STUDENT INFORMATION HANDBOOK
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SECTION 1: WELCOME

The Management and Staff of Complex Institute of Education extend a warm welcome to you.

Complex Institute of Education is committed to high standards in the provision of vocational education and training 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 who may refer you to the appropriate department of the College. You may also have questions, concerns, complaints and appeals that require the attention of the Student Administration Team. The Student Administration 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 Handbook will be discussed with you during your Induction Program at Complex Institute of Education. It is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress through your training. In this handbook, you will find information about Complex Institute of Education 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
Chairman
GUIDING PRINCIPLES

MISSION STATEMENT

‘To develop our Business as a market leader through providing innovative training services and recruitment solutions that exceeds the expectations of our students, customers and partners.’

OUR VALUE PROPOSITION

‘As a strategic partner for our customers, Complex Institute of Education will provide relevant and innovative training solutions for industry upholding the highest standards of design, product, delivery and customer service.’

QUALITY STATEMENT

Complex 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 is committed to its learners/clients to provide end to end recruitment solutions that enable learner/clients achieve sustainable outcomes.
COURSES

We provide courses in the following areas:

- Security
- Technical Security
- Investigative Services
- Cleaning Operations
- Hospitality
- Business
- Occupational Health and Safety
- Training & Assessment
- Foundation Skills Courses
- Short Courses – RSA, RSG, Return to Work, First Aid, White Card etc.

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 Student Administration staff or visit our website https://complexinstitute.edu.au

These Certificate courses 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.

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 will endeavour to in part as much additional information to our students as possible, while providing the most conducive facilities for learning and development.
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.

**Student Administration**
Reception: Bahar Yuksel
Reception: Bec Breitner

**Student Welfare/Support**
Officer: Jake Kaya
Officer: Paula Harris

**Student Liaison Officer**
Officer: Jake Kaya

**Sales & Marketing**
Manager: Rhian Dickins
Consultant: Terri-Ann Driessen
Consultant: Murray Savage

**Student Support Services**
Manager: Daniel Norton
Consultant: Pauline Wellard

**Quality Assurance**
Manager: Tony Kluytmans
Officers: Michael Phillips

**Finance**
Manager: Darren Nash
Administration: Youssiff A.Wahed

**Training**
Manager: Erhard Wiedemann - Technical
Paula Harris - Operational
LOCATIONS

**Complex Institute of Education – Melbourne**

400 Queen Street, Melbourne, VIC, 3000

Phone: 1800-441-677 (Freecall)
Fax: 1800-441-977 (Freefax)

**Complex Institute of Education – Dandenong**

Branch Manager – Alex Aeshlimann
Level 2 & 3, 63 Walker Street, Dandenong, VIC, 3175

Phone: 1800-441-677 (Freecall)
Fax: 1800-441-977 (Freefax)

**Complex Institute of Education – Geelong**

Branch Manager – Darren Knabel
Level 4, 83 Moorabool Street, Geelong, VIC, 3220

Phone: 1800-441-677 (Freecall)
Fax: 1800-441-977 (Freefax)

**Complex Institute of Education – Mildura**

Branch Manager - Mary Johnston
Suite 2,150 Langtree Street, Mildura, VIC, 3500

Phone: 1800-441-677 (Freecall)
Fax: 1800-441-977 (Freefax)

**Complex Institute of Education – Wodonga**

Branch Manager – Graham Rofe
1 / 7 Thomas Mitchell Drive, Wodonga, VIC, 3690

Phone: 1800-441-677 (Freecall)
Fax: 1800-441-977 (Freefax)

**Complex Institute of Education – Bendigo**

Branch Manager – Ian Nicholson
37-41 Havilah Road, Bendigo, VIC, 3565

Phone: 1800-441-677 (Freecall)
Fax: 1800-441-977 (Freefax)
Emergency Procedures - Queen Street (Ground & Mezzanine Floor Plan)

KNOW YOUR BUILDING

If a Fire Emergency Occurs
- If safe, call the Emergency Services & activate the nearest fire alarm point
- Dial 100 or Reception
- If able and safe, warn and remove others in danger
- Leave the building immediately - do not take belongings
- Do not use the lifts
- DO NOT go through smoke and heat
- Walk, don't run
- Report missing or injured people to the Chief Warden / Fire Services
- Do Not re-enter building until you are authorised to do so

If You Are Told To Evacuate
- If able and safe, secure valuables and personal effects
- If safe, shut down equipment
- Leave the building immediately - DO NOT take belongings (During a Bomb Threat - Take Personal Items)
- Follow instructions of the Wardens
- Walk, don't run to the Assembly Area
- Report missing or injured people to the Chief Warden
- DO NOT re-enter building until you are authorised to do so
EMERGENCY PROCEDURES

1. The alarm will be raised by an audible alarm
2. Assist anyone in danger if safe to do so
3. If safe use extinguisher to smother fire
4. Move to assembly point on signal, on instruction from supervisor/trainer or when it is unsafe to remain in the area
5. Assist visitors and disabled persons to evacuate.
6. Remain at Assembly Area until instructed by Supervisor/trainer

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<td>Corner of Anthony and Franklin Streets</td>
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<tr>
<td>Secondary Safe Assembly Area</td>
<td>Corner of Anthony and A’Beckett Streets</td>
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<tr>
<td>Fire Brigade, Police, Ambulance</td>
<td>Call 000</td>
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<tr>
<td>Electricity</td>
<td>13 2099</td>
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<td>Gas</td>
<td>13 2771</td>
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<td>Poisons Information Centre</td>
<td>13 1126</td>
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<td>State Emergency Service</td>
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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 (Tony Kluymans) tkluymans@complextraining.com.au is responsible for ensuring the college follows and maintains the principles of Access and Equity as defined in legislation and Complex Institute of Education’s policies.

STUDENT FEEDBACK AND QUALITY IMPROVEMENT

Complex Institute of Technology 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 College.

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 on the completion of your training.

The information you provide in this survey is made available to ASQA which is the College’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 College.
CODE OF ETHICS

Please speak to the training manager to view the Code of Ethics that Complex Institute of Education is bound by 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.

TRAINING DELIVERY AND ASSESSMENT

Classroom Training
Training is delivered 'face to face' 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, discussions, presentations 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, problem solving tasks, case studies and discussions.

Classroom assessments generally have two or three assessment tasks for each unit of competency or module.

ISSUING OF CERTIFICATION

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.

Students who complete all units making up the Training Package course requirements will be issued with an award in the form of a Certificate. The Certificate will contain the following information:

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

Students who partially complete courses will be issued with a Statement of Attainment detailing the units/modules where the student has achieve competency.
WHAT ARE COMPETENCIES?

A unit of competency is a statement about the skills, knowledge and attitudes a learner needs to complete. Each UNIT is often made up of several ELEMENTS.

The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance competencies 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:

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?

Assessment of competencies may involve both direct (Show and Tell) and indirect (Show, Tell and Apply) assessment methods. 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 demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be accessed through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions related to the competency unit.

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.
Each unit of competency contains a series of assessments. During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The 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.

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 will make this call 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 Units of learning a certificate for the qualification cannot be issued.

You can 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 your assessor will work with you to develop, a training pathway and plan to complete the outstanding learning units.

RPL & RECOGNITION OF QUALIFICATIONS (CREDIT TRANSFER)

Please ensure you make the staff at Complex Institute of Education aware if you wish to apply for either Credit Transfer or Recognised Prior Learning

Recognition of AQF Qualifications through Credit Transfer

Complex Institute of Education undertakes to recognise qualifications issued by other Australian Registered Training Organisations who have authority to issue qualifications. Credit Transfer 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 meet the following requirements;

- It is recognised within the current training package that the units are the equivalent to those being delivered in the current course;
All vocational education and training qualifications issued under the Framework 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

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 candidates 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.

Candidates 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 will be collected to support these applications. This evidence will 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 applicable.

The procedure used at Complex Institute of Education for reviewing and evaluating a student’s request for Recognition of Prior Learning towards credits for specific modules of competency follows the process flow shown on the next page.
**RPL PROCEDURE**

1. **Student Enrolled**
   (Student provided with information on RPL)

2. Application lodged for RPL by student
   LLN assessment completed

3. Application and evidence reviewed by trainer

4. Is further evidence required to approve the RPL?
    - **Yes**
      - Student notified of result and file passed onto administration office
      - Student booked into training for any remaining competencies (if required)
      - Certificate/Statement of Attainment issued
    - **No**
      - Application denied, student has the right to appeal
      - Student notified and file passed onto the administration office
      - Student booked into training for any competencies they wish to complete (if desired)
      - Certificate/Statement of Attainment issued

5. **RPL Granted**
   - **No**
     - Enough evidence has been provided to grant current competence, grant RPL
     - Student notified of result and file passed onto administration office
     - Student booked into training for any remaining competencies (if required)
     - Certificate/Statement of Attainment issued
Complex Institute of Education’s policies and management procedures are designed 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. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

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 Manager 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.

In some circumstances, if you have been referred to our College by a third party (for example Employment Service Provider (ESP), Rehabilitation officer, or employer): we are obliged to inform them of your non-attendance.

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. The policy is explained to Students through induction programs 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/module enrolments stored in the student management system VETtrak. These units/modules 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 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’s attendance is recorded on the classroom attendance record for every class for which the student is scheduled.

Complex Institute of Education student liaison officer is notified daily of absenteeism and is recorded into our student management system (VETtrak).

You will be informed of your attendance obligation at your enrolment / information session and you will be expected to sign off that you agree and understand these conditions.

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 required that there is documentary evidence demonstrating that compassionate or compelling circumstances apply.

A copy of the evidence will be retained in a secure location.

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**ASSESSMENT AND APPEALS PROCESS**

*Refer also Complaints and Appeals*

All participants have the right to appeal any assessment decision made by Complex Institute of Education if they:

- believe that the assessment outcome warrants appeal and/or
- feel that the process was invalid, inappropriate or unfair

Before making an appeal, we ask that you discuss the matter with us in an attempt to resolve your complaint.

If you are not satisfied with the outcome, you are then entitled to follow the Student’s Complaints and Appeals procedure. If you are still not satisfied, another registered provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.
If no satisfactory solution is reached you can appeal to the Australian Skills Quality Authority (ASQA) www.asqa.gov.au. ASQA can be contacted as below:

Postal Address
GPO Box 9928
Melbourne Vic 3001
Telephone: 1300 701 801

Note: You have the right to have a support person at all times during the appeal process.

FEES and CHARGES

Fees and Costs

• Course 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 course fees please refer to current course outline brochures.

• Please note that Complex Institute of Education may update fees and costs from time to time and it is recommended that potential students contact Complex directly to ensure the most up to date information is obtained.

• Course fees can be paid by EFTPOS, Credit Card, cash or possibly via government funding through recognised training initiatives (please consult your Complex representative to see if you are eligible to have your training funded by the government)

• Payment of course fees is required prior to commencement of the course unless an alternative payment plan is arranged with the Administration Office.

• A minimum of $300 deposit will be required in the event full payment cannot be made prior to the course commencing. On completion of the course certificates will not be issued unless full payment for the course has been finalised.

• Complex Institute of Education maintains a Victorian State Government contract called the “Skills Victoria – Securing Jobs for your Future”. This program offers subsidised training to eligible people. You are advised to read the documents 1) Victorian Training Guarantee Information & 2) Victorian Training Guarantee Enrolment Information to assess your eligibility and identify the charges necessary to undertake a course using this program.

• 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.

• VTG funded enrolment fees must be paid in full before commencement of course

• The nature of the guarantee given by Complex Institute of Education to complete the training and /or assessment once the student has commenced study in their chosen qualification or course. 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 are to 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 CIE management.

Please note Student Tuition Fees are located on our website https://complexinstitute.edu.au
**CANCELLATION AND REFUND POLICY**

**All Applications for refunds must be made to the Student Administration Manager**

All Refunds made by Complex Institute of Education will incur an administration fee of $50 with any refunds to be sent in the form of a Company cheque.

Our Refunds policy is subject to the following conditions:

- If you advise CIE in writing no less than 2 working days prior to the commencement of your course we will provide a full refund minus the above administration fee.
- If you withdraw from the course from day 1 up to 25% of the course we will charge $300.
- If you withdraw from the course after 25% up to 50% of the course we will charge 50% of the full “Fee for Service” cost of the course.
- If you withdraw from the course after 50% or more of the course we will charge the full “Fee for Service” cost of the course.
- In the event you have been accepted and participating in the course utilising the Victorian Training Guarantee you will only be refunded on the hours not attended or used.
- 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 and the refund will be sent in the form of a Company cheque. This cheque will be addressed to the name and address listed on the online enrolment.

**Victorian Training Guarantee (VTG) Student Partial Withdrawal**

If you (the Student) provide written notice to withdraw from a portion of the course only the units completed and claimed will be recognised via a statement of attainment. No payments will be made to students from any government or third party funding. The above student withdrawal/refund policy will apply for VTG funded students for any enrolment/tuition fee paid prior to beginning the course yet all enrolment/tuition fees paid will be forfeited once the course has begun.

**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;

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.

**CLAIMING A REFUND**

- The student must provide their notice of withdrawal or cancellation in a signed and dated written letter. The claim 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 this claim.
- Date of Cancellation / Withdrawal is the date the written request is received by Complex Institute of Education Admissions Officer.
- A student should apply for a refund as soon as possible after notice of cancellation / withdrawal is submitted.
All refunds will be paid as soon as possible and no later than five (5) working days from an approved Cancellation / Withdrawal notification only if the supporting documentation have been validated during this timeframe.

**STUDENT COMPLAINTS AND APPEALS**

The Complaints and Appeals process at Complex for all students is as follows:

**Purpose:**
This process covers the requirements of the VET Quality Framework and the National Code of Practice 2011 standard 16.7.

Complex Institute of Education will address each Student complaint or appeal in a confidential, punctual and efficient manner, in order to maintain a high level of customer satisfaction.

Student’s unsatisfied with the result or conduct of Complex Institute of education’s internal appeals processes may access an external appeals process which is independent, impartial and provided at no or minimal cost.

**Scope:**
This procedure will cover all complaints and appeals submitted by students undertaking training for all courses on Complex Institute of Education’s scope of registration. 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. As of the 12/03/2014 CIE will be adhering 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.

**Definitions:**

- **Appeal:** dissatisfaction with a decision made by Complex Institute of Education, requiring further consideration to reach a resolution.

- **Complaint:** dissatisfaction with an aspect of services received from Complex Institute of Education, requiring action is taken to reach a resolution.

**Procedure:**

1. It is in the student’s best interests for a dispute to be resolved amicably and at an early stage.
   Any difficulty or concern should initially be discussed with the staff member. 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 Form, available from the Student Services office.

The Student should complete this form and attach all the information you have to support the complaint or appeal. Then submit to the Student Services Manager in person, or:

- **Email:** pharris@complextraining.com.au
- **Post:**
  Training Manager /Student Welfare/ Support
  Complex Institute of Education
  Attn: Paula Harris
  400 Queen Street, Melbourne VIC 3000
3. **Internal Complaint/Appeal:** after receipt of a formal Student Complaint or Appeal the following process takes place:

Access to Training and Assessment services will solely be at the discretion of Complex Institute of Education, depending on the nature of the Complaint or Appeal.

3.1. The Complaint or Appeal is received and may be heard by the Student Welfare/Support Officer. In most cases, the Student Welfare/Support Officer will refer the Complaint or Appeal to an appropriate staff member within Complex Institute of Education, depending on the nature of the Complaint or Appeal.

A meeting will then be arranged with the student, allowing them to formally present their case to Complex Institute of Education.

The Student is welcome to, and encouraged to bring, a support person with them to this meeting, or any other related meetings.

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

At the meeting, the Student Welfare Officer and another member of staff 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.

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 five [5] 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 you are a local/domestic student of an ASQA regulated RTO and you intend to make a complaint, you must first follow your RTO internal complaints and appeal procedure

If, after following your RTOs internal procedures, you still believe the RTO is breaching or has breached its legal requirements, you can submit complaints to ASQA by completing the **Complaint about a training organisation operating under ASQA’s jurisdiction** form available at the Australian Skills Quality Authority website.

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 the right to take further action under Australia’s Consumer Protection laws.**
STUDENT COMPLAINTS AND APPEALS FLOWCHART

Complainant to raise initial complaint with staff member concerned, or where staff member is unavailable the complaint should be raised with administration staff.

Staff member to document complaint and outcome and forward to Compliance Manager for inclusion within Complaint and Appeal Register.

YES

Issue resolved?

No

Complainant to complete Complex Training Academy Complaints and Appeals Form and submit to administration staff.

Training Manager and Compliance Manager to investigate circumstances of complaint through interview of staff member/s involved, and where necessary phone interviews of witnesses not directly involved within complaint.

Evidence to be reviewed by Compliance Manager or other appropriate Manager and outcome determined.

Meeting conducted with Compliance Manager or other appropriate Manager, independent staff member and complainant.

LRD to be notified (Security)

NO

Does outcome favour student?

YES

Complainant to be advised in writing of the outcome within five [5] working days from the date of the meeting, the result to be recorded within Complaint and Appeal Register.

Appropriate continuous improvement measures implemented to reduce the likelihood of reoccurrence.

NO

Complainant to be advised in writing within five [5] working days from the date of the meeting of outcome and referred to external independent body if they wish to proceed further under Australia’s consumer protection laws.

Compliance Manager to forward information to LRD (Security)

Approved by: T. Kluytmans
STUDENT WELFARE SERVICES & SUPPORT

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.

**Student Welfare/Support Officers are located at**

400 Queen Street
Melbourne, Victoria 3000

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 contact 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 products 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 on induction/orientation day or during their enrolment. Many Trainers have a background in language learning and teaching and are able to offer students case by case support in this area.

Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, students need 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.

**Post Program and Student Exit Services** includes assistance with job seeking, resume and interview skills, vocational advice and mentoring. Students are advised of this service towards the completion of their qualification or course.

### STUDENT REFERENCE MATERIAL

Students at Complex Institute of Education are provided with detailed information booklets for each unit that contain all the relevant information for the course being delivered. If you wish to extend this knowledge please ask your trainer for further information on industry magazines or texts available at each training location.

### STUDENT HARASSMENT POLICY

*Also refer Discipline 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 because of sex, race, national origin, religion, disability, sexuality or age.

Harassment 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

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 consistent with the 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 students or staff who are found to have harassed 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 or dismissal for staff.

**STUDENT HEALTH**

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary illness, which could affect others (e.g. colds, flu and viral infections), should not come to Complex Institute of Education until they have recovered. As our courses deal with food and/or customers, attending CTA when ill poses a risk to others.

Students unable to attend Complex Institute of Education due to illness must advise the Administration Office immediately. 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 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 learner. 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. From 12/03/2014 we have introduced an upgraded privacy policy to meet the requirements of the Privacy Act and the 13 Australian Privacy Principals it contains.

**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 are turned off during classes
- No eating or drinking are allowed in the general-purpose classrooms or computer area at Complex Institute of Education
- No chewing gum or smoking within Complex Institute of Education

Every staff member and student is to hold every other staff member and fellow student responsible for living up to these principles at all times.

### DEFERRED, SUSPENSION AND CANCELLATION 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, impacting either your ability to participate in the course or your well-being. These include, but are 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 Student Services Manager for a deferment of course commencement or suspension of studies and provide supporting evidence. The Student Services Manager will assess the application against the policy and inform you of the outcome.

### DISCIPLINE POLICY

Any person 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 other students
- Harassment of any form
- Using offensive language
- Sexual harassment
- Acting in an unsafe manner that places you and others at risk
- Refusing to participate when required in group activities
- Continued absence at required times

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:**
If you have been found to be plagiarising on a project or assignment the following action will be taken:
- You will receive an outcome of Not Yet Competent (NYC) with plagiarism being the reason recorded.
- You will be given one [1] week to resubmit the work in the original format required.

If a trainer/assessor receives a project or assignment from you that is identical to another student's and finds that you have copied, the following action will be taken:
- You may be charged a reassessment fee to re-attend class and resubmit the assessment piece.
- You will be given one [1] week to resubmit the work in the original format required.
- If it cannot be determined which student(s) have copied then all with identical items will be subject to reassessment
- A note detailing the breach of policy will be held on your file.

**Plagiarism/ Cheating on tests:**
If you are found to be plagiarising or cheating on a test or other written assessment, the following action will be taken:
- You will receive an outcome of Not Yet Competent (NYC) with plagiarism or cheating being the reason recorded.
- You will be given one [1] week to resubmit the work in the original format required.
- You 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 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 Student Welfare Officer. The 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 college at the discretion of the management team.

**Physical Assault**
Physical Assault will not be tolerated under any circumstances. If you physically assault another person, the following action will be taken:
- The Student Welfare Officer will be contacted to document the assault.
- At the discretion of the Student Welfare Officer the incident may be reported to the Police.
• At the discretion of the management team you may be expelled from the college.

**Breaking the law:**
If there is evidence that you have broken a law within the college premises the following action will be taken:
• The Student Welfare Officer will be informed who will in turn contact the Police to deal with the matter.
• The Student Welfare Office will conduct support if at their discretion this is deemed necessary.

**Mobile phone use in class**
• Mobile phones are not to be used in class.
• The only exception is if an urgent call is expected. In this instance, you need to inform the trainer in advance and ensure the phone is left in vibrating / silent mode so as not to disturb the whole class when a call comes in.
• 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

**Late Arrivals/Early departures**
• Late arrivals and early departures are recorded on the roll and you will be reminded of the attendance requirements.
• When you are late or miss an assessment / test, the reassessment policy is followed as per this Handbook.
• If you arrive more than 30 minutes after the set starting time you may be required to come back another day to complete the session.

**OH & S (Including dress code/uniform requirements)**
• You will be introduced to OH&S requirements during induction and as part of your course curriculum.
• Where a breach of dress / uniform requirement occurs, you will not be allowed to participate in that class until these requirements are met.

**Rude/Negative Attitude towards fellow students / Trainer**
• If this is evidenced in the classroom the teacher/trainer 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 support you will be referred to the Student Welfare Officer. The 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 college 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.
• 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.

**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

### 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 Education’s 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 candidate
- 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.
OCCUPATIONAL HEALTH AND SAFETY (OH&S)

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

Management of Complex Institute of Education is responsible for ensuring that the level of Occupational Health and Safety is not compromised and recognises its obligations under the Federal and State rules and regulations of the Occupational Health and Safety Act 2004.

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 the administration office and/or trainer.

You must comply with any OH&S requirements specified by your trainers during your enrolment.

UNIQUE STUDENT IDENTIFIER (USI)

All Australians who undertake vocational education and training must hold a Unique Student Identifier (USI). The following is an excerpt from http://www.usi.gov.au

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you 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 in 2016.

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 smartphone anywhere and anytime.

NOTE: you can apply for a USI or have Complex Institute of Education assist you with this process. Complex Institute of Education will send out emails and reminder emails to all Students undertaking Nationally Recognised Training in 2015 and onwards to collect their USIs.

As per legislative requirements, Complex Institute of Education cannot issue a Qualification or Statement of Attainment to Students whom have not provided their USI.
SECTION 3: FURTHER INFORMATION

- 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 student administration 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.
- 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 most game and illegal sites have been blocked.
- It is in your interest to self-manage the Computer area and follow this Fair Use Policy.

YOUR RESPONSIBILITIES AS A LEARNER

- Participate in programme 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 OH&S requirements.
- Adhere to rules and regulations as set-out in the Student Information Handbook.
- Comply with the Terms and Conditions of Enrolment, agreed upon enrolment and explained at induction/orientation.

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.
COMPLEX INSTITUTE OF EDUCATION PROPERTY

During the term of enrolment 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 Administration 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 AND HEALTH SERVICES

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

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 http://www.police.vic.gov.au/content.asp?Document_ID=7

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

Further information about the Victoria Police service can be found at http://www.police.vic.gov.au
- Emergency Police response, dial 000 or 112 from a mobile

Ambulance Service

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
Fire Service
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

State Emergency Service
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
PUBLIC TRANSPORTATION

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.

Metlink is a partnership of Melbourne’s train, tram and bus operators. Metlink is the face of public transport in Melbourne.

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)