Services Team are the first point of contact for issues aside from training and assessment matters, or those issues that you do not wish to discuss with your trainer.

The contents of the Student Information Handbook will be discussed with you during your Orientation Program at Complex Institute of Education. It is important to bring this Student Information Handbook with you to the Orientation Program and keep it safe during your training, as it will provide additional guidance and answers as you progress through your training. In this Student Information Handbook, you will find information about Complex Institute of Education’s Policies and Procedures together with forms and documents that you may need to refer to during your studies.

We would like to acknowledge the traditional owners of the land that is now known as Melbourne — the Wurundjeri People. We acknowledge their continuing connection with the land, and pay our respects to their elders past and present.

We sincerely hope your time at Complex Institute of Education is a memorable and productive learning experience.

Peter Whitford
Chief Executive Officer (CEO)
GUIDING PRINCIPLES

MISSION STATEMENT
‘To inspire our students, advance their knowledge and therefore strengthen our communities through providing an unparalleled learning experience.’

VISION
‘To deliver high quality educational programs in a learning environment that allows us to contribute to future generations.’

QUALITY STATEMENT
Complex Institute of Education will provide and support services which assist learners/clients in achieving their identified outcomes.
Learners/clients will receive timely and appropriate information on all matters that may affect the achievement of these outcomes.

Complex Institute of Education is committed to its learners / clients to provide end to end recruitment solutions that enable learner /clients achieve sustainable outcomes.
OUR AIM

Complex Institute of Education aims to deliver the highest quality, up-to-date, flexible and cost-effective training to all sections of the community.

By providing suitably qualified and experienced trainers, Complex Institute of Education will endeavour to impart as much additional information to our students as possible, while providing the most conducive facilities for learning and development.

ABOUT US

Complex Institute of Education is a Registered Training Organisation (RTO No: 21009) approved by the Australian Skills Quality Authority (ASQA). You can view our registration record on the National Training Register – http://training.gov.au/Organisation/Details/21009. We operate in accordance with the Australian VET Quality Framework and the National Vocational Education and Training Regulator Act 2011.

COURSES

This Student Information Handbook is designed to provide you with information about the services provided by the Complex Institute of Education. The Student Information Handbook also explains our approach to providing you with a safe, fair and supported environment to participate in all our training programs.

Complex Institute of Education provides courses/qualifications in the following areas:

- Security Operations
- Security Equipment
- Investigative Services
- Cleaning Operations
- Health Care
- Hospitality
- Short Courses — First Aid, White Card etc.
- Foundation Skills Courses (Queensland only)

For a full and comprehensive list of all the courses on offer, dates, costs and employment services we offer please speak to one of our Enrolment Officers or visit our website https://complexinstitute.edu.au

These qualifications will provide students with:

- The basic underpinning knowledge and skills to allow each individual to grasp an overall understanding of the disciplines involved with working in these industries.
- Insight into the services that can be utilised, not only while in training at Complex Institute of Education, but out there in the workplace.
- Training & Tuition in all the educational components necessary to obtain recognition within the specific industry being studied.
- The necessary qualifications to enable a person to work operate and position themselves for a career as a graduate within their particular field.
CAMPUS LOCATIONS

Complex Institute of Education – Melbourne Head Office
400 Queen Street, Melbourne, VIC, 3000
Phone: 1800-441-677 (Freecall) For All Campuses
Fax: 1800-441-977 (Freefax)

Complex Institute of Education – Dandenong
Campus Manager – Martyn French
63 Walker Street, Dandenong, VIC, 3175

Complex Institute of Education – Geelong
Campus Manager – Maryanne Baljak
Suite 14, Level 2, 24 Moorabool Street, Geelong, VIC, 3220

Complex Institute of Education – Mildura
Campus Manager - Mary Johnstone
Suite 2,150 Langtree Avenue, Mildura, VIC, 3500

Complex Institute of Education – Wodonga
Campus Contact – Tracey Scammell
1 / 7 Thomas Mitchell Drive, Wodonga, VIC, 3690

Complex Institute of Education – Bendigo
Campus Manager – Wayne Lowe
37-41 Havilah Road, Bendigo, VIC, 3565

Complex Institute of Education – Queensland
State Manager – Lindsay Yeaman– Brisbane
and Gold Coast
Level 6, 359 Queen Street, Brisbane, QLD, 4000
Level 2, 19/42 Bundall Road, Bundall, QLD, 4217

Complex Institute of Education – Cairns
Regional Manager – Barry Lea
PO Box 870, Port Douglas, QLD, 4877

Complex Institute of Education – Darwin,
Northern Territory
Campus Contact – Steven Morrissey
STATE GOVERNMENT FUNDING

SKILLS FIRST PROGRAM

Complex Institute of Education is pleased to announce that in partnership with Higher Education and Skills, and the Federal Government — Department of Education and Training, it has secured a 2017 Standard Vet Funding Contract to offer Government Subsidised Training as part of the Skills First Program.
One of our friendly Authorised Delegates will work through all eligibility criteria with students to see if they qualify for this funding.

The Skills First Program is making vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold. This is a great initiative that will see more training subsidised for more people.

AM I ELIGIBLE FOR A GOVERNMENT-SUBSIDISES TRAINING PLACE?

Generally, you are eligible for a government-subsidised training place if you are:
• an Australian citizen
• an Australian Permanent Resident (holder of a permanent visa)
• a New Zealand citizen

AND ARE ANY OF THE FOLLOWING:

• under 20 years of age
• seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
• seeking to enrol in VCE or VCAL
• seeking to enrol in an apprenticeship
• 20 years and older and ‘upskilling’ by seeking to enrol in a course at a higher level than your existing qualification.

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through the Skills First Program, unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your options with your school.

HOW MANY COURSES AM I ELIGIBLE FOR?

You are eligible to commence a maximum of two subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses at the Certificate III level, you may only commence courses at the Certificate IV level (or above).
This restriction does not apply to courses on the Foundation Skills List or to students recommencing training in the same qualification (at the same or a different provider).

In addition, eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time.

During course information sessions and the enrolment process, students are provided with an information pack that outlines the course they have chosen in detail. Students will receive a Training Schedule, Training Plan, a Student Information Handbook and general information about the course including all the details they need to know about participating in the course; times, dates etc. Students will also go through a thorough Pre Training Review process and also eligibility for the Skills First Program will be assessed.

Once students have completed their Qualification, students are offered complementary recruitment services from our Student Employment Support Services Team to assist students in applying for, and hopefully finding employment in their chosen field.

This training is delivered with Victorian and Commonwealth Government funding People with Disability(s) or of Aboriginal or Torres Strait Islander descent are encouraged to apply

**Queensland Certificate 3 Training Guarantee**

Complex Institute of Education is pleased to announce that in partnership with the Department of Education, Employment and Training it has secured a contract to offer Government Subsidised Training as part of the Certificate 3 Guarantee.

One of our friendly Authorised Delegates will work through all eligibility criteria with students to see if they qualify for this funding and conduct a thorough Pre Training Review with you.

The Certificate 3 Guarantee is making Vocational Education and Training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold and have not accessed Certificate 3 Guarantee funding previously. This is a great initiative that will see more training subsidised for more people.

**Am I eligible for a government-subsidised training place?**

In 2017 students are eligible for a government-subsidised training place if they:

- **Meet one of the following citizen/residency statuses:**
  - an Australian citizen; or
  - a holder of a permanent visa; or
  - New Zealand citizen;

- **And**
  - Are a resident in the state of Queensland
  - Be over 15 years of age at the time of commencement
  - Do not hold a post school Certificate III qualification or Higher level qualification
  - Not already be enrolled in a Certificate III qualification or Higher level qualification

People with Disability(s) are encouraged to apply
UNIQUE STUDENT IDENTIFIER (USI)

All students who undertake Vocational Education and Training in Australia must hold a Unique Student Identifier (USI). The following is an excerpt from http://www.usi.gov.au -

Since 1 January 2015, students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account from early 2017. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

**NOTE: All students MUST have an ACTIVATED USI before an enrolment can be accepted. By advising CIE of your USI, you acknowledge that you give permission for CIE to verify the information provided with your USI number. Complex Institute of Education can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI).**

If you have not yet obtained a USI you can apply for it directly at http://www.usi.gov.au/create-your-USI/

**USI Privacy Policies and Complaints**

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone the Skilling Australia Information line on 1300 857 536, international enquiries +61 2 6240 8740.

The Registrar’s Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

Students who **do not** wish to obtain a USI will need to apply for an exemption at www.usi.gov.au via a Statutory Declaration. A student must then inform Complex Institute of Education of the outcome of that application from the Student Identifiers Registrar immediately once received.

As per legislative requirements, Complex Institute of Education cannot issue a Qualification or Statement of Attainment to Students who have not provided their USI.
IMPORTANT COURSE INFORMATION

IMPORTANT SECURITY LICENCE INFORMATION - VICTORIA

Please read carefully before you finalise your enrolment for a Security Operations or Investigative Services Qualification

To work in the Security Industry in the State of Victoria individuals must hold a valid Security Licence issued and endorsed by the Victoria Police - Licensing and Regulation Division (LRD).

Victoria Police’s Licensing & Regulation Division (LRD) regulates the private security industry and is responsible for:
- Issuing private security licences and registration
- Renewal of private security licences and registration
- Monitoring private security licence and registration holders
- Approval of training
- Accreditation of training organisations

1. In order to apply for a Security Licence, students must hold a current CPP20212 Certificate II in Security Operations and a current Level II First Aid Certificate which is included in the CPP20212 Certificate II in Security Operations qualification. It is to be noted that the CPP20212 Certificate II in Security Operations only contains 12 Units of Competency yet in order to meet Victorian Security Licence requirements 19 Units of Competency will be delivered in order to enable application to LRD for the licence categories of both Unarmed Guard and Crowd Control.

After completing CPP20212 Certificate II in Security Operations qualification, students will be eligible to apply to LRD for the licence categories of Security Guard, Unarmed Guard and Crowd Control. For additional licence categories such as Armed Guard, Cash in Transit and Bodyguard students will complete the CPP30411 Certificate III in Security Operations qualification plus the units’ of competency specific to the licence category you wish to apply for. It is recommended that students complete the CPP30411 Certificate III in Security Operations in addition to the CPP20212 Certificate II in Security Operations due to the resultant increased employment opportunities within the Security Industry.

For those students wishing to apply for a licence as an Investigator training is to be completed in the CPP30607 Certificate III in Investigative Services qualification

With all training completed, Complex Institute of Education cannot guarantee the success of an individual’s licence application with the Victoria Police — Licensing and Regulation Division (LRD) but will do their best to help individuals through the training and application process.

2. When applying for a Security or Investigations Licence students must include with their application 2 references from people who have known them for 12 months or more living in Australia. These references must be from an Australian Citizen or, Permanent Resident and be notary people of the community (e.g.: Lawyers, Solicitors, Doctors, Teachers, Accountants, Nurses, and Pharmacists). Please note that if individuals have not been in Australia for 12 months, do not have at least 12 months left on a visa to remain in the country or/and cannot meet the ‘2 reference’ requirement they should let a staff member at Complex Institute of Education know as the training within a security/investigations qualification may not be suitable.

3. To be successful in an application for an Individual Private Security Licence one requirement will be for students to produce:
- Certified evidence that they are an Australian citizen or a permanent resident (if they are using your citizen certificate as your Primary I.D., they will need to include the Country and Location (town) of their birth)

Or

- A Certified copy of their current passport and visa (with a minimum of 12 months remaining from the date that the licence would be issued)

**Students must have been living in Australia for a minimum of 12 months before applying for a Victorian Security Licence.**

**Students must have a minimum of 12 months remaining on their visa to remain in Australia at the time of application for a Victorian Security Licence.**

4. The Security Licence Application asks about an individual's criminal history. The reason for this is that to be eligible for a Security Licence students must be credible, trustworthy and have no recent criminal convictions.

**What is a 'Prohibited Person'?**

Someone who:

- Was found guilty and convicted within the past 10 years of any of the following categories of offences: trafficking in a drug of dependence, cultivation of narcotic plants (commercial quantity), robbery, armed robbery or terrorism. OR
- Was found guilty without conviction (by a court) within the past 5 years of any of the following categories of offences: trafficking in a drug of dependence, cultivation of narcotic plants (commercial quantity), robbery, armed robbery or terrorism. OR
- Was found guilty and convicted within the past 10 years of any of the following categories of offences: assault or violence against a person, theft or dishonesty, firearms, weapons; and, received a fine of 5 or more penalty units or a custodial penalty OR
- Was found guilty without conviction within the past 5 years of any of the following categories of offences: assault or violence against a person, theft or dishonesty, firearms, weapons; and, received a fine of 5 or more penalty units or a custodial penalty.

Students can speak (in confidence) with a friendly Complex Institute of Education staff member if they need more information or have any questions about PART 4.

5. Before submitting a Security Licence Application Form students will need to make an appointment to have their Fingerprints taken and complete a **National Police Records Check.**

**Fingerprinting:**

Complex Institute of Education will help students with the process where they will need to ring and make an appointment to have your fingerprints taken at a nominated Victorian Police Fingerprinting location.

**National Police Records Check (NPRC):**

When students attend their fingerprinting appointment they will also be required to hand in a completed National Police Records Check. Students will need to attach 100 points of identification to the completed form.

Students will receive their National Police Records Check Certificate in the mail approximately 20 working days after handing it in to Victoria Police. The National Police Records Check Certificate is required to submit a Security Licence Application Form. We recommend that students lodge their application at one of our offices so that we can check it for accuracy and completion before sending into "LRD".
6. Fingerprinting Fees and National Police Records Check: $179.80

Individual Security Licence Fee
(Security Guard, Unarmed Guard & Crowd Control - 3 Years): $458.90

Medical Information

Aspects of the Security Qualifications offered at Complex Institute of Education require participation in physical demanding activities that if done incorrectly could be detrimental to an individual’s health. It is the student’s responsibility to accurately record information below and to notify each applicable staff member/trainer/assessor of any activities or exercises that they believe will be at the detriment of their current physical health so that reasonable adjustment can be made.

Where applicable, Complex Institute of Education can use reasonable adjustment as we aim to increase the participation of all learners (especially those with a disability) and reduce the impact of disability on achieving a vocational qualification leading to employment. Where reasonable adjustment does occur, assessments will still require evidence to the same level as all other students in line with training package and industry requirements.

NOTE:
The Individual Private Security Licence Application asks about your medical history. If you suffer from any medical condition that may have a negative effect on your ability to work within the Security Industry you must disclose this. You will also be required to supply a medical report from a doctor who has treated you for the condition/s, or who is familiar with your condition, indicating your suitability to hold a private security licence with the activities applied for. Please note the below taken directly from the application form which is located at


Part 4 - Medical History (you must answer every question)

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<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<td>In the past 5 years have you been treated for:</td>
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<td>Psychiatric or psychological problems?</td>
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<td>Serious impairment of eyesight?</td>
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<td>Head injuries?</td>
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<td>Alcohol or drug dependence problems?</td>
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<td>Fits, dizziness or blackouts?</td>
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</table>
IMPORTANT TECHNICAL SECURITY INFORMATION – VICTORIA

Please read before you finalise your enrolment for a Technical Security Qualification

1. Cabling Registration

The UEE31411 Certificate III in Security Equipment qualification is designed for people who wish to work in the Electronic Security Sector. Applicants should be able to use hand tools; and have a basic knowledge in the use of electronic devices and computer applications.

Any person involved in work on cabling and/or equipment capable of connection to the Telecommunications Network in Australia must hold ACMA Cabling Registration (formerly Austel Licence), under the Cabling regulatory framework. The responsible authority is the Australian Communications and Media Authority (ACMA) and registration is available through various Industry bodies.

Open Cabling Registration is available to those involved in work on the installation and commissioning of electronic security equipment who complete the requirements of the UEE31411 Certificate III in Security Equipment qualification and complete 360 hours of “relevant cabling experience”.

“Relevant cabling experience” means experience in installing telecommunications, electrical, security system, fire system, or lift cables. Note that design or supervision of cabling work, or cabling using pre-terminated cabling such as extension leads or patching, is not accepted as relevant cabling experience.

Registration Prices vary from $81 to $88 for three years:

ACRS: $81.00
ASIAL: $86.75
BRCA: $80.00 plus GST
FPA: $87.50
TITAB: $90.00

All customer cabling work in the telecommunications, fire, security and data industries must be performed by a registered cabler. Cabler’s are required to register with one of the five ACMA-accredited registrars. The five registrars are:


**Australian Cabler Registration Service (ACRS)**
Phone: 1300 66 77 71  
Fax: (02) 9744 3928  
Email: enquiries@acrs.com.au  
Website www.acrs.com.au  
Postal: PO Box 1818, St Leonards, NSW 1590

**Fire Protection Association Australia (FPA Australia)**
Phone: (03) 9890 1544  
Fax: (03) 9890 1577  
Email: cpr@fpaa.com.au  
Website: www.fpaa.com.au  
Address: Building 2, 31-47 Joseph Street, Blackburn VIC 3130  
Postal: PO Box 1049, Box Hill VIC 3128

**Australian Security Industry Association Limited (ASIAL)**
Phone: (02) 8425 4331  
Fax: (02) 8425 4343  
Email: cabling@asial.com.au  
Website: www.asial.com.au  
Address: 41 Hume St, Crows Nest NSW 2065  
Postal: PO Box 1338, Crows Nest NSW 1585

**TITAB Australia Cabler Registry Services (TITAB ACRS)**
Phone: (03) 9349 4955  
Fax: (03) 9349 4844  
Email: info@titab.com.au  
Website: www.titab.com.au  
Address: Suite 3, 139 Queensberry Street, Carlton South VIC 3053  
Postal: PO Box 348, Carlton South VIC 3053

**BICSI Registered Cablers Australia Pty Ltd (BRCA)**
Phone: (03) 9867 4911  
Freecall: 1800 306 444  
Fax: (03) 9867 5099  
Email: info@brca.com.au  
Website: www.brca.com.au  
Address: Suite 111B, 434 St Kilda Road,  
Melbourne VIC 3004  
Postal: PO Box 1018, South Melbourne VIC 3205

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**2. Equipment Installers Registration in Victoria**

In Victoria any person involved in Security Systems installations must be the holder of a Security Equipment Installers Registration issued and endorsed by the Victoria Police – Licensing and Regulation Division (LRD)

**Victoria Police’s Licensing & Regulation Division (LRD) regulates the private security industry and is responsible for:**

- Issuing private security licences and registration  
- Renewal of private security licences and registration  
- Monitoring private security licence and registration holders  
- Approval of training  
- Accreditation of training organisations

**Definition of Security Equipment Installer:**
Security Equipment Installer - A person who is employed or retained to install, repair, service or maintain security equipment.

**Definition of Security Equipment:**
For the purposes of the definition of security equipment in Section 3 of the Private Security Act 2004, the following equipment is prescribed as security equipment under Regulation 5 of the Private Security Regulations 2005 (Victoria):

- a. security camera systems;
- b. security audio systems;
c. security audio or visual recording systems;
d. security alarms;
e. security alarm monitoring systems;
f. safes;
g. vaults;
h. security intrusion detectors including motion, infrared, microwave or contact detectors;
i. electric, electro-mechanical, magnetic, or biometric access control devices, but not including stock, inventory or product loss prevention monitoring devices.

With all training completed, Complex Institute of Education cannot guarantee the success of an individual’s registration application with the Victoria Police — Licensing and Regulation Division (LRD), but will do their best to help students through the training and application process.

When applying for a Private Security Registration, students must include with their application identification totaling 100-points to prove their identity and 2 references from people who have known them for 12 months or more in Australia. These references must be from an Australian Citizen or, Permanent Resident and be notary people of the community (e.g.: Lawyers, Solicitors, Doctors, Teachers, Accountants, Nurses, Pharmacists, etc.). Please note that if individuals have not been in Australia for 12 months, do not have at least 12 months left on a visa to remain in the Country or/and cannot meet the ‘2 reference’ requirement they should let a staff member at Complex Institute of Education know as the training within a Technical Security qualification may not be suitable for them.

To be successful in an application for a Private Security Registration one requirement will be for students to produce:

- Certified evidence that you are an Australian citizen or permanent Australian resident or, if you are not an Australian citizen or permanent resident, a certified copy of your current passport so that Licensing & Regulation Division can check your migration status, duration of your visa and entitlement to work in Australia with the Department of Immigration and Multicultural and Indigenous Affairs

Note:

- A Certified copy of their current passport and visa (with a minimum of 12 months remaining from the date that the licence would be issued) and a certified copy of the visa page showing date stamp of arrival in Australia. A certified copy of your criminal history check as provided to the Department of Immigration and Border Protection (DIBP) is also required.

*Students must have been in Australia for a minimum of 12 months before application for a Victorian Private Security Registration.*

*Students must have a minimum of 12 months remaining on their visa to remain in Australia at the time of application for a Private Security Registration.*

The Private Security Registration asks about an individual’s criminal history. The reason for this is that to be eligible for a Private Security Registration students must be credible, trustworthy and have no recent criminal convictions.
What is a 'Prohibited Person'?

Someone who:

- Was found guilty and convicted within the past 10 years of any of the following categories of offences: trafficking in a drug of dependence, cultivation of narcotic plants (commercial quantity), robbery, armed robbery or terrorism.

OR

- Was found guilty without conviction (by a court) within the past 5 years of any of the following categories of offences: trafficking in a drug of dependence, cultivation of narcotic plants (commercial quantity), robbery, armed robbery or terrorism.

OR

- Was found guilty and convicted within the past 10 years of any of the following categories of offences: assault or violence against a person, theft or dishonesty, firearms, weapons; and, received a fine of 5 or more penalty units or a custodial penalty

OR

- Was found guilty without conviction within the past 5 years of any of the following categories of offences: assault or violence against a person, theft or dishonesty, firearms, weapons; and, received a fine of 5 or more penalty units or a custodial penalty.

Students can speak (in confidence) with a friendly Complex Institute of Education staff member if they need more information or have any questions about PART 4 Medical History

Since 1 July 2016 Private Security Registration (Security Equipment Installer and Security Adviser)

Fees for 3 Years are: $322.00

**UEE31411 Certificate III in Security Equipment** will provide you with the skills and knowledge involved in the installation of security systems, closed circuit television (CCTV) systems and associated cabling. You will develop knowledge and expertise in the installation of complex and integrated security systems. On completion of the qualification you will be competent in the installation and commissioning of electronic security equipment. This course will allow you to apply for your Open Cabler Registration.

**The UEE31411 Certificate III in Security** Equipment qualification delivered at Complex Institute of Education includes specific units of competency that require integrated workplace demonstration via Practical Placement in order for students to show their knowledge and skills and to be deemed Competent. The qualification will be delivered by 50 days of theory and 120 hours of practical placement (a minimum of 3 weeks).

Please see the information below for further information on Practical Placement
IMPORTANT SECURITY LICENCE INFORMATION - QUEENSLAND
Please read carefully before you finalise your enrolment for a Security Operations or Investigative Services Qualification.

To work in the Security Industry in Queensland, individuals must hold a valid Security Licence issued and endorsed by the Department of Fair Trading.

Queensland Government Department of Fair Trading, Industry Licensing Unit regulates the private security industry and is responsible for:
- Issuing private security licenses and registration
- Renewal of private security licenses and registration
- Monitoring private security licenses and registration holders

1. In order to apply for a Security Licence, students must hold a current CPP20212 Certificate II in Security Operations or CPP30411 Certificate III in Security Operations and a current Level II First Aid Certificate which is included in the CPP20212 Certificate II in Security Operations and CPP30411 Certificate III in Security Operations courses. It is to be noted that the CPP20212 Certificate II in Security Operations only contains 12 Units of Competency yet in order to meet Queensland Security Licence requirements 15 Units of Competency will be delivered in order to enable application to the Department of Fair Trading for the licence categories of both Unarmed Security Officer and Crowd Controller. The CPP30411 Certificate III in Security Operations contains 14 units of competency, in order to meet Queensland Security Licence requirements 14 Units of Competency will be delivered in order to enable application to the Department of Fair Trading for the licence categories of both Unarmed Security Officer and Crowd Controller. After completing their CPP20212 Certificate II in Security or CPP30411 Certificate III in Security Operations qualification, students will be eligible to apply to the Department of Fair Trading for the licence categories of Security Officer and Crowd Controller.

For those students wishing to apply for a licence as an Investigator, training is to be completed in the qualification CPP30607 Certificate III in Investigative Services.

With all training completed, Complex Institute of Education cannot guarantee the success of an individual’s licence application with the Department of Fair Trading, but will do their best to help individuals through the training and application process.

2. To be successful in an application for a Unarmed Security Officer and/or Crowd Controller Licence one requirement will be for students to produce:
Certified copies of identification including one of the following three documents
- Birth Certificate or Extract
- Citizenship Certificate
- Passport
- ImmiCard

And Certified copies of at least one, sometimes two of the following documents
- Australian driver’s licence
- Public service employee ID card
- Social security card
- Tertiary education student ID card
- 18+ card
- Mortgage documents
- Letter from employer (current or within past two years)
- A rating authority e.g. land rates
- Utility bill* e.g. electricity, gas, telephone
- ATM card, credit card, bank book statement
- Council rates notice
- Medicare card
- Marriage certificate
The Security Licence Application asks about an individual’s criminal history. The reason for this is that to be eligible for a Security Licence students must be credible, trustworthy and have no recent criminal convictions. A person who, in the last 10 years, has been convicted of a disqualifying offence cannot be issued a licence according to the Security Providers Act 1993.

3. What would prevent me from being licensed?
Someone who:

Has been convicted of a disqualifying offence in the past 10 years, where a conviction was recorded

You must inform the Department of Fair Trading if you have been found guilty of a disqualifying offence in the past 5 years, where a conviction was not recorded (this is known as an ‘unrecorded finding of guilt’). We may ask you for further information so we can assess if you are a suitable person to hold a licence.

Automatic disqualification
If you have committed any of the following offences, you cannot get or hold a security licence, as automatic disqualification applies if you have been convicted (conviction recorded) of any of the following offences within the last 10 years:

<table>
<thead>
<tr>
<th>Type of offence</th>
<th>Some examples (but not limited to only these)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any crime set out in Schedule 1 of the Criminal Code 1899</td>
<td>• Murder or manslaughter</td>
</tr>
<tr>
<td></td>
<td>• Rape, assault, sexual assault or indecent assault</td>
</tr>
<tr>
<td></td>
<td>• Stealing, false pretenses, fraud, theft, armed robbery or receiving stolen property</td>
</tr>
<tr>
<td></td>
<td>• Dangerous driving</td>
</tr>
<tr>
<td>Any weapons offence punishable by imprisonment of 1 year or more</td>
<td>• Possessing certain firearms without a licence</td>
</tr>
<tr>
<td></td>
<td>• Dangerous conduct with weapons</td>
</tr>
<tr>
<td></td>
<td>• Failure to adequately store weapons</td>
</tr>
<tr>
<td>Any drug offence punishable by imprisonment of 1 year or more</td>
<td>• Possessing a dangerous drug</td>
</tr>
<tr>
<td></td>
<td>• Producing or supplying dangerous drugs</td>
</tr>
<tr>
<td></td>
<td>• Possessing items used with a dangerous drug</td>
</tr>
<tr>
<td>Certain police administration offences</td>
<td>• Impersonating a police officer</td>
</tr>
<tr>
<td></td>
<td>• Possessing police property</td>
</tr>
<tr>
<td>Terrorism</td>
<td>• Offences committed either in Australia or overseas relating to terrorism</td>
</tr>
</tbody>
</table>
Students can speak (in confidence) with a friendly Complex Institute of Education staff member if they need more information or have any questions about part 7 — Suitability or part 10 Disqualifying Offences.

Fingerprints will need to be taken by Queensland Police; you will be advised in writing of the process to have your fingerprints taken after your application is lodged. An appointment must be made before attending a police station to have your fingerprints taken for the purpose of this licence.

The Department of Fair Trading will receive the student’s Criminal History Check Certificate directly from QLD Police after students have had their fingerprints taken. We recommend that students lodge their Security Licence application as soon as they have received their statement of results.

- **Fingerprinting Fees & National Police Records Check:** $138.40
- **National Police Check Fee of $38.60**
- **Fingerprinting Fee of $100**
- **1 year Unrestricted Multiple Functions Licence Fee of $349.20**
- **Security Licence Fee (3 year Unrestricted Multiple Functions) $704.00**


**Security Equipment Installer**

- **Security Installer – One Year license - $ 171.90**


**IMPORTANT SECURITY LICENCE INFORMATION – NORTHERN TERRITORY**

Please read carefully before you finalise your enrolment for a Security Operations or Investigative Services Qualification.

To work in the Security Industry in the Northern Territory, individuals must hold a valid Security Licence issued and endorsed by the Department of Business.

**Northern Territory Government Department of Business (DOB) regulates the private security industry and is responsible for:**

- **Issuing private security licenses and registration**
- **Renewal of private security licenses and registration**
- **Monitoring private security licence and registration holders**

1. In order to apply for a Security Licence, students must hold a current Certificate II in Security Operations (CPP20212) and a current Level II First Aid Certificate which is included in the Certificate II in Security Operations (CPP20212) course. It is to be noted that the Certificate II in Security Operations (CPP20212) only contains 12 Units of Competency yet in order to meet Northern Territory Security Licence requirements 16 Units of Competency will be delivered in order to enable application to DOB for the licence categories of both Security Officer and Crowd Controller.

After completing their (CPP20212) training course students will be eligible to apply to DOB for the licence categories of Security Officer and Crowd Controller. It is recommended that
students complete the Certificate III in Security Operations (CPP30411) in addition to the Certificate II in Security Operations (CPP20212) due to the resultant increased employment opportunities within the security industry.

For those students wishing to apply for a licence as an Investigator training is to be completed in the course Certificate III in Investigative Services (CPP30607).

With all training completed, Complex Institute of Education cannot guarantee the success of an individual’s licence application with the Department of Business, but will do their best to help individuals through the training and application process.

2. To be successful in an application for a Security Officer and/or Crowd Controller Licence one requirement will be for students to produce:

- Certified evidence that they are an Australian citizen or a permanent resident (if they are using your citizen certificate as your Primary I.D., they will need to include the Country and Location (town) of their birth)

Or

- A Certified copy of their current passport and visa. The Security Licence Application asks about an individual’s criminal history. The reason for this is that to be eligible for a Security Licence students must be credible, trustworthy and have no recent criminal convictions.

What would prevent me from being licensed?
Someone who:

- A person who, in the last 10 years, has been convicted of a disqualifying offence cannot be issued a licence according to Private Security Act.
- A person whom the Director-General of Licensing considers to be inappropriate will also not be granted a licence by the Director-General. This means that if the person does not satisfy the criminal history check or if there is concern over the person’s fitness to perform the security function, the Director-General will not issue that person with a licence.
3. Disclosures

If you answer yes to any of the questions, please provide full details on the space below or on a separate sheet as an attachment. In respect of this application:

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you in the last 10 years been convicted, fined, or disqualified by any court, tribunal, board or other authority of the Territory, the Commonwealth or a State or another Territory of the Commonwealth, in respect of any business or other financial dealings in or outside the Territory, or been a member of a company so dealt with?</td>
<td></td>
</tr>
<tr>
<td>Have you in the last 10 years been convicted of any offence(s)? If yes, quote the offence(s), relevant dates(s), jurisdiction(s) and sentence(s).</td>
<td></td>
</tr>
<tr>
<td>Have you been the subject of evidence given in any Court or Commission of Inquiry?</td>
<td></td>
</tr>
<tr>
<td>Do you suffer from an illness that would make you unfit to work in the security industry?</td>
<td></td>
</tr>
<tr>
<td>Have you been declared bankrupt or assigned your estate for the benefit of your creditors? If yes, quote the dates(s) and jurisdiction(s).</td>
<td></td>
</tr>
<tr>
<td>Have you been refused a Crowd Controller or Security Officer Licence in any other jurisdiction including the Northern Territory?</td>
<td></td>
</tr>
<tr>
<td>Have you been or are you currently bound by any recognisance (bail condition) or the subject of any charge pending in relation to any offence(s) before a Court or Commission of Inquiry?</td>
<td></td>
</tr>
</tbody>
</table>

9. Disqualifying offences

A disqualifying offence is any offence against a law of the Commonwealth where the penalty for the offence is imprisonment for two years or more.

A disqualifying offence is an offence against a section of the Misuse of Drugs Act specified below

<table>
<thead>
<tr>
<th>Section</th>
<th>Offence</th>
</tr>
</thead>
<tbody>
<tr>
<td>S5</td>
<td>Supplying dangerous drug</td>
</tr>
<tr>
<td>S6</td>
<td>Receiving or possessing tainted property</td>
</tr>
<tr>
<td>S7</td>
<td>Cultivation</td>
</tr>
<tr>
<td>S8</td>
<td>Manufacture and production</td>
</tr>
<tr>
<td>S9(1)</td>
<td>Possession</td>
</tr>
<tr>
<td>S16</td>
<td>Obtaining prescription by deception</td>
</tr>
<tr>
<td>S17</td>
<td>Obtaining dangerous drug or precursor by deception</td>
</tr>
</tbody>
</table>

A disqualifying offence is an offence against a section of the Weapons Control Act specified below

<table>
<thead>
<tr>
<th>Section</th>
<th>Offence</th>
</tr>
</thead>
<tbody>
<tr>
<td>S6</td>
<td>Prohibited weapons</td>
</tr>
<tr>
<td>S7</td>
<td>Controlled weapons</td>
</tr>
<tr>
<td>S8</td>
<td>Offensive weapons</td>
</tr>
<tr>
<td>S9</td>
<td>Body armour</td>
</tr>
</tbody>
</table>

A disqualifying offence is an offence against a section of the Firearms Act specified below

<table>
<thead>
<tr>
<th>Section</th>
<th>Offence</th>
</tr>
</thead>
<tbody>
<tr>
<td>S59</td>
<td>Firearms to be registered</td>
</tr>
<tr>
<td>S61</td>
<td>Manufacture of firearms</td>
</tr>
<tr>
<td>S63A</td>
<td>Trafficking in firearms</td>
</tr>
<tr>
<td>S74</td>
<td>Alteration of identification marks</td>
</tr>
<tr>
<td>S77</td>
<td>Silencers and machine guns</td>
</tr>
<tr>
<td>S82</td>
<td>Discharge of firearms on roads, &amp; c.</td>
</tr>
<tr>
<td>S83</td>
<td>Prohibited use of firearms</td>
</tr>
<tr>
<td>S84</td>
<td>Discharge of firearms causing danger, &amp; c.</td>
</tr>
<tr>
<td>S85</td>
<td>Breach of conditions</td>
</tr>
<tr>
<td>S86</td>
<td>Persons under influence of alcohol or drugs</td>
</tr>
</tbody>
</table>

A disqualifying offence is an offence against a section of the Criminal Code Act specified below

<table>
<thead>
<tr>
<th>Section</th>
<th>Offence</th>
</tr>
</thead>
<tbody>
<tr>
<td>S69</td>
<td>Going armed in public</td>
</tr>
<tr>
<td>S192B</td>
<td>Coerced sexual self-manipulation</td>
</tr>
<tr>
<td>S132 Indecent dealing with a child under 16 years</td>
<td>S193 Assaults with intent to commit an offence</td>
</tr>
<tr>
<td>S156 Murder</td>
<td>S194 Kidnapping for ransom</td>
</tr>
<tr>
<td>S160 Manslaughter</td>
<td>S195 Kidnapping</td>
</tr>
<tr>
<td>S165 Attempt to murder</td>
<td>S196 Deprivation of liberty</td>
</tr>
<tr>
<td>S177 Acts intending to cause grievous harm or prevent apprehension</td>
<td>S211 Robbery</td>
</tr>
<tr>
<td>S181 Grievous harm</td>
<td>S212 Assault with intent to steal</td>
</tr>
<tr>
<td>S182 Attempting to injure by explosive substances</td>
<td>S227 Criminal deception</td>
</tr>
<tr>
<td>S186 Bodily harm</td>
<td>S228 Blackmail and extortion</td>
</tr>
<tr>
<td>S188(2) Common assault with specified circumstance of aggravation</td>
<td>S229 Receiving stolen property</td>
</tr>
<tr>
<td>S189A Assaults on police</td>
<td>S231 Taking reward for recovery of property obtained by means of crime</td>
</tr>
<tr>
<td>S189 Unlawful stalking</td>
<td>S233 False accounting</td>
</tr>
<tr>
<td>S192 Sexual intercourse and gross indecency without consent</td>
<td>S239 Arson</td>
</tr>
</tbody>
</table>

Students can speak (in confidence) with a friendly Complex Institute of Education staff member if they need more information or have any questions about part 3 — Disclosures or part 9 Disqualifying Offences. Before submitting a Security Licence Application Form, students will need to make and submit a Criminal History Check Application to a Northern Territory Police Station and have their Fingerprint taken.

**Criminal History Check:**
When students attend a Northern Territory Police Station to submit their Criminal History Check application and have their fingerprints taken, they will need to attach 100 points of identification to the completed form.

DOB will receive the student’s Criminal History Check Certificate directly from SAFE NT approximately 30 working days after the student hands it in to Northern Territory Police and has their fingerprints taken. We recommend that students lodge their Security Licence application as soon as they have received their statement of results. Students are not required to wait for the receipt of the Criminal History Check Certificate from SAFE NT as this will be sent directly to DOB by SAFE NT.

4. **Fingerprinting Fees & National Police Records Check:** $210.00
   Combined Security Officer and Crowd Controller Licence Fee
   (Security Officer & Crowd Controller - 3 Years): $529.00
PRACTICAL PLACEMENT — WORK BASED TRAINING

Some qualifications delivered at Complex Institute of Education include specific units of competency that require integrated workplace demonstration via Practical Placement in order for students to show their knowledge and skills and to be deemed Competent.

What is a Practical Placement?
Practical Placement is a structured workplace learning environment that prepares you for the workplace and is different from work experience in that instead of just observing what goes on, you are given the opportunity to perform tasks relating to your course in the workplace.

Your participation in the mandatory Practical Placement will ensure you receive invaluable ‘real world’ experience aligned to the needs of the Holistic Units from within your Hospitality course.

Please ask your Enrolment Officer if your qualification chosen with Complex Institute of Education has a compulsory Practical Placement component.

What are the advantages of Practical Placement?

You have the opportunity to:
• Apply knowledge learned during your course in the workplace
• Gain skills that are recognised by the Hospitality industry
• Get to know employers’ expectations
• Make contact with employers

How does Practical Placement work?

• A Practical Placement Coordinator is employed by Complex Institute of Education to match students and host employers in terms of skills to be acquired and opportunities for learning in the workplace.

• During Practical Placement, you will be expected to behave like a new employee, following the rules of the workplace and the directions of the workplace supervisor and other employees. As this placement is a required part of the course requirements the time spent in the workplace is unpaid.

• During your Practical Placement you will be required to maintain a Practical Placement Logbook where you record information on the tasks that you have completed. Your Practical Placement Coordinator will clearly explain all requirements to you in relation to this Practical Placement Logbook.

• As a student on Practical Placement, you will be covered by the Victorian Department of Education’s Work Cover insurance while you are in the workplace.

• Complex Institute of Education conducts Practical Placement in accordance with the Amended Guidelines for Registered Training Organisations and Employers in relation to students of technical and further education undertaking Practical Placement (the amended Practical Placement Guidelines)

• Before a student commences Practical Placement, they must sign a Practical Placement Agreement that sets out the terms and conditions with the hosting employer. This information will contain:
  a) the rights, obligations and duties of the employer, Complex Institute of Education and the student;
b) the names of all students to which the practical placement agreement pertains; and

c) the course of study with Complex Institute of Education and the relevant skills required as part of that course to be developed, reinforced and/or assessed during the practical placement, for each student;

d) the location and address of the practical placement for each student;

e) the start and finish dates, the total length of the Practical Placement expressed as hours, and the maximum hours per week; and

f) signatures of the student, the employer and the Complex Institute of Education.

- Complex Institute of Education will ensure that the Practical Placement is sufficient and appropriate in order to meet the vocational outcomes of the unit/module to which it pertains.

**IMPORTANT HOSPITALITY INFORMATION – PRACTICAL PLACEMENT**

**Please read before you finalise your enrolment for a Hospitality Qualification**

1. The **SIT20213 Certificate II in Hospitality** and **SIT30713 Certificate III in Hospitality** qualifications delivered at Complex Institute of Education includes specific units of competency that require integrated workplace demonstration via **Practical Placement** in order for students to show their knowledge and skills and to be deemed Competent.

For the **SIT20213 Certificate II in Hospitality** qualification, the unit of competency **SITHIND202 Use hospitality skills effectively** is deemed to be holistic.

For the **SIT30713 Certificate III in Hospitality qualification**, the unit of competency **SITHIND301 Work effectively in hospitality** service is deemed to be holistic.

**As part of these Practical Placement unit of competencies, students must show evidence of the following within the workplace:**

- collection of direct, indirect and supplementary evidence showing provision of integrated service for a minimum number of complete food service periods in order to address each of the required food and beverage service styles (cafe or bistro, table d’hôte, à la carte and functions), service periods (lunch, dinner and functions) and menu items
- serving a wide range of food and beverage items for a menu
- ability to carry out a number of activities effectively and simultaneously
- ability to deal with typical issues, such as workplace time constraints, late arrivals, no-shows, walk-ins and other problems
- ability to meet, greet and interact positively with a diverse range of customers throughout the hospitality experience
- ability to maintain the cleanliness and tidiness of work areas, including dealing with disposables and recyclables
- ability to participate in the service process and work flow as part of a team and take responsibility for own work and the quality of outcomes
- compliance with relevant legislative and regulatory requirements, WHS requirements and demonstrated health and safety practices.

2. Within the **SIT20213 Certificate II in Hospitality qualification**, 12 complete food service periods are to be completed. These 12 food service periods (e.g. lunch, dinner etc.) will include the demonstration of the evidence requirements above and will be completed over a minimum of 36 Practical Placement workplace hours which is ideally completed over a two weeks period but may take longer. The actual times of day/night that these may be required to be completed may not be the same as those spent in class and may include weekend and night work if required by the workplace and agreed upon by all parties.
3. Within the **SIT30713 Certificate III in Hospitality** qualification, 36 complete food service periods are to be completed. These 36 food service periods (e.g. lunch, dinner etc.) will include the demonstration of the evidence requirements above and will be completed over a minimum of **108 Practical Placement workplace hours** which is ideally completed over a four weeks period but may take longer. The actual times of day/night that these may be required to be completed may not be the same as those spent in class and may include weekend and night work if required by the workplace and agreed upon by all parties.

4. Within your Hospitality course and Practical Placement, you will be required to demonstrate your knowledge in regards to and skills in preparing and serving a range of foods and drinks including alcoholic drinks. Where you believe this will not be appropriate due to your religious, personal or other beliefs please inform a representative from Complex Institute of Education so that reasonable adjustment can be made where appropriate.

5. For students under the age of 18 years the tasting of and depending on the situation service of alcoholic beverages may not be appropriate. Your Trainer/Assessor will guide you on which reasonable adjustments may be required to be made in regards to assessment tasks within the course that involve alcoholic beverages.

It is understood that students for either personal, religious or other reasons may not wish to handle specific foods or alcohol. If you are at all uncomfortable with any tasks asked of you as part of your qualification please ensure that you speak with your Trainer/Assessor so that where possible and appropriate, reasonable adjustments can be made.

**IMPORTANT HEALTH CARE INFORMATION — PRACTICAL PLACEMENT**

**Please read before you finalise your enrolment for a Healthcare Qualification**

1. The **HLT41115 Certificate IV in Healthcare** qualification delivered at Complex Institute of Education includes specific units of competency that require integrated workplace demonstration via **Practical Placement** in order for students to show their knowledge and skills and to be deemed Competent.

2. This qualification is delivered in several important stages. We deliver this course using a blended delivery model comprising of supervised study in an interactive learning environment, face to face classroom sessions and a work placement component in the field. The duration of the **first stage** is a period of 30 days classroom (280 hours face to face) based theory and study includes a **simulated workplace environment** with scenario’s, Monday to Friday 8.30am – 4.30pm. On successful completion of Stage 1 you will then complete Stage 2.

3. **Stage 2** incorporates a **4 day Driver Education Program**.

4. **Stage 3** is a an intensive **15 day Practical Placement component of on the job experience with a Patient Transport Company**. This may include assisting in the ambulance, at depots and within dispatch and all of this is organised by Complex Institute of Education.
IMPORTANT SECURITY EQUIPMENT INFORMATION – PRACTICAL PLACEMENT
Please read before you finalise your enrolment for a Security Equipment Qualification

1. The UEE31411 Certificate III in Security Equipment qualification delivered at Complex Institute of Education includes specific units of competency that require integrated workplace demonstration via Practical Placement in order for students to show their knowledge and skills and to be deemed Competent.

2. The qualification will be delivered by 50 days of theory and 120 hours of Practical Placement (a minimum of 3 weeks), all of this is organised by Complex Institute of Education.

ORIENTATION PROGRAM

The Complex Institute of Education’s Orientation Program covers the information listed below and will be conducted on the first day of your course. It is essential that you attend the Orientation Program otherwise you may miss out on information that affects your study.

The purpose of the Orientation Program is to fully inform new students of most aspects of life at the Institute, meeting staff and your Trainer, a tour of the Institute and an opportunity to ask questions will be given.

The Orientation Program will cover:

- Evacuation Procedures for the Campus you will be studying at
- Competency Based Assessment
- Key Campus staff
- Transport and travel to and from the Campus
- Communication (e.g. internet and mobile phones)
- Complaints and Appeals
- Student Code of Behaviour
- Attendance requirements
- Course Progress requirements
- Training and Assessment requirements
- Support Services for students
- Emergency and health services for students
- Campus facilities and resources
Complex Institute of Education has a range of Student Services that we provide to make your time with us as valuable and effective as possible. Once you enter our facility we expect to provide everything you need to ensure you get the most from your training experience. All you need to do is ask one of our friendly staff for assistance and we will be more than happy to provide advice and direction to you.

RECEPTION

Officer: Bahar Yuksel

STUDENT WELFARE / TRAINING

Coordinator: Jessica Brown

ENROLMENT OFFICER

Officer: Jake Kaya

SALES & MARKETING

Director: Rhian Dickins
Coordinator: Laura Wilby
Consultant: Murray Savage

STUDENT EMPLOYMENT SUPPORT SERVICES

Manager: Daniel Norton

QUALITY ASSUARANCE AND COMPLIANCE AND GOVERNANCE

Manager: Marnie Rangan
Manager: Steven Morrissey

FINANCE

Manager: Darren Nash
Administration: Sandra Kaye
Students can connect with us via FACEBOOK, TWITTER and INSTAGRAM to keep up with what's happening around the Institute and our Regional Campuses, hear about Industry news and events, job vacancies, recruitment tips, chat with Complex Institute of Education staff, students and alumni and more! Complex Institute of Education is active in using Social Media to create an open environment where students can share information and constructive conversations can occur.

Our Social Media news feeds feature current Institute news, job vacancies and recruitment news, tips on how to get that job you want, Industry happenings and much more. We sometimes shine a spotlight on outstanding students and their achievements as well as the dedicated and passionate staff that make it all happen.

**Getting Involved**
We encourage open conversations with our students on Social Media about all types of things to do with us and your studies. We know that sometimes we won’t agree with each other, and that is fine - as long as those conversations remain relevant and civilised it can be a great way to communicate and share ideas. While we enjoy engaging with students anytime, we particularly like to hear about your positive experiences at CIE. We love it when students ‘check in’ or share classroom photos, videos and Institute selfies with us, so we invite you to tag us in and tell us about your experience using #COMPLEXedu and @COMPLEXedu.

**Protect your Privacy**
When using Social Media, you should be aware of who you are sharing your personal information with. Check your privacy settings regularly and ensure only people that you want to share your information with can see it. This might include things such as where you live, your email address, photos, birthday and other contact information. Complex Institute of Education’s full Privacy Statement can also be located on our website https://complexinstitute.edu.au/privacy-statement

I agree that Complex Institute of Education may use my photo/image and testimonials in its advertising/marketing materials at their discretion. If I do not agree to this I understand that this is to be made clear to Complex Institute of Education before proceeding with my enrolment.

**Keep it Friendly**
The same rules apply online on Social Media as do in our classrooms and Institute Campuses. Being abusive, bullying or harassing others online is not acceptable and will be taken seriously by Complex Institute of Education. Please remind yourself of the Student Harassment Policy located below.

We ask our students to refrain from posting information that is defamatory or discredits Complex Institute of Education. While having your say is fine, overstepping the boundaries could be in breach of Complex Institute of Education policies and could lead to being blocked or reported. If you are dissatisfied with Complex Institute of Education, students have access to our Complaints and Appeals Process. The Complaints and Appeals process is explained below.

**Campus Facebook Pages**
- https://www.facebook.com/COMPLEXeduDandenong
- https://www.facebook.com/COMPLEXeduGeelong
- https://www.facebook.com/COMPLEXeduBendigo
- https://www.facebook.com/COMPLEXeduWodonga
- https://www.facebook.com/COMPLEXeduMildura
- https://www.facebook.com/COMPLEXeduQueensland
VOCA TIONAL EDUCATION AND TRAINING (VET)

What is Vocational Education and Training (VET)?

Australia’s Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students’ undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as ‘competent’ in the selected units of competency to be eligible for the award of the qualification.

National Recognition

The Qualifications and Statements of Attainment issued by Complex Institute of Education must be automatically recognised by all RTOs across Australia. In turn, Complex Institute of Education recognises the qualifications issued by RTOs in all other states and territories. This allows people to move around Australia from different employers and being confident that their qualification will be equally recognised.

What is Competency based training?

Competency based training is training that develops the required skills, knowledge and attitudes to meet the competency standards that are set out in national Training Packages. Competence is the concept of performing workplace tasks to a specified standard of skills and knowledge.

Training Packages

Training Packages represent the national industry benchmarks for VET training. They set out the competencies to be achieved but do not state how the training should be delivered or the length of time taken.

This means that participants may complete their qualification in different amounts of time depending for example, on the amount of related workplace experience. Your Trainer/Assessor will make judgments of your competency after reviewing all the different types of assessment evidence you provide. The qualifications offered by Complex Institute of Education are listed on our website. These qualifications are contained within an Australian Training Package. This training package contains all current Australian vocational level qualifications. The Training Package can be downloaded from the National Training Register at the following link: http://training.gov.au/

ISSUING OF CERTIFICATION

Results and Certificates

On completing a Vocational Education and Training program with Complex Institute of Education, you will receive a nationally recognised qualification. This qualification is recognised within the Australian Qualifications Framework. Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia.

A qualification issued by Complex Institute of Education will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.
A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A Statement of Results will be available to you upon request throughout your training. This will provide you information of your progress.

Vocational Education and Training undertaken at Complex Institute of Education is competency based. Assessments determine whether a student is competent/or not yet competent. Students are issued with a statement listing units of competency or modules undertaken and stating whether competency has been achieved.

The Qualification Certificate will contain the following information:

- Complex Institute of Education’s details, including registration number
- Student’s Full Name
- Nationally Recognised Training logo
- Course Name and Code
- Date achieved
- Certificate Number
- Signature of Registrar authorising
- Recognition of funding from Victorian and Commonwealth Governments (where applicable)

CODE OF ETHICS

Complex Institute of Education is bound by the Code of Ethics as a member of the Australian Council for Private Education and Training (ACPET) and as a formally registered national training organisation. Information on ACPET can be found at http://www.acpet.edu.au.

LEGISLATIVE AND REGULATORY RESPONSIBILITIES

Complex Institute of Education is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements.

The following legislation is a list of the Acts that Complex Institute of Education has recognised it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Complex Institute of Education has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you. Copies of State and Federal legislation can be found on the Internet at www.comlaw.gov.au.

Occupational Health and Safety Act 2004 – for Victoria

In Victoria, workplace health and safety is governed by a system of laws, regulations and compliance codes which set out the responsibilities of employers and workers to ensure that safety is maintained at work.
The Act

The Occupational Health and Safety Act 2004 (the Act) is the cornerstone of legislative and administrative measures to improve occupational health and safety in Victoria.

The Act sets out the key principles, duties and rights in relation to occupational health and safety. The general nature of the duties imposed by the Act means that they cover a very wide variety of circumstances, do not readily date and provide considerable flexibility for a duty holder to determine what needs to be done to comply.

The Regulations

The Occupational Health and Safety Regulations 2007 are made under the Act. They specify the ways duties imposed by the Act must be performed, or prescribe procedural or administrative matters to support the Act, such as requiring licenses for specific activities, keeping records, or notifying certain matters.

Guidance

Effective OHS regulation requires that Work Safe provides clear, accessible advice and guidance about what constitutes compliance with the Act and Regulations. This can be achieved through Compliance Codes, Work Safe Positions and non-statutory guidance (“the OHS compliance framework”).

Work Health and Safety (WHS) Act 2011 – For Queensland and Northern Territory

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant. The WHS Act covers most workers in Australia are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work. The WHS Act 2011 also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

a) both of the following apply:

i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

b) the individual has consented to the use or disclosure.

**Anti-Discrimination Act 1991**

Sect 6 - Act’s anti-discrimination purpose and how it is to be achieved.

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person’s race, religion, colour, sex, physical and/or mental capacity.

**Disability Discrimination Act 1992 (Cth)**

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

**Sex Discrimination Act 1984 (Cth)**

Sect 3 — Objects The objects of this Act are:

(a) to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and

(b) to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

(c) to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and

(d) to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and

(e) to promote recognition and acceptance within the community of the principle of the equality of men and women.

**Copyright Act 1968 (Cth)**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.
Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:
Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
Ensuring equal remuneration for men and women employees for work of equal or comparable value;
Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009 (Cth)

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:
Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia’s future economic prosperity and take into account Australia’s international labour obligations;
Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

Child Safety

Complex Institute of Education is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. We are committed to the safety, participation and empowerment of all children. We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child’s safety, which we follow rigorously.

Complex Institute of Education is committed to preventing child abuse and identifying risks early, and removing and reducing these risks. Complex Institute of Education has robust human resources and recruitment practices for all staff and volunteers. Complex Institute of Education is committed to regularly training and educating our staff and volunteers on child abuse risks.

We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability. We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments. If you believe a child is at immediate risk of abuse phone 000.

Our Children

This policy is intended to empower children who are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say. We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome.
In particular we:
- promote the cultural safety, participation and empowerment of Aboriginal children
- promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- ensure that children with a disability are safe and can participate equally.

Our Staff and Volunteers
This policy guides our staff and volunteers on how to behave with children in our organisation.

All of our staff and volunteers must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.

Training and Supervision
Training and education is important to ensure that everyone in our organisation understands that child safety is everyone’s responsibility.

Complex Institute of Education culture aims for all staff and volunteers (in addition to parents/carers and children) to feel confident and comfortable in discussing any allegations of child abuse or child safety concerns. We train our staff and volunteers to identify, assess, and minimise risks of child abuse and to detect potential signs of child abuse.
We also support our staff and volunteers through ongoing supervision to: develop their skills to protect children from abuse; and promote the cultural safety of Aboriginal children, the cultural safety of children from linguistically diverse backgrounds, and the safety of children with a disability.

New employees and volunteers will be supervised regularly to ensure they understand our organisation’s commitment to child safety and that everyone has a role to play in protecting children from abuse, as well as checking that their behaviour towards children is safe and appropriate (please refer to this organisation’s code of conduct to understand appropriate behaviour further). Any inappropriate behaviour will be reported through appropriate channels, including the Department of Health and Human Services and Victoria Police, depending on the severity and urgency of the matter.

Recruitment
We take all reasonable steps to employ skilled people to work with children. We develop selection criteria and advertisements which clearly demonstrate our commitment to child safety and an awareness of our social and legislative responsibilities. Our organisation understands that when recruiting staff and volunteers we have ethical as well as legislative obligations.

We actively encourage applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds and people with a disability. All people engaged in child-related work, including volunteers, are required to hold a Working with Children Check and to provide evidence of this Check. Please see the Working with Children Check website <www.workingwithchildren.vic.gov.au> for further information.

Complex Institute of Education carry out reference checks and police record checks to ensure that we are recruiting the right people. Police record checks are used only for the purposes of recruitment and are discarded after the recruitment process is complete. We do retain our own records (but not the actual criminal record) if an applicant’s criminal history affected our decision making process. If during the recruitment process a person’s records indicate a criminal history then the person will be given the opportunity to provide further information and context.
Fair Procedures for Personnel
The safety and wellbeing of children is our primary concern. Complex Institute of Education is also fair and just to personnel. The decisions we make when recruiting, assessing incidents, and undertaking disciplinary action will always be thorough, transparent, and based on evidence. Complex Institute of Education records all allegations of abuse and safety concerns using our incident reporting form1, including investigation updates. All records are securely stored. If an allegation of abuse or a safety concern is raised, we provide updates to children and families on progress and any actions we as an organisation take.

Privacy
All personal information considered or recorded will respect the privacy of the individuals involved, whether they be staff, volunteers, parents or children, unless there is a risk to someone's safety. We have safeguards and practices in place to ensure any personal information is protected. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it.

Legislative Responsibilities
Complex Institute of Education takes our legal responsibilities seriously, including:

- **Failure to disclose**: Reporting child sexual abuse is a community-wide responsibility. All adults in Victoria who have a reasonable belief that an adult has committed a sexual offence against a child under 16 have an obligation to report that information to the police.

- **Failure to protect**: People of authority in our organisation will commit an offence if they know of a substantial risk of child sexual abuse and have the power or responsibility to reduce or remove the risk, but negligently fail to do so.

- Any personnel who are mandatory reporters must comply with their duties.

Risk Management
In Victoria, organisations are required to protect children when a risk is identified (see information about failure to protect above). In addition to general occupational health and safety risks, we proactively manage risks of abuse to our children.

Complex Institute of Education have risk management strategies in place to identify, assess, and take steps to minimise child abuse risks, which include risks posed by physical environments (for example, any doors that can lock), and online environments (for example, no staff or volunteer is to have contact with a child in organisations on social media).

See resource seven in this toolkit.
A person will not commit this offence if they have a reasonable excuse for not disclosing the information, including a fear for their safety or where the information has already been disclosed.
Mandatory reporters (doctors, nurses, midwives, teachers (including early childhood teachers), principals and police) must report to child protection if they believe on reasonable grounds that a child is in need of protection from physical injury or sexual abuse.
Regular Review
This policy will be reviewed every two years and following significant incidents if they occur. We will ensure that families and children have the opportunity to contribute. Where possible we do our best to work with local Aboriginal communities, culturally and/or linguistically diverse communities and people with a disability.

Allegations, Concerns and Complaints
Complex Institute of Education takes all allegations seriously and has practices in place to investigate thoroughly and quickly. Our staff and volunteers are trained to deal appropriately with allegations.

We work to ensure all children, families, staff and volunteers know what to do and who to tell if they observe abuse or are a victim, and if they notice inappropriate behaviour.
We all have a responsibility to report an allegation of abuse if we have a reasonable belief that an incident took place (see information about failure to disclose above).

If an adult has a reasonable belief that an incident has occurred then they must report the incident. Factors contributing to reasonable belief may be:

- a child states they or someone they know has been abused (noting that sometimes the child may in fact be referring to themselves)behaviour consistent with that of an abuse victim is observed
- someone else has raised a suspicion of abuse but is unwilling to report it
- observing suspicious behaviour.

ACCESS AND EQUITY


In the event of a situation that is considered by either staff or students to be in violation of Complex Institute of Education’s Access and Equity Policy, staff and students are required to report the situation to Management.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

The Quality Assurance and Compliance Manager (Marnie Rangan) mrganan@complexinstitute.edu.au is responsible for ensuring the Institute follows and maintains the principles of Access and Equity as defined in legislation and Complex Institute of Education’s Policies and Procedures.
STUDENT FEEDBACK AND CONTINUOUS IMPROVEMENT

Complex Institute of Education is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available at reception. You are encouraged to provide feedback to Complex Institute of Education so we can improve our services in the future.

Complex Institute of Education also collects statistical information regularly in order to monitor, maintain and achieve ongoing continuous quality improvement in the delivery of vocational education and training and student services.

We value and welcome constructive feedback from our students and staff concerning educational and service changes that would improve our existing educational and student services provided by the Institute.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed halfway through your course and another survey on the completion of your training.

The information you provide in this survey is made available to ASQA which is the Institute’s regulating body. This is purely a statistical process and your name or any other personal information is never documented in this process and your views are considered private and confidential in its entirety.

You should also be aware that an external party may contact you directly to provide information on your time here at Complex Institute of Education. The National Centre for Vocational Educational Research (NCVER), from time to time, target industries and specific Registered Training Organisations to provide a sample survey on the performance of our Institute.

TRAINING DELIVERY AND ASSESSMENT

Classroom Training
Training is delivered ‘face to face’, online or by blended learning by experienced and qualified trainers and you are required to attend each scheduled class where the trainer will moderate the learning pace, method and sequence appropriate to your learning needs and course structure.

Learning methods will vary and can include case study scenarios, field trips, ‘hands on’ practical classes, role play techniques, activities, discussions, presentations, research and assignments.

Classroom Assessment
Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, role plays, activities or reports, formal questions (multiple choice, short and long answers), practical demonstrations, small or large group tasks, oral presentations, projects, problem solving tasks, case studies and discussions.
Online and Blended Training

What is Online Delivery?
Online Delivery (OD) is the umbrella term that Complex Institute of Education (CIE) uses to describe its off campus mode of study. Many students choose to study by Online Delivery in order to fit their study around other commitments such as work, or because they do not live near a campus location. Online Delivery learning has identical content, standards and assessment as classroom delivery.

What is Blended Delivery?
Blended Delivery (BD) is a mode of study which encompasses both online and face to face classroom based learning. Students receive access to comprehensive learning materials and a trainer/assessor for each unit of competency. There is a lecture session component where students attend campus to practice their skills and also synchronous online sessions where students can integrate theory and practice.

Is study by Online Delivery for me?
CIE recognises that students have commitments outside of study as well as varied learning styles, which means that each student will engage differently in their learning. Some students are comfortable with computers, enjoy interacting online and have the time to do so. Others prefer to study independently, using hardcopy materials and prefer to login to the online class space intermittently. Studying by Online Delivery with CIE caters for a variety of learning styles and preferences.

What Study Materials do I have access to?
All students receive free online access to the comprehensive, instructionally designed Student Training Manual and Readings from within their online class space. There will also be an online library of resources for students to access and pre learning materials.

Some courses require compulsory lecture session attendance. Check the requirements of your individual course with the CIE Enrolment Officer.

What Technical requirements are there for Online Delivery students?
All students at CIE, whether studying on or off campus require the following:
- Access to a reliable internet connection — access to the internet is an essential for those wishing to study at CIE. Enrolment, grades, assessment, course materials and interaction with the College occurs online or via email. A broadband connection is desirable as it vastly speeds up the rate at which you can view and download information.
- An email address — It is recommended that you have a personal email address so we can contact you in, for example, in the case of a lost password.
- Microsoft Word — Students are required to submit their written assessment electronically in Microsoft Word.
- Access to video recording equipment - most courses also require access to video recording equipment such as a digital camera or video camera.

Online Student Support
If you require assistance using the online learning management system, we ask that all requests for online support are initially lodged via the Learning Management System (LMS). Information on how to do this is in your online study user guide, which you will receive with your initial access email providing your username and password.
COMPETENCY BASED TRAINING

Competency based training is training that develops the required skills, knowledge and attitudes to meet the competency standards that are set out in national Training Packages. Competence is the concept of performing workplace tasks to a specified standard of skills and knowledge.

Competencies are the measurable or observable knowledge, skills, abilities, and behaviours (KSABs) critical to successful job performance. Units of Competency are the nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function. They describe work outcomes as agreed by industry.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence of knowledge, skills, abilities, which match and meet the units and their Elements against a set of key Performance Criteria and nationally set standards. This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in teams
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding

Competency Assessment Processes

There are three types of assessment that occur at different stages for each Unit of Competency:

a. Initial assessments to identify what competencies you already have, generally from self-assessment. From this, a learning plan can be designed to develop the remaining or outstanding competencies.

b. On-going assessments, to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.

c. Final assessments when you indicate you are ready to complete the assessment for any remaining competencies.

How are competencies assessed?

For students participating in classroom based or on-site learning

Assessment of competencies may involve both direct (Show and Tell) and indirect (Show, Tell and Apply) assessment methods conducted within a classroom or a worksite. This means that you will be required to produce evidence and/or demonstrate a Unit of Competency and apply related knowledge associated with that Unit of Competency.

While a demonstration of skills can be observed, the assessment of underpinning skills and knowledge such as problem solving, working in teams and understanding etc., can only be undertaken through indirect and supplementary assessment such as workbook questions and answers and case studies and verbal questioning relating to the unit of competency.
The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set as a national standard.

Each Unit of Competency contains a series of assessments. During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Trainer/Assessor records your evidence and/or demonstrations as “S” – Satisfactory or “NYS” – Not Yet Satisfactory”. Competencies are not ‘scaled’ or ‘marked’.

Broadly, it’s simply a matter of whether you can (‘S’) or cannot (‘NYS’) demonstrate your skills and provide supporting evidence to the performance standard relating to the Unit of Competency.

If your evidence fails to demonstrate the level of competency for any Unit or Performance Criteria appropriate to the qualification you will need to be re-assessed or provide additional information and support for the trainer to be able to deem you “S” – Satisfactory or “NYS” – Not Yet Satisfactory”.

If you have successfully been marked “S” Satisfactory for all assessments for the unit then you will be marked as “C” Competent for the unit.

In some circumstances you will be asked to re-attend the particular class or training session related to the unit you need to become competent in. The Trainer/Assessor will make the decision based on your performance, knowledge, punctuality and any other determining factors.

**For students participating in blended or online learning**

Assessment of competencies may involve both direct (Show and Tell) and indirect (Show, Tell and Apply) assessment methods conducted online, within a training facility or in the workplace. This means that you will be required to produce evidence and/or demonstrate a Unit of Competency and apply related knowledge associated with that Unit of Competency.

While a demonstration of skills can be observed, the assessment of underpinning skills and knowledge such as problem solving, working in teams and understanding etc., can only be undertaken through indirect and supplementary assessment such as workbook questions and answers and case studies and verbal questioning relating to the unit of competency.

Your Trainer/Assessor may also ask you questions related to the Unit of Competency.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set as a national standard.

Each Unit of Competency contains a series of assessments. During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Trainer/Assessor records your evidence and/or demonstrations as “S” – Satisfactory or “NYS” - Not Yet Satisfactory”. Competencies are not ‘scaled’ or ‘marked’.

Broadly, it’s simply a matter of whether you can (‘S’) or cannot (‘NYS’) demonstrate your skills and provide supporting evidence to the performance standard relating to the Unit of Competency.
If your evidence fails to demonstrate the level of competency for any Unit or Performance Criteria appropriate to the qualifica-
tion you will need to be re-assessed or provide additional information and support for the trainer to be able to deem you “S” –
Satisfactory or “NYS” – Not Yet Satisfactory”.

If you have successfully been marked “S” Satisfactory for all assessments for the unit then you will be marked as “C” Competent
for the unit.

In some circumstances you will be asked to re-attend the particular class or training session related to the unit you need to
become competent in. The Trainer/ Assessor will make the decision based on your performance, knowledge, punctuality and any
other determining factors.

What if you successfully demonstrate competencies in some areas and not in others?

If you can only demonstrate competencies in some and not all of the Units of learning or the criteria within the Units of Compe-
tency, a certificate for the qualification cannot be issued. You will however, receive recognition for the competencies and units of
learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification
name, Unit numbers and national identification number.

If you elect to continue and complete the full qualification or any outstanding Units of Competency, your Trainer/Assessor will
work with you to develop a training pathway and a plan to complete those outstanding learning units.

YOUR TRAINER’S RESPONSIBILITIES

• Your Trainer will provide clear instructions about what is expected from you during your training.

• Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies,
presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates
what is expected of you during the learning phase.

• Your trainer will provide the Complex Institute of education email address so that you will be able to contact them between
classes. This provides additional support for your self-paced and ‘take home’ learning activities.

• When the total requirements have been signed off, an initial mechanism can begin towards final assessment by the approved
Trainer/Assessor.

• During assessment the learner must be able to Show, Tell and Apply the evidence. The Trainer/Assessor records your evidence
and/or skill demonstrations as “C” Competent or “NYC” - Not Yet Competent.
CREDIT TRANSFER (CT) AND RECOGNITION OF PRIOR LEARNING (RPL)

Please ensure you make the staff at Complex Institute of Education aware, if you wish to apply for either Credit Transfer (CT) or Recognition of Prior Learning (RPL). The Enrolment Officer will go through the RPL and OR CT policies and procedures with you, including eligibility during your Pre Training Review.


Recognition of AQF Qualifications through Credit Transfer (CT)

Complex Institute of Education undertakes to recognise qualifications issued by other Australian Registered Training Organisations (RTO’s) who have authority to issue qualifications. Credit Transfer (CT) will be granted upon receipt of sufficient evidence to support the application.

As per the AQF Handbook; Issuing a Qualification, Complex Institute of Education will only recognise previous qualifications if they are recognised within the current training package and that the units are the equivalent to those being delivered in the current course.

All Vocational Education and Training qualifications issued under the AQF must include the following elements:
• Name, code and logo of issuing body
• Name of person receiving the qualification
• Nomenclature as in the Framework, e.g. Certificate I, Diploma
• Date issued
• Authorised signatory

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) recognises a student’s previous formal and informal learning and experiences. RPL recognises any prior knowledge and experience and measures it against the qualification in which the student is enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.

Complex Institute of Education will ensure that an individual’s learning and skills are recognised, irrespective of how or where they have been acquired. RPL assessment enables individuals to forego training and move directly to having their competencies assessed, thus avoiding the need for unnecessary training that brings with it additional costs, including time and effort. Although it is not necessarily a quick or simple process, RPL aims to provide students who do not require formal learning with a flexible and faster way to have their skills and knowledge assessed against the competencies stipulated in Training Packages and vocationally accredited courses.

Students may apply for recognition of their learning and skills by supplying evidence of:

• Previous recognised training undertaken
• Work and life experiences
• Non-formally recognised training undertaken
Why you should apply for RPL

If you apply for RPL and your application is successful you could:

- Reduce or eliminate the need for any training in skills and knowledge you already have.
- Save time by not needing to attend any or a reduced number of classes and completing unnecessary work.
- Save money because you will not have to buy textbooks (where applicable) and other learning material.
- Complete your qualification in a shorter time.
- Advance to a higher level qualification in a shorter time if desired.

All assessments of Recognition of Prior Learning will be valid, reliable, flexible and fair.

Evidence must be collected to support Recognition of Prior Learning applications. This evidence must be valid, sufficient and authentic.

The outcomes of all applications for Recognition of Prior Learning will be recorded, and the relevant qualifications and/or statements of attainment issued where the appropriate evidence has been submitted and evaluated as being valid, sufficient and authentic.
Complex Institute of Education has developed Policies and Procedures to maintain high professional standards in the marketing and delivery of Vocational Education and Training services. Policies and Procedures safeguard the interests and welfare of students. Complex Institute of Education is committed to the success of students and maintains an environment conducive to learning. Complex Institute of Education has the capacity to deliver the nominated Units of Competency or qualifications(s), provide adequate facilities, and use appropriate methods, materials and technologies.

**STUDENT PRIVACY**

Complex Institute of Education recognises a student's right to privacy. Complex Institute of Education Privacy Policy identifies how we handle information about you as a student. We collect and store your enrolment details and your progress reports and adhere to the Privacy Act 1988 (as amended) and the Information Privacy Act 2000. It also meets the requirements of the Privacy Act and the 13 Australian Privacy Principals it contains.

Complex Institute of Education is committed to protecting students’ right to privacy. Where relevant, information is collected and disclosed to appropriate bodies to determine and verify students' eligibility for funded places, previous qualifications; individual welfare needs, plus report any details of Student enrolment.

When using Social Media, you should be aware of who you are sharing your personal information with. Check your privacy settings regularly and ensure only people that you want to share your information with can see it. This might include things such as where you live, your email address, photos, birthday and other contact information.

Complex Institute of Education's full Privacy Statement can be viewed on our website at [https://complexinstitute.edu.au/privacy-statement](https://complexinstitute.edu.au/privacy-statement)

**Victorian Government VET Student Enrolment Privacy Notice**

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

**Collection of your data**

Complex Institute of Education is required to provide the Department with student and training activity data. This includes personal information collected in the Complex Institute of Education enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth’s Unique Student Identifier (USI).
Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning. A student’s USI may be used for specific VET purposes including the verification of student data provided by Complex Institute of Education the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data
As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department’s collection and handling of enrolment data and USIs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014(Cth) and the Student Identifiers Regulation 2014(Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For more information in relation to how student information may be used or disclosed please contact Complex Institute of Education’s Quality Assurance & Compliance Manager on phone 1800 441 677.

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints go to: http://www.education.vic.gov.au/Pages/privacypolicy.aspx.

For further information about Unique Student Identifiers, including access, correction and complaints, go to: http://www.usi.gov.au/Students/Pages/student-privacy.aspx.
STUDENT CODE OF CONDUCT

Complex Institute of Education expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Complex Institute of Education.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress as specified in your Training Plan.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Complex Institute of Education publications with respect.
- To respect other students and Complex Institute of Education staff members and their right to privacy and confidentiality.
- To follow your trainer’s instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws.
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Institute.
- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students.
- Complex Institute of Education is a non-smoking environment, this includes electronic cigarettes.

YOUR RESPONSIBILITIES AS A STUDENT

- Participate in course work set out by your Trainers
- Tell your Trainers when you do not understand the subject matter or know how to perform an assessment task
- Meet attendance requirements.
- Complete all assessment instruments.
- Inform administration of any changes to personal details.
- Complex Institute of education requires that students dress in a manner which is neat and does not offend others. Uniforms for specific classes are to be worn at all times as advised by your Trainer. These are in-line with WHS requirements.
- Adhere to rules and regulations as set-out in the Student Information Handbook
- Comply with the Terms and Conditions of Enrolment.
STUDENT CONDUCT

Today’s workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Complex Institute of Education we aim to achieve the following basic principles of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person
- Maintain the self-confidence and esteem of others
- Maintain constructive relationships with staff and fellow students
- Take the initiative to make things better
- Lead by example
- Respect the property of the Complex Institute of Education and fellow students.
- Inappropriate language will not be tolerated

In addition the following standards apply:

- Mobile phones must be turned off or on silent during classes.
- Eating is forbidden in the general purpose classrooms.
- Eating or drinking is forbidden when using or you are within the vicinity of the provided student computers.
- The chewing of gum or smoking within Complex Institute of Education premises is forbidden.

It is expected that staff members and students are to hold every other staff member and fellow student responsible for living up to these principles at all times.

STUDENT ATTENDANCE

Attendance is an essential element of a student’s program, and is monitored daily. You will be informed of your attendance obligation at your enrolment/information session. If, for whatever reason, you cannot meet your attendance obligations, it is expected that you will ring and let the Student Liaison Officer/Training Coordinator know of your situation.

All non-attendance of classes will require you to be rebooked into the class you have missed. In this circumstance alternative dates will be offered to you according to the schedule of classes already scheduled, not to suit your needs.

Where you have been referred to our Institute by a third party (for example Employment Service Provider (ESP), Rehabilitation officer, or employer); we are obliged to inform them of your non-attendance.
STUDENT ACADEMIC ATTENDANCE POLICY

Purpose
This policy relates to how Complex Institute of Education will systematically monitor students’ attendance. This policy is made available to all staff and students of Complex Institute of Education through the Student Information Handbook and online. The policy is explained to Students through the initial Orientation program and through any student services/welfare sessions applicable under this policy.

Scope
This policy applies to students enrolled within all Vocational Education and Training programmes offered by Complex Institute of Education.
Complex Institute of Education delivers its courses over on compulsory study period within the academic year. Students commence their courses at the beginning of any period, and for this purpose it is referred to as an intake.
Complex Institute of Education students have their Unit enrolments stored in the student management system VETtrak. These units define the over-all course requirements as per the accredited course or training package rules.

General Policy
Complex Institute of Education will systematically monitor students’ attendance. It will be proactive in notifying and ensuring appropriate support is provided where a student’s attendance is not satisfactory.

1.1 Absence due to illness
It is advisable for a student who is ill, to obtain a medical certificate. This certificate is to be produced for recording, and then retained by the student. (A medical certificate does not cancel an absence; it only provides an explanation and must be submitted within one month of its date of issue)
A student who is too ill to immediately continue his/her studies may apply for Special Leave and have his/her enrolment temporarily suspended on the grounds of compassionate or compelling circumstances.

1.2 Attendance Monitoring
Each student attendance, is recorded on the classroom attendance record for every scheduled class or unit attendance both in hard copy format and in an online attendance register linked to the VETtrack Student Management System.
Complex Institute of Education Business Support Services officer will review the attendance register daily. Any student who is found absent will be contacted that day to verify the reason for the absenteeism and to offer support to the student if required.
You will be informed of your attendance obligation at your enrolment/information session and you will be expected to verify that you agree and understand these conditions by signing an agreement declaration.

1.3 Special consideration
Complex Institute of Education appreciates that from time to time, a student may not be able to attend classes due to circumstances beyond his/her control. It is a requirement that there is documentary evidence demonstrating that compassionate or compelling circumstances apply.

A copy of the evidence will be retained in a student’s file.
TUITION FEES AND CHARGES

Tuition Fees
Tuition fees are set at competitive rates and will be advised prior to commencement of the course. These fees will vary from course to course. For up to date tuition fees please refer to current course outline brochures, or our website https://complexinstitute.edu.au/student-tuition-fees Please note that Complex Institute of Education may update fees and costs from time to time.

Tuition fees may be paid by EFTPOS, Credit Card, and Cash or possibly via Government Funding through recognised training initiatives. (please consult our Enrolment Officer to see if you are eligible to have your training funded by the government)

As per the Standards for Registered Training Organisations (RTOs) 2015, Clause 7.3:
* Complex Institute of Education may only accept payment of up to $1500 from each individual student prior to the commencement of the course. (Before day 1)

Following course commencement, (from day 1) Complex Institute of Education may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed $1,500.

• The date set for 1st payment must be met as agreed to and as stated in this agreement. Where this payment is not made students may not be allowed to continue their training past this date. A Statement of Attainment would then be issued for the units that were paid for as part of the deposit and successfully completed up to this time.

• The date set for final payment must be met as agreed to and as stated in this agreement. Where this payment is not made students may not be allowed to continue their training past this date. A Statement of Attainment would then be issued for the units that were paid for through the deposit and 1st payment made and successfully completed up to this time.

On completion of the course, certificates will not be issued unless full payment for the course has been finalised.

Complex Institute of Education holds a 2017 Standard Vet Funding Contract called the Skills First Program. This program offers subsidised training to eligible people.
You are advised to visit: http://www.education.vic.gov.au/skillsfirst/Pages/default.aspx to assess your eligibility for subsidised funding to undertake a course using this program.

Complex Institute of Education maintains a Queensland State Government Funding Contract called the Queensland Certificate 3 Guarantee Program. This program offers subsidised training to eligible people.
You are advised to visit:

Fees for Re-printing of Certificates
Printing of replacement Certificates or Statements of Attainment will incur an administration fee that will need to be paid prior to printing.

• Replacement qualification testamurs will be provided at a cost of $40.
• Replacement Responsible Service of Alcohol or First Aid Statements will be provided at a cost of $10.
Complex Institute of Education gives a guarantee, that with the exception of unforeseen circumstances beyond their control, every effort will be made to deliver training and assessment services and meet desired qualification outcomes as agreed. Where cancellation has occurred prior to the commencement of a course due to organisational or external constraints that are no fault of the student, all monies paid by the student will be fully refunded.

Where cancellation has occurred after the commencement of a course due to organisational or external constraints that are no fault of the student all monies paid for the portion of study not yet completed are to be fully refunded. If students need to repeat a unit(s) after being given two attempts at assessments and they are still deemed Not Yet Competent, a $70 per unit tuition fee is payable in advance at the discretion of Complex Institute of Education management.

**STUDENT LOANS OFFERED BY CERTEGY EZI-PAY PTY LTD**

At Complex Institute of Education, we understand that everyone’s financial situation is different. Sometimes, the only barrier preventing you from completing a qualification and entering a new career are the costs of enrolment. For this reason, Complex Institute of Education has partnered with CERTEGY EZI-PAY PTY LTD, providing an option for potential students to utilise a no-interest ever loan to cover their course fees and some limited extras. It is important to note that if you choose to utilise the CERTEGY EZI-PAY service, you will incur a debt which **MUST** be repaid. The management of this debt rests with CERTEGY EZI-PAY, and is not managed by Complex Institute of Education.

When considering whether the use of CERTEGY EZI-PAY is for you, you need to be aware that this is a choice that only you can make. By applying for the CERTEGY EZI-PAY “No Interest Ever” student loan, you must understand that this will be organised through a third party that is completely separate and unrelated to Complex Institute of Education. You will incur a debt to CERTEGY EZI-PAY which you **MUST** repay.

CERTEGY EZI-PAY is solely responsible for the approval, payment and repayment process of the loan provided. Once approved, Complex Institute of Education will receive the money for your approved fees and charges and from approval date you will have a contract and agreement with CERTEGY EZI-PAY that will have no formal connection to Complex Institute of Education.

CERTEGY EZI-PAY will contact you, setup direct debits and manage the repayment process with you. Complex Institute of Education has no contact with CERTEGY EZI-PAY and cannot provide advice, direction or any decision on their behalf. We will provide the ability to apply and get approved, but once that has been undertaken the relationship and process is between you and CERTEGY EZI-PAY.

**As part of our commitment to you we will undertake the following:**

- Assess you for eligibility to apply for this product with CERTEGY EZI-PAY;
- Determine an Employability rating required for application;
- Discuss the special approval application process with you, should you be found to not be eligible under normal circumstances;
- Determine exactly how much money you need to apply for;
- Assist you in making an application for CERTEGY EZI-PAY;
- Provide you with all the necessary documents, information and details regarding utilising this option;
- Provide you with a seamless, easy and straightforward process;
- Enrol and commence you into your chosen course; and
- Provide you with Free Recruitment Assistance to help you get the job you want.
Complex Institute of Education is committed to providing you with the best training and recruitment options. In many cases, once you have completed training you will be able obtain employment through our extensive employer networks. If you have been assessed by Complex Institute of Education and found to be a suitable applicant for the CERTEGY EZI-PAY payment option, we will ensure we do everything in our power to help you get a job. If you follow all the steps, advice and direction we give you on this process you will be working very soon. If any of the staff at Complex Institute of Education can assist you in anyway then please do not hesitate to ask. We look forward to having you in our family and will help you celebrate once you’re in the job you want.

REFUND AND CANCELLATION/WITHDRAWAL POLICY

All Applications for Refunds and student Cancellations/Withdrawals must be made in writing to the Business Support Services Manager

A Refund Application Form and student Cancellation/Withdrawal Form can be located on the website at www.complexinstitute.edu.au

This is a National Refund Policy and covers all funding models offered by Complex Institute of Education, as well as students funded by Certegy Ezi-Pay Pty Ltd

Complex Institute of Education Provider Default:

If Complex Institute of Education cancels the course at any stage during the period of enrolment (prior to the beginning of the course commencement), a refund will be provided based on the following:

- A full Refund of all fees paid to that date prior to the commencement of the course. Students may also choose to be placed in a course at a later date with these fees being fully transferable.
- Students will not incur a refund administration fee of $50
- For students who are funded by Certegy Ezi-Pay Pty Ltd, Complex Institute of Education will refund all student monies owing directly to Certegy Ezi-Pay Pty Ltd. Students will not incur a refund administration fee of $50

Student initiated Cancellation/Withdrawal: All Refunds made by Complex Institute of Education will incur a refund administration fee of $50 with any refunds approved to the student will be sent in the form of a Complex Institute of Education company cheque. Our Refunds policy is subject to the following conditions:

- This refund policy is applicable to all Fee for Service Students and State Government Funded students who are non-concession and have paid more than $300 in tuition fees, this also includes students who are funded by Certegy Ezi-Pay Pty Ltd.
- If you advise Complex Institute of Education in writing, no less than 2 working days prior to the commencement of the course, that you will not be undertaking the course, we will provide a full refund less the above refund administration fee. For students who are funded by Certegy Ezi-Pay Pty Ltd, Complex Institute of Education will refund all student monies owing directly to Certegy Ezi-Pay Pty Ltd, less a refund administration fee of $50, and your 10% deposit.
- If you withdraw from the course from Day 1 and up to 25% of the course duration, you will be charged $300, in addition to your 10% deposit, and are required to maintain your repayments to Certegy Ezi-Pay Pty Ltd.
- If you withdraw from the course after completing 25% and up to 50% of the course duration, you will be charged 50% of the full “Fee for Service” cost of the course in addition to your 10% deposit and are required to maintain your repayments to Certegy Ezi-Pay Pty Ltd.
If you withdraw from the course after completing 50% or more of the course duration, you will be charged the full “Fee for Service” cost of the course and are required to maintain your repayments to Certegy Ezi-Pay Pty Ltd.

If you have enrolled and paid any course fee via our online service, the above points will apply to any refund request.

You will need to apply for a refund in writing via a Refund Application Form and the refund will be sent in the form of a Complex Institute of Education company cheque. This cheque will be addressed to the name and address listed on the enrolment application form.

Where students have been asked to leave the classroom and not re-join for behavioural or discipline reasons the above refund policy will also apply.

State Government Funded Student Initiated Withdrawal/Cancellation

If a Student provides written notice to withdraw from a portion of the course, only the units completed and claimed by Complex Institute of Education will be recognised through a Statement of Attainment.

No payments will be made to students from any government or third party funding.

The above student initiated Cancellation/withdrawal refund policy, will apply for SKILLS FIRST PROGRAM funded students who have paid in excess of $300

For any enrolment/tuition fees paid under $300 prior to beginning the course and a student notifies of a course cancellation prior to course commencement, all enrolment/tuition fees paid, will be forfeited once the course has commenced.

In all other circumstances Complex Institute of Education will:

- Ensure that students receive a refund of fees for services not provided, including services not provided as a result of financial failure of Complex Institute of Education;
- Ensure that the Refund policy is fair and equitable to the circumstances in which it may apply;
- Ensure that the contractual and financial relationship between the student and Complex Institute of Education is fully and properly documented and that copies of the documentation are made available to the student at all times.

APPLYING FOR A REFUND

All Applications for Refunds and Student Cancellations must be made in writing to the Business Support Services Manager.

- A Refund Application Form and Student Cancellation/Withdrawal Form can be located on the website at www.complexinstitute.edu.au
- The application for a refund must include a reason and must include supporting official documentation of the student’s circumstances for withdrawal/cancellation plus a contact name and telephone number to enable Complex Institute of Education to validate the application.
- Date of Cancellation/Withdrawal is the date the written request is received by Complex Institute of Education Business Support Services Manager.
- A student should apply for a refund as soon as possible after notice of cancellation/withdrawal is submitted (if eligible)
- All refunds will be paid as soon as possible and no later than five (5) working days from an approved Cancellation /Withdrawal notification. This will occur only when the supporting official documentation have been validated within this timeframe.
DEFERRAL AND SUSPENSION OF STUDIES

As a student of Complex Institute of Education you may request to defer the commencement date of your course or temporarily suspend your studies while the course is in session only in certain limited circumstances.

A deferment or suspension may only be granted on the grounds of ‘compassionate or compelling circumstances’.

Compassionate or compelling circumstances are those generally out of your control that will either impact on your ability to participate in the course or impact on your well-being.

This may include, but is not limited to:
- Inability to begin studying on the course commencement date due to a delay in receiving your student visa.
- Serious illness or injury, where a medical certificate states that you are unable to attend classes.
- Death of a close family member.
- Major political upheaval or natural disaster in your home country requiring emergency travel.
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime

Students must apply to the Business Support Services Officer for a deferment of course commencement or suspension of studies and provide supporting evidence as to why the deferment should take place.

The Business Support Services Officer will assess the application against the policy and inform you of the outcome.

STUDENT COMPLAINTS AND APPEALS

The full Complaints and Appeals policy and procedure adopted by Complex Institute of Education can be accessed on the website www.complexinstitute.edu.au

An overview of the process implemented is as follows:

Purpose:
This policy covers the requirements of the ASQA Standards for Registered Training Organisations (RTO’s) 2015 Clauses 6.1 – 6.6, Manage Complaints and Appeals.

Complex Institute of Education will provide a fair and transparent means of making formal complaints and appealing academic and related decisions is an integral part of all training an assessment provided to students.

This policy is to provide clear and practical guidelines to ensure that complaints and appeals lodged with Complex Institute of Education can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The policy will manage and respond to allegations involving the conduct of Complex Institute of Education, its trainers, assessors or other staff, or students of Complex Institute of Education.

Complex Institute of Education also recognises that student complaints can also be anonymous.

No action relating to an enrolment status is to be taken until such time as the complaint has been resolved. However, Complex Institute of Education Management retains the right to take such steps as may be necessary to ensure the health, safety and welfare of the student and/or of others.
Student’s unsatisfied with the result or conduct of Complex Institute of Education’s internal appeals processes may access an external appeal process which is independent, impartial and provided at no or minimal cost to the student.

**Scope:**
This policy will cover all complaints and appeals submitted by students undertaking training for all courses on Complex Institute of Education’s scope of registration, that impact on the organisation’s management systems; quality of training and assessment; quality of client service; and compliance with the VET Quality Framework, inclusive of complaints about:
- the RTO and its trainers, assessors and other staff;
- an RTO’s third party/ies, its trainers, assessors and other staff;
- a student of the RTO.

All disputes will be handled professionally in order to achieve a satisfactory resolution.

**Privacy:**
Complex Institute of Education acknowledges and respects the privacy of students and adheres to the Australian Privacy Principals (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends Privacy Act 1988. The APPs cover the collection, use, disclosure and storage of personal information.

Confidentiality will be maintained throughout the process of making and resolving complaints and appeals. Complex Institute of Education seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

**Definitions:**
- **Complaints and Appeals** include, but are not restricted to, matters of concern to a student relating to training delivery and assessment including the quality of the training, student support, learning materials, discrimination; and sexual harassment.
- **Complaint**: where it is felt an aspect of service provision by Complex Institute of Education or its agents is unsatisfactory or unacceptable and causing dissatisfaction that requires an action to be taken to reach a resolution.
- **Appeal**: where it is felt a re-examination of a decision made by Complex Institute of Education is required for consideration, in order to reach an amicable resolution.

- **Natural Justice** is concerned with ensuring procedural fairness:
  - Decisions and processes should be free from bias;
  - All parties have the right to be heard;
  - The respondent has a right to know of what s/he is accused;
  - All parties are informed of the decision and the reasons for the decision.

- **VET Quality Framework (VQF)** means the following:
  - Standards for Registered Training Organisations (RTOs) 2015
  - Australian Qualifications Framework;
  - Fit and Proper Person Requirements;
  - Financial Viability Risk Assessment Requirements;
  - Data Provision Requirements.

**Responsibilities:**
- All Complex Institute of Education staff who receive a complaint are responsible for:
  - The documenting of complaints as per the scope of this policy.
  - Sending the details of the complaint to the Training Coordinator (or delegate).
The Training Coordinator (or delegate) is responsible for:

- Reviewing the complaint or appeal;
- Determining the root cause of the complaint or appeal, through investigation, review or other appropriate means;
- Determining the action, if any, to be taken and recording in the Complaints and Appeals Register and Continuous Improvement Register.
- Implementing action to prevent or limit the likely reoccurrence of the determined cause of the complaint or appeal.
- Following up on the complaint or appeal and/or with the complainant to ensure the complaint has been finalised and that corrective action has been implemented satisfactorily and the student is satisfied.

**Procedure:**

It is in the student’s best interests for a dispute or dissatisfaction to be resolved amicably and at an early stage.

1. Any dissatisfaction or concern from a student should initially be raised and discussed with the staff member or trainer. If the issue is not resolved, the student should proceed to Step 2 and commence the formal Complaints and Appeals process.

2. **Lodgement:** The student should lodge a written complaint using the approved Complex Institute of Education Complaint and Appeals Form, available from Business Support Services. The student should complete this form and attach any and all information and evidence that will support the complaint or appeal. The Complaint Form should then be submitted to the Training Coordinator in person, or:

   **Email:** jbrown@complexinstitute.edu.au  
   **Post:** Training Coordinator Complex Institute of Education  
   **Attn:** Jessica Brown  
   400 Queen Street, Melbourne VIC 3000

3. **Internal Complaint/Appeal:** After receipt of a formal student complaint or appeal the following process will take place:

   3.1. The Complaint or Appeal is received and may be heard by the Student Welfare/Support Officer or Training Coordinator.

   A meeting will then be arranged with the student within 5 working days of receiving the written complaint or appeal, allowing them to formally present their case to Complex Institute of Education.

   **Should the student wish to be accompanied by a support person during this meeting, the student will be welcome to do so.**

   3.2. **Meeting day:** If the Student has further supporting documents or evidence other than those supplied with the Complaint form, they should bring those to the meeting.

   At the meeting, the Student Welfare/Support Officer and Training Coordinator will be present to hear the student’s case. Where possible, Complex Institute of Education will appoint staff not involved in the reason for the Complaint or Appeal. The Student’s support person may present or assist with the case for the Complaint or Appeal.

   **The Student’s support person may present or assist with the case for the Complaint or Appeal.**
3.3. **Investigation and Outcome**: after hearing the Student formally present their case; Complex Institute of Education will investigate and make a decision on the outcome of the Complaint or Appeal.

Complex Institute of Education will advise the Student of the outcome in writing within 14 working days from the date of the meeting.

3.4. If the outcome does not favour the Student, Complex Institute of Education will also advise in writing of the student’s right to engage the External Appeals process as outlined at step Four [4]

4. **External Appeal**: If, after following the complaints and appeals procedure, you believe the outcome of the procedure is unsatisfactory or that Complex Institute of Education is breaching or has breached its legal requirements or treated you unfairly, you can submit complaints to one of the following Ombudsman relevant to your State of training:

**Victorian Ombudsman**

Phone: 03 9613 6222
Web: https://www.ombudsman.vic.gov.au/Complaints/Make-a-Complaint
Address: Victorian Ombudsman, Level 1 North Tower, 459 Collins Street
Melbourne VIC 3000

**Queensland Training Ombudsman**

PO Box 15090, City East Qld 4002
Email: info@trainingombudsman.qld.gov.au
Phone: 1800 773 048

**Northern Territory Ombudsman**

22 Mitchell Street,
Darwin NT 0800
Phone: (08) 8999 1818
Free Call: 1800 806 380
Email: nt.ombudsman@nt.gov.au

**Note**: That the Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing complaints. ASQA will only consider a complaint if the student includes evidence that they have already exhausted the provider’s Complaints and Appeals process.

Except in exceptional circumstances, you must attach evidence to your complaint form showing:
- That you have followed your RTO’s formal complaints procedure, and
- The RTO’s response

**This process does not remove a student’s right to take further action under Australia’s Consumer Protection laws.**

Where Complex Institute of Education considers more than 60 calendar days are required to process and finalise the complaint or appeal, Complex Institute of Education will:

- Inform the complainant in writing as to why more than 60 calendar days are required
- Regularly update the complainant on the progress of the matter
**STUDENT COMPLAINTS AND APPEALS FLOWCHART**

**Complaint or Appeal Process**

**Step 1 - Informal**
Discuss the complaint or appeal with the relevant trainer if possible.

**Step 2**
Trainer to document complaint or appeal on Complaints and Appeals Form and give to the Training Coordinator.

**Step 3**
Training Coordinator attempts to resolve issue through discussion and conciliation. Details and outcomes are reported via a complaints and appeals form and a copy of the outcomes to be issued to the complainant, and also documented on the complaints and appeals register.

**Step 4**
The complaint/appeal is resolved

**Step 4**
The complaint/appeal is NOT resolved

**Step 5 - Formal**
Independent RTO representative to interview all parties allowing for the complainant to formally present their case and attempt to reach a suitable resolution.

**Step 6**
Outcomes are documented. Copy given to complainant. Copy placed on students file and complaints and appeals register updated.

**Step 7**
Where the complaint or appeal is substantiated action is to be taken and documented, and Continuous Improvement register updated to reduce the likelihood of reoccurrence.

**Step 8 - External**
Unresolved complaints and appeals can be directed to an external independent provider. Students referred to the Ombudsman in Victoria, Queensland or Northern Territory.
PLAGIARISM AND CHEATING

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source, without properly acknowledging it, is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Trainers will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by failure.

Any student found to be cheating during an assessment will face disciplinary action in-line with Complex Institute of Educations Discipline policy.

Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a participant's exclusion from a module or a course. This in turn may require you to pay to recomplete the module or course at a later date. When you have any doubts about including the work of other authors in your assessments, please consult with your facilitator.

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

• Presenting any work by another individual as one's own
• Handing in assessments markedly similar to or copied from another student
• Presenting the work of another individual or group as their own work.
• Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

What about Copyright?

You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner's copyright has been infringed.

You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with or employed by an educational institution.
STUDENT HARASSMENT AND BULLYING POLICY

Complex Institute of Education will not tolerate any harassment, victimisation, bullying or any other conduct that has the purpose or effect of interfering with an individual’s work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying or discrimination because of sex, race, national origin, religion, disability, sexuality or age.

Harassment and Bullying is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to our duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms, and be overt or subtle, direct or indirect.

**Examples of Harassment include:**
- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student’s work or work capacity
- Jokes and comments about someone’s ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

**Examples of victimisation include:**
- Unfair treatment
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures
- Lower assessment of student work

**Examples of bullying include:**
- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant ‘put-downs’
- Persistent, unreasonable criticism of student work performance
- Student violence both physical and threatened against trainers/students

**Examples of discrimination include:**
- Where a person is excluded from participation in a group, activity, event, employment etc., because of age, race, gender, disability, gender preference, marital status, looks etc.

Students and staff should be aware that differing social and cultural standards may mean that behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.
The privacy of a student filing a report and the individual under investigation shall be respected at all times and consistent with Complex Institute of Education’s obligation to conduct a fair and thorough investigation. All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against any students who are found to have been involved in harassing, bullying, victimising or discriminating other students or staff. Complex Institute of Education expects all students to uphold the spirit of this policy. Breaches of the policy will be considered to be “misconduct” or “serious misconduct” which may result in expulsion for students.

Note: Also refer to the Discipline Policy below

**DISCIPLINE POLICY**

Complex Institute of Education has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Occupational Health and Safety Act 2004 (Vic), Work Health and Safety Act 2011 (NSW, QLD, NT), Work Health and Safety Act 2012 (ACT, SA, TAS), and Occupational Safety and Health Act 1984 (WA).

Any student who is asked to leave a session or course has the right of appeal through the appeals process.

To ensure all students receive equal opportunities and gain the maximum from their time with Complex Institute of education any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave the session and the course.

Dysfunctional behaviour may include:
- Continuous interruptions whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to the trainer or to other students
- Harassment, victimisation, bullying or discrimination in any form
- Using offensive language
- Acting in a manner that places yourself or others safety and wellbeing at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being consistently late for class

Any person who is asked to leave a session or course has the right of appeal through the appeals process.

**Plagiarism/ Cheating on projects/assignments/case studies**

Where a completed assessment tool has been submitted for evaluation and plagiarism has been established:
- An outcome of Not Yet Competent (NYC) with plagiarism being the reason will be recorded in the student file.
- An extension of one [1] week will be provided to resubmit the work for re-evaluation.
If a Trainer/Assessor receives a project or assignment that is identical to another student’s and it has been established that it has been copied from another student’s work, the following action will be taken:

- A reassessment fee may be charged to re-attend class and resubmit the assessment.
- An extension of one [1] week will be provided to resubmit the work for re-evaluation.
- If it cannot be determined which student(s) have copied, then all identical assessments will be subject to reassessment.
- A note detailing the breach of policy will be documented in the student file.

**Plagiarism / Cheating on tests**

If students are found to be plagiarising or cheating on a test or other written assessment, the following action will be taken:

- They will receive an outcome of Not Yet Competent (NYC) with plagiarism or cheating being the reason recorded.
- They will be given one [1] week to resubmit the work in the original format required.
- They may be charged a reassessment fee to cover the additional staff and resource costs for the reassessment.
- A note detailing the breach of policy will be held on your file.

**Harassment**

If you have been found to be in breach of Complex Institute of Education's Student Harassment Policy, the following action will be taken:

- If this is evidenced in the classroom the trainer will take you aside to be counselled. A note of this counselling will be provided to the Training Coordinator or Student Welfare Officer and placed on your file.
- If further breaches of the harassment policy occur after the initial trainer counselling then you will be referred to the Training Coordinator or Student Welfare Officer. The Training Coordinator or Student Welfare Officer will counsel you further and provide a final warning of being in breach of the policy.
- If further breaches of the harassment policy occur after counselling has been given then you may be expelled from the Institute at the discretion of Management.

**Physical Assault**

Physical Assault will not be tolerated under any circumstances. If you physically assault another person, the following action will be taken:

- The Training Coordinator or Student Welfare Officer will be contacted to document the assault.
- At the discretion of the Training Coordinator or Student Welfare Officer the incident may be reported to the Police.
- At the discretion of the management team you may be expelled from the Institute.

**Breaking the Law**

If there is evidence that you have broken a law within the Institute premises the following action will be taken:

- The Training Coordinator or Student Welfare Officer will be informed, the Training Coordinator or Student Welfare Officer will then contact the Police to deal with the matter.
- The Training Coordinator or Student Welfare Officer may provide support, if at their discretion, the requirement for support is deemed necessary.
Mobile Phone communication in class

- Mobile phones must be switched off or on silent in the classroom or where the class is being conducted.
- The use of the mobile phone to make or receive communications such as phone calls, text messaging or Emails is restricted to the morning and afternoon breaks, lunch breaks and outside of the classroom attendance time.
- The only exception is if an urgent communication is expected. In this instance, you must inform the trainer in advance and ensure the phone is left in vibrating/silent mode so as not to disturb the class when you receive notification of the communication.
- **Such exceptions need to remain exceptions and not become a regular occurrence. i.e. you cannot expect an urgent call every day of the week.**
  - Where you are found in breach of the above, your trainer will advise you cease your activity and you must comply immediately.
  - Should you not immediately comply, your trainer will ask you to leave the classroom and note the event in your student file.
  - If this becomes a regular occurrence, your refusal to comply will be brought to the attention of the Training Coordinator or Student Welfare Officer where you will receive counselling and a decision is made on whether you should continue your course.

Mobile devices use in class

- Mobile devices such as tablets, laptop computers, pagers and dictionaries may only be used to assist you in your in-class studies and where required, the participation in and completion of assessments.
- Use of mobile devices for social networking, receiving Emails or other communications is restricted to morning and afternoon breaks, lunch breaks and outside of the classroom attendance time.
- Where you are found in breach of the above, your trainer will advise you cease your activity and you must comply immediately.
- Should you not comply or if this becomes a regular occurrence, your refusal to comply will be brought to the attention of the Training Coordinator or Student Welfare Officer where you will receive counselling and a decision is made on whether you should continue your course. The outcome of this course of action will be noted in your student file.

The use of mobile devices, mobile phones and other devices to photograph or record sound and vision

- The photographing or recording of sound and vision on any premises of Complex Institute of Education is expressly forbidden except where documented permission has been given by the Board of Directors for such activity to take place.
- Where a student has been found photographing or recording sound or vision, the student will be counselled and asked to delete any photographs or recordings of sound or vision and show proof of the deletion.
- Should the student not comply with the direction, the student will be asked to leave the premises where Complex Institute of Education may consider further action.
- **Note:** All recorded image or sound, found to have made its way into the media, whether internet, internet social media sites or hard copy media may be a breach of privacy and/or copyright. Where this has taken place, action may be considered against the person or persons releasing such information.
Late Arrivals/Early departures

- Late arrivals and early departures are recorded on the attendance register and you will be reminded of your attendance requirements. This will be noted in your student file.
- If you arrive consistently late after the set starting time but are within the 30 minute timeframe, you will be referred to Training Coordinator or Student Welfare Officer where you will receive counselling.
- When you are late or miss an assessment, the reassessment policy is followed as per this Handbook.
- If you arrive more than 30 minutes after the set starting time you may be refused entry into the classroom by your trainer and be required to rebook for that day in another course. Your Trainer/Assessor will mark this occurrence as absenteeism in the attendance register and in your student file.
- Where realise or know you are going to be late for class, you should contact reception at Complex Institute of Education on 1800 441 677 (your campus) and inform them that you will be late. This message will then be passed on to the trainer.
- Where you know beforehand that you will attend class late or you must leave early, you should inform your Trainer/Assessor with a reason for such an occurrence and you will be advised of the implications of late arrival or early departure. This will be noted in your student file.

Occupational Health and Safety (Including dress code/uniform requirements)

- You must undertake to behave and act in a way as not to be a danger to yourself or to others while on Complex Institute of Education premises or within the vicinity of Complex Institute of Education premises.
- Where any staff member of Complex Institute of Education directs or instruct you with regard to your behaviour or actions in relation to Occupational Health and Safety, you must immediately comply with those directions or instructions.
- Failure to comply with those instructions or where, other persons suffer injury because of your behaviour or actions, this will be reported to Training Coordinator or Student Welfare Officer where you will receive counselling and a decision is made on whether you should continue with your course. The outcome of this course of action will be noted in your student file.

Dress Code

- You must present in class, in neat casual attire at all times unless instructed that formal attire is required.
  - Clothing displaying provocative or obscene images is not permitted.
  - Clothing displaying words or phrases that are provocative or obscene is not permitted.
  - Provocative or revealing clothing is not permitted.
  - Open toed footwear is not permitted.
  - Singlet tops are not permitted.
  - The wearing of thongs, flip/flops, and sandals is not permitted.

- Where it is found, you are wearing such clothing or footwear, you will be asked to leave the premises and return when you have changed that clothing or footwear to comply with the dress code.
Personal Hygiene

• To ensure the comfort of all in the classroom, all students are expected to present in the classroom so as not to offend others through their personal hygiene.
• Where personal hygiene has been raised as an issue, the student concerned will be asked by the Trainer/Assessor or the Training Coordinator or Student Welfare Officer to remove themselves from the classroom and return the next day refreshed.

Rude / Negative Attitude towards fellow students or Trainer / Assessor

• If this is evidenced in the classroom the Trainer/Assessor will take you aside to be supported. A note of this support will be provided to the Student Welfare Officer and placed on your file.
• If further breaches occur after the initial Trainer/Assessor support, you will be referred to the Training Coordinator or Student Welfare Officer. The Training Coordinator or Student Welfare Officer will support you further and provide a final warning of being in breach of the policy.
• If further breaches occur after support has been given then you may be expelled from the institute at the discretion of the management team.

Non Participation (including sleeping in class)

• If you are in no state to comprehend or participate during class you will be sent home. A note will be placed on your file stating this.
• Participation in assessments, activities and role play is a requirement of the course or Unit of Competency you are undertaking. Failure to participate in any part of assessments, activities or role plays where it is required for assessment will mean that you cannot be assessed.
• If you miss out on an important part of the class due to non-participation you will need to recover what you have missed in your own time.
• Should you have a condition where you are unable to participate, you should seek advice from the Training Coordinator or Student Welfare Officer.

Intoxication (Alcohol/Substance Abuse)

If you are found to be intoxicated during class, the following action will be taken:
• You will be taken aside and asked to leave and return back to class once in an acceptable state of non-intoxication. A note of this will be placed on your file.
• If there are repeated instances of intoxication, the Student Welfare officer will be engaged to support and offer any help or services that you may need.

Absenteeism (missing Assessment/Test)
• Refer to the Re-Scheduled Assessment Policy & Procedure
STUDENT AMENITIES

Complex Institute of Education has amenities available for students at each Campus including: (Note: amenities may vary from Campus to Campus)

- Close public transport
- Toilet facilities
- Water cooler
- **Kitchen containing:**
  - Hot water urn
  - Refrigerator
  - Micro wave ovens
- Disabled access
- Photocopying facilities
- Quiet study areas
- Lunch/common student rooms
- Computer room
- Counselling and referral facilities
- **Computers:**
  - Onsite computers are available ONLY to Complex Institute of Education Students.
  - Students wishing to work on assignments and course work TAKE PRIORITY. If you are not able to use a computer for course work because other students are playing games, watching videos, etc., contact the Business Support Services staff.
  - If you have food or drink in the computer area, a staff member will ask you to consume this elsewhere.
  - Do not leave anything in the computer area.
  - Any information or files stored on the computer will be deleted.
  - The printer is to be used for course work only.
  - Students who use Complex Institute of Education computers for inappropriate reasons (especially viewing pornography) will be banned from the computer area. This may lead to expulsion under the Student Discipline Policy.
  - Internet use is restricted. Game and illegal sites have been blocked.
  - It is in your interest to self-manage the Computer area and follow this Fair Use Policy.

STUDENT SAFETY

Complex Institute of Education is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during the students Orientation program.
- No smoking within the Complex Institute of Education building. A designated smoking point is provided at the rear of the building.
- Report all potential hazards, accidents and near misses to the Complex Institute of Education staff;
- No consumption of alcohol on Complex Institute of Education premises or during contact hours;
- Keep training and assessment areas neat and tidy at all times;
• Seek assistance if you volunteer to lift items e.g. move furniture in a training area;
• Observe hygiene standards particularly in eating and bathroom areas.
• Report safety concerns to a Complex Institute of Education staff member immediately.

**Electrical Equipment**

Electrical equipment that is not working should be reported to Complex Institute of Education staff immediately. Electrical work should only be performed by appropriately licensed electricians. Students are not to undertake any task related to fixing electrical equipment.

**Fire Safety**

Complex Institute of Education will communicate the procedures involved in evacuation and the location of fire equipment to students during the student Orientation program. Students are to be familiar with the location of all EXITS and fire extinguishers.

**First Aid**

Provision for first aid facilities is available at each Campus. All accidents must be reported to Complex Institute of Education staff. The accident and any first aid provided must be recorded by staff involved.

**Lifting**

Never attempt to lift anything that is beyond your capacity. When lifting, always bend the knees and keep the back straight when picking up items. If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

**Work and Study Areas**

• Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
• Place all rubbish in the bins provided.
• Ensure that tea room bench spaces are left clean and tidy and that all dishes are washed.
• Do not sit or climb on any desks or tables.

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**STUDENT WELFARE SUPPORT SERVICES**

Complex Institute of Education has dedicated Student Welfare / Support Officers available for contact during business hours. The Student Welfare / Support Officers are the first point of contact for issues that fall outside of Training and Assessment, or for those issues you may not wish to discuss with your Trainer. All discussions regarding this are in the strictest of confidence.

Student Welfare/Support Officers are located at every Complex Institute of Education Campus

Emergencies: 1800 441 677

For more assistance see the following key contact staff:

Melbourne – Jessica Brown
Dandenong – Martyn French
Geelong – Maryanne Baljak
Mildura – Mary Johnstone
Wodonga – Tracey Scammell
Bendigo – Wayne Lowe
Brisbane and Gold Coast – Lindsay Yeaman
Cairns – Barry Lea
Darwin – Steven Morrissey
It is important that students have access to a range of support mechanisms during their study. Complex Institute of Education caters to diverse student learning needs and aims to identify and respond to the learning needs of all students. Students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment stage through to graduation.

All students should make an appointment at reception with the Student Welfare/Support Officer if they require additional support or welfare service advice.

Complex Institute of Education provides suitable resources to help students identify their learning needs and provides staff with the required student-based information for use in designing student training and assessment strategies. In designing and adapting training and assessment tools, Complex Institute of Education will do its best to ensure they are relevant to industry needs and meet the requirements of the Training Package or Accredited Course.

Complex Institute of Education is committed to providing students requiring additional support, with advice or assistance while training. To achieve this and ensure the quality delivery of training and support services, Complex Institute of Education provides:

- **Student Vocational Support Services** to improve and extend training outcomes. This can be arranged on a one to one basis with management, trainers and assessors who are required to monitor student progress. Students are advised to make an appointment at reception to see the Student Welfare Officer in the first instance.

- **Student Support Services** are available to all students from management and may take the form of advice or referral to other services.

- **Language, Literacy and Numeracy (LLN) Support** is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing (LLN) support may be identified during the enrolment process and on the Orientation program. Many Trainers have a background in language learning and teaching and are able to offer students case by case support in this area.

Identifying the level of Literacy and Numeracy of the student is a requirement of any Registered Training Organisation delivering nationally accredited units of competency or programs. The identification of the level of literacy and numeracy allows the trainer to adjust their training and assessment methods to suit the requirements of the student.

In identifying literacy and numeracy requirements, students will undergo a literacy and numeracy assessment as part of their enrolment in a course or program. In the literacy and numeracy assessment, the student will be required to:

a. Count, check and record accurately
b. Read and interpret
c. Estimate, calculate and measure

Where formalised LLN support is required by the student, extra curricula assistance is available and can be accessed by contacting the Student Welfare/Support Officer for more information.

Undertaking a course or program with Complex Institute of Education includes assistance with job seeking, resume writing, development of interview skills, vocational advice and mentoring. Students are advised of this service during their participation in a course or program.
Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach Complex Institute of Education will:

- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available;
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Complex Institute of Education and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

**STUDENT HEALTH**

It is in the interest of all staff and students that responsibility for one’s own health is seen as a priority. Anyone suffering from a temporary illness, which may affect others (e.g. colds, flu and viral infections), should suspend their attendance in their course until they have recovered. This will minimise the possibility of cross infection or transmission of the medical condition from one person to another.

Students unable to attend Complex Institute of Education due to illness must advise the Business Support Services officer as soon as practicable. A medical certificate will be required for any absence.

Complex Institute of Education’s policies ensure that students who do not attend due to illness evidenced by a medical certificate are not disadvantaged.

**STUDENT EMPLOYMENT SUPPORT SERVICES**

Throughout your studies with Complex Institute of Education, our Student Employment Support Services Team is available to provide employment preparation guidance and assistance. Through our extensive network of employer contacts we will not only ensure you are aware of employment opportunities that may arise, but also offer you support and guidance as part of any job application process.

**OCCUPATIONAL AND WORKPLACE HEALTH AND SAFETY**

Complex Institute of Education is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

*It is important students report ANY injury immediately.* Complex Institute of Education has a formal policy in place that staff must follow in the case of injury to students, staff or visitors. If you have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of your Trainer or a CIE Staff member.

You must comply with any OHS or WHS requirements as specified by your trainers during your Orientation Program.
STUDENT RECORDS

It is a requirement of the Standards Registered Training Organisations (RTO’s) 2015 that students can access personal information held by the College and may request corrections to information that is incorrect or out of date.

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request to the Complex Institute of Education Business Support Services Team. You will be asked to complete a Student Records Request Form. The Registrar will provide you with the records to view only. If you require copies of records the Registrar can organise a copy of documents for you. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain. You are welcome to obtain copies of any document.

Your privacy

Complex Institute of Education takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation. All information shared is kept in the strictest confidence by both parties and is available on request. In some cases we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases Complex Institute of Education will seek the written permission of the student for such disclosure.

COMPLEX INSTITUTE OF EDUCATION PROPERTY

Complex Institute of Education provides students with access to a comprehensive range of written, video, audio texts and resources. These materials may be borrowed for study use. Trainers will arrange for loans on request. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources.

During your studies at Complex Institute of Education, students may be issued with resources to aid them in their studies. These resources remain the property of the Complex Institute of Education and are only on loan.

These resources may take the form of:
• Work papers
• Class sets of notes
• Text books belonging to CIE and for which the student has not paid

(NOTE: all on loan text books received by students must be recorded on the Student Loan Register held at the Business Support Services Office. The Register must be completed with the Student’s name, signature and the date of issue and also signed and dated when the books are returned).

Students are required to return Complex Institute of Education’s property within the time specified by the issuing staff member.

Failure to comply with this policy will result in no certification being issued until all property is returned.
Emergency Services

The National telephone number for emergency Police, Ambulance or Fire Service response is “**000**” [Triple Zero]. From a mobile phone you may need to use the International standard emergency number of “**112**”[One, One, Two]
The Organisations providing emergency services in Victoria include:

**Police Service - Victoria**
The Victoria Police provide a 24-hour police service to the Victorian community. It is recommended that you find the contact details of your local Police station and record these.

You can find your local police station in the White Pages telephone directory or online

The Police are located close to Complex Institute of Education’s campus at the Melbourne East Station, which operates 24 hours.
Address: 226 Flinders Lane, Melbourne, 3000
Phone: (03) 9637 1100


**Police Service - Queensland**
The Queensland Police provide a 24-hour police service to the QLD community. It is recommended that you find the contact details of your local Police station and record these.
You can find your local police station in the White Pages telephone directory or online

The Police are located close to Complex Institute of Education’s Campus at the Fortitude Valley Local Police Station, which operates 24 hours. Address: Cnr Brookes St and Wickham St, Fortitude Valley, 4006
Phone: (07) 3737 5757 or 131 444

**Police Service – Northern Territory**
The Northern Territory Police provide a 24-hour police service to the NT community. It is recommended that you find the contact details of your local Police station and record these.

You can find your local police station in the White Pages telephone directory or online

The Police are located close to Complex Institute of Education’s Campus at the Darwin Local Police Station, which operates 24 hours. Address: Corner of Knuckey Street and Mitchell Streets, Darwin
Phone: (08) 8901 0200 or 131 444

Further information about the Northern Territory Police service can be found at
Ambulance Service - Victoria
The Melbourne Metropolitan Ambulance Service delivers emergency care to the people of Melbourne. Information about the service can be found on their website at http://www.ambulance-vic.com.au
• Emergency Ambulance response, dial 000 or 112 from a mobile

Ambulance Service - Queensland
Queensland Ambulance Service delivers emergency care to the people of QLD. Information about the service can be found on their website at https://ambulance.qld.gov.au/index.html
• Emergency Ambulance response, dial 000 or 112 from a mobile

Ambulance Service – Northern Territory
St John Ambulance Service delivers emergency care to the people of the Northern Territory. Information about the service can be found on their website at http://www.stjohnnt.org.au/ambulance-service/ambulance-services-general
• Emergency Ambulance response, dial 000 or 112 from a mobile

Fire Service - Victoria
The Metropolitan Fire and Emergency Services Board [MFB] is a community safety organisation committed to providing world-class protection from fire and other emergencies in Melbourne’s major metropolitan area.
Information about the service can be found on their website at http://www.mfb.vic.gov.au/
The Country Fire Authority [CFA] is one of the world’s largest volunteer-based emergency services. The CFA offers fire and emergency services for those areas not covered by the MFB.

Information about the service can be found at http://www.cfa.vic.gov.au
• Emergency Fire Service response, dial 000 or 112 from a mobile

Fire Service - Queensland
The Queensland Fire and Emergency Services is a community safety organisation committed to providing world-class protection from fire and other emergencies throughout the QLD.

Information about the service can be found on their website at https://www.fire.qld.gov.au/
• Emergency Fire and Emergency Services response, dial 000 or 112 from a mobile

Fire Service – Northern Territory
The Northern Territory Fire and Rescue Service is a community safety organisation committed to providing world-class protection from fire and other emergencies throughout the Northern Territory.
Information about the service can be found on their website at http://pfes.nt.gov.au/Fire-and-Rescue.aspx
• Emergency Fire and Rescue Service response, dial 000 or 112 from a mobile

State Emergency Service - Victoria
The State Emergency Service operates under a different name in each of the States of Australia. In Victoria, the VICSES is a volunteer based organisation responding to emergencies and working to ensure the safety of communities around the state.
VICSES is the lead agency when responding to floods, storms and earthquakes and operates the largest network of road rescue in Australia.

If you need emergency assistance when your property is damaged by flood or storm call “132 500” Further information, in English and languages other than English can be found on their website at http://www.ses.vic.gov.au

**State Emergency Service - Queensland**
The State Emergency Service is a volunteer based organisation responding to emergencies and working to ensure the safety of communities around QLD.

The SES is the lead agency when responding to floods, storms and earthquakes and the combined State Emergency Services operate the largest network of road rescue in Australia.

If you need emergency assistance when your property is damaged by flood or storm call “132 500” Further information, in English and languages other than English can be found on their website at http://www.emergency.qld.gov.au/ees/

**Northern Territory Emergency Service (NTES)**
The Northern Territory Emergency Service is a volunteer based organisation responding to emergencies and working to ensure the safety of communities around the Territory.

NTES is the lead agency when responding to floods, storms and earthquakes and the combined State Emergency Services operate the largest network of road rescue in Australia.

If you need emergency assistance when your property is damaged by flood or storm call “132 500” Further information, in English and languages other than English can be found on their website at http://pfes.nt.gov.au/Emergency-Service.aspx

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**PUBLIC TRANSPORTATION**

**Victoria**
Victoria has an extensive public transport network consisting of train, tram and bus services. Public transport is a safe, reliable, cost-effective and environmentally friendly way of travel.

Public Transport Victoria (PTV) is a statutory authority that manages Victoria’s train, tram and bus services. It provides a single contact point for you to gain information on public transport services, fares, tickets and initiatives.

You must make sure that you travel with a valid ticket on Victoria’s public transport network

**Myki** is your ticket to travel on Melbourne's trains, trams and buses, V/Line commuter train services and buses in Seymour, Ballarat, Bendigo, Geelong, the Latrobe Valley and Warragul.

The reusable smart card is easy to use. Simply **top up** before your journey and then **touch on and touch off** at a myki reader as you travel.

You can buy and **top up** your myki at over 800 retailers including **all** 7-Eleven stores, the ticket office window at **Premium Stations** and staffed V/Line commuter stations, from a **myki machine** (full fare myki cards only) located at all train stations and major tram and bus interchanges, on this website and by calling 1800 800 007 (6am - midnight daily).

The types of public transport available include:
**Metropolitan Train network**
The State Government has a contract with Metro, to operate train services on the metropolitan suburban network.

**Metropolitan Tram network**
The State Government has a contract with Yarra Trams to provide tram services in Melbourne.

**Metropolitan Bus network**
Bus services throughout Melbourne's metropolitan area are provided by more than 20 privately owned operators. Services range from short routes which link into other public transport modes or those servicing local shopping centers, major routes across suburbs or to the CBD.

**NightRider after midnight bus service**
NightRider is a bus service that provides a safe, cheap alternative for late night travel on the weekends. Buses travel along nine major routes from the city to Melbourne's outer suburbs, departing regularly.

**Regional Train and Bus services**
The V/Line Passenger Corporation is a Government statutory authority operating regional trains and intertown bus coach services.

You can find out more about Metro services online at [http://www.metrotrains.com.au](http://www.metrotrains.com.au)

**Queensland**

Queensland’s public transport services are managed by Translink a division within the Department of Transport and Main Roads Queensland and serviced by a range of contracted operators.

This public transport network consists of bus, train, tram and ferry services. Public transport is a safe, reliable, cost-effective and environmentally friendly way of travel.

Public Transport services have been designed to meet the needs of the general public, students, students with special needs, seniors and the mobility impaired.


**Northern Territory**

The Northern Territory has a public transport network consisting of bus and ferry services. Public transport is a safe, reliable, cost-effective and environmentally friendly way of travel.

The types of public transport available include:

**Bus Network**

The Territory's public transport services are managed by the Department of Transport and serviced by a range of contracted bus operators including Bus link and Territory Transit.


**Mandorah and Tiwi Islands Ferry**

The ferry service is not a government public transport service but is available for the general public. The Department of Transport provides a level of support for the Mandorah Ferry services mainly for students attending schools in Darwin. Sealink NT operates the ferry service across the Darwin Harbour between Cullen Bay and Mandorah.

For the Mandorah and Tiwi Islands Ferry timetable and fare prices, please refer to the Sealink NT website; [http://www.sealinknt.com.au/](http://www.sealinknt.com.au/)
Complex Institute of Education supports the Victorian Skills Gateway which is an online one-stop-shop for Vocational training in Victoria. It contains:

- a searchable database of Victorian RTOs permitted to deliver government subsidised training and their courses
- Victorian-specific job prospect and labour market information, and
- a list of Victorian-specific skills shortage occupations with links to related courses.

Note: Only RTOs that have a contract with the Victorian Government will be able to offer Government subsidised courses.

Students are encouraged to access the link below

**Victorian Skills Gateway – Student Research Checklist**
The checklist below has some questions that are useful when researching training providers. It has space to compare up to three providers, also known as Registered Training Organisations (RTOs). At the bottom of the list, there's space for you to put in your own questions about the things that are especially important for you.

Find more information about vocational training in Victoria at: www.education.vic.gov.au/victorianskillsgateway

Student can also assess in choosing a training provider page on the Department of Employment website (www.employment.gov.au/choosing-training-provider) for further guidance on choosing a training provider

<table>
<thead>
<tr>
<th>Name of RTO 1</th>
<th>Complex Institute of Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of RTO 2</td>
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<tr>
<td>Name of RTO 3</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Cost</th>
<th>RTO 1</th>
<th>RTO 2</th>
<th>RTO 3</th>
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</thead>
<tbody>
<tr>
<td>Checking the right columns will help you make the right choice</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
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<tr>
<td>Can the RTO give a breakdown of costs for the training? Is it easy to understand?</td>
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<tr>
<td>Does the RTO offer government-subsidised training?</td>
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<tr>
<td>Does the RTO offer government-subsidised place, how much will the government contribute to tuition fees, and how much of the tuition fee will need to be paid?</td>
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<tr>
<td>Are there other fees for services / amenities? If yes, how much do you need to pay?</td>
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<tr>
<td>Do you have to pay for materials and books? If yes, how much do you need to pay?</td>
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<table>
<thead>
<tr>
<th>Quality and Experience</th>
<th>RTO 1</th>
<th>RTO 2</th>
<th>RTO 3</th>
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<tbody>
<tr>
<td>How long has the RTO been offering the course?</td>
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<tr>
<td>Who is the trainer and what experience do they have?</td>
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<tr>
<td>Do people find work after the course?</td>
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<td>Do you need to bring my own laptop computer?</td>
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<tr>
<td>What is the classroom set up like? Are the facilities in good condition? Is there disability access?</td>
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<td>Can you visit on an open day?</td>
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</table>
### Practicalities

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<thead>
<tr>
<th>Question</th>
<th>RTO 1</th>
<th>RTO 2</th>
<th>RTO 3</th>
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</thead>
<tbody>
<tr>
<td>How long is the course?</td>
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<tr>
<td>How many hours a week do you need to spend in class?</td>
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<tr>
<td>Is there a minimum attendance requirement?</td>
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<tr>
<td>How many students are in each class?</td>
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<td>How much homework will there be?</td>
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<tr>
<td>Are there any practical placements or work-experience elements?</td>
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<tr>
<td>Is there Recognition of Prior Learning?</td>
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<tr>
<td>Does the course lead to a nationally recognised qualification at the end of the course?</td>
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<tr>
<td>Do they offer part-time/weekend/online study? Are there flexible arrangements for rural students?</td>
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### My Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>RTO 1</th>
<th>RTO 2</th>
<th>RTO 3</th>
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### JOB OUTLOOK – STUDENT EMPLOYMENT OPPORTUNITIES

Job Outlook is an Australian Government initiative to assist students in considering employment opportunities.

Complex Institute of Education recommends students to visit the Job Outlook website, as it can assist you with deciding on your future career, covering around 350 individual occupations. This can be accessed at [http://joboutlook.gov.au/](http://joboutlook.gov.au/)