



**CSU TRAINING**

**STUDENT HANDBOOK**



# CSU TRAINING

## STUDENT HANDBOOK

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### **WELCOME**

We are delighted that you have chosen to undertake your training through CSU Training.

CSU Training is a Registered Training Organisation (RTO) that delivers nationally recognised Vocational Education and Training (VET). CSU Training complies with NSW Legislative and Regulatory requirements and with the Australian Quality Training Framework (AQTF).

All VET Programs are supported by high quality learning materials and you can contact delivery staff if you encounter difficulties.

CSU Training has separate financial and management structures from Charles Sturt University (CSU), and qualifications are not issued by the University. Students do, however, have access to certain services of the University.

CSU Training offers a range of courses from the following national Training Packages:

- Training and Assessment.
- Information Technology.
- Health.
- Government.
- Frontline Management.

Our range of activities is expanding and we invite you to look at our web site for updates.

We hope we have anticipated most of your queries about programs in the pages which follow, but if there is anything more you need to know, please contact us using the contact details below.

### **Contact information:**

#### **CSU Training**

Charles Sturt University

Locked Bag 588

Wagga Wagga NSW 2678

Phone: (02) 6933 2722

Fax: (02) 6933 2882

e-mail: [csutraining@csu.edu.au](mailto:csutraining@csu.edu.au)

[www.csu.edu.au/enterprise/csutraining](http://www.csu.edu.au/enterprise/csutraining)



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#### **CSU TRAINING STAFF**

CSU Training has an administrative assistant and a Manager. Each program has an administrative program coordinator. Suitably qualified Academic and contracted staff are responsible for teaching and assessment.

#### **Manager:**

Jenny King  
CSU Training  
Locked Bag 588  
Wagga Wagga NSW 2678

Phone: 0269 332 976  
Fax: 0269 332 882  
Email: [jenking@csu.edu.au](mailto:jenking@csu.edu.au)

#### **Administration Assistant:**

Chris Murray  
CSU Training  
Locked Bag 588  
Wagga Wagga NSW 2678

Phone: 69 332 722  
Fax: 69 332 882  
Email: [cmurray@csu.edu.au](mailto:cmurray@csu.edu.au)



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#### **PROGRAM INFORMATION**

Information about individual programs is provided in a student application pack to students who enquire about the programs. Included in the pack is information about:

- Student selection, enrolment and induction/orientation procedures.
- Course information, including content and vocational outcomes.
- Fees and charges, including refund policy.
- Flexible learning and assessment procedures.
- Recognition of Prior Learning (RPL) arrangements.
- Names and contact details of teaching and assessment staff.

#### **HOW TO APPLY**

If you have not been sent an application pack with this handbook, you can request a student application pack by contacting the CSU Training office or via the Web ([www.csu.edu.au/enterprise/csutraining](http://www.csu.edu.au/enterprise/csutraining)). Once your application has been approved and your Recognition of Prior Learning (RPL) application (if applicable) processed, you will be sent an offer for enrolment into the program and an invoice for program fees.

Upon enrolment you are ready to commence study and the relevant teaching and assessment materials will be sent to you.

#### **REFUND POLICY**

Requests for withdrawals must be made in writing two weeks from the date of acceptance and enrolment of each study session. Refunds will be authorised less a \$100 administration /cancellation fee. Applications after this date will not be considered eligible for refund.

Students may appeal by stating any special circumstances, which they may feel entitle them to a full or partial fund. Appeals must be in writing and contain full documentation supporting the claim.

#### **LANGUAGE, LITERACY AND NUMERACY ASSESSMENT**

Learning support is available through Charles Sturt University Student Services (see below for details). If you feel that you may need extra support please contact your program coordinator who will arrange for an assessment to be carried out through Student Services before you start the program, so that an individual learning plan can be tailored for you. You can however access the services at any point during your studies.



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#### **SUPPORT SERVICES**

Support services are available for CSU Training students from Charles Sturt University's Student Services as follows:

- Learning skills.
- Counselling.
- Disability support.
- Student Equity.

Access to these services is arranged through CSU Training's Manager on 02 69 332976 or e-mail: [jenking@csu.edu.au](mailto:jenking@csu.edu.au)

#### **ON-LINE SUPPORT**

On-line support is available for some CSU Training programs. Your student application pack will contain details of the support offered in your program. On-line tutorial assistance is available on the CSU Training web site to assist you in using the on-line services. <http://www.csu.edu.au/enterprise/csutraining>



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#### **CSU TRAINING CODE OF PRACTICE**

The CSU Training Code of Practice is attached at Appendix A. Detailed policies and procedures relating to the operations of CSU Training, the competence of its staff, and its training delivery methods are contained in the CSU Training Policy and Procedures Manual which is kept at the CSU Training office.

#### **Legislation and Regulation Information**

As an RTO CSU Training must comply with all relevant Commonwealth and State legislation. As such its staff and its students need to be aware of our relevant policies. These include:

- EEO <http://www.csu.edu.au/division/humres/eo/index.htm>
- Harassment  
<http://www.csu.edu.au/division/humres/info/info.htm>
- OH&S <http://www.csu.edu.au/division/healsafe/>
- Privacy <http://www.csu.edu.au/adminman/inf/INF45.rtf>

Additionally you can access information directly from CSU Training in relation to VET Commonwealth and State legislation, including the VET Accreditation Act 1990. Alternatively information can be accessed at:

- Access to the Australian Legal Information Institute web site ([www.austlii.edu.au](http://www.austlii.edu.au))
- Access to training.com ([www.training.com.au](http://www.training.com.au))

Details about major areas of interest to students follow.



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#### **EXPECTATIONS**

##### ***Expectations you and other students may have of us include:***

- a supportive, harmonious and positive learning community of which you are a valued member irrespective of your gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- easy access to timely and accurate information about our regulations, policies and procedures and confidence that we will apply them appropriately and fairly to you;
- access to unambiguous information about training and assessment;
- quality teaching and fair, valid and flexible assessment which takes account of your learning needs and work context;
- fair, objective, helpful consultation and prompt feedback on your learning and competence. Additional assistance when you are experiencing difficulties with your training and concessions when your learning is affected by misadventure or extenuating circumstances;
- recognition of your intellectual property rights regarding the work you produce with us;
- opportunities to contribute to the organisational and cultural life of CSU Training;
- prompt and considerate resolution of your concerns, appeals, grievances and complaints using procedures that are easily accessible, fair and transparent;
- adequate, well designed, functional, clean and safe facilities to take account of your study, research and recreational needs; in some cases this will include on-line facilities;
- a range of services available to support you while you are studying with us; and
- respect for the privacy and confidentiality of your dealings with us and confidence that your affairs will only be known to those of us whose duty it is to deal with you.

##### ***Expectations that we and other students may have of you include:***

- contribution to the harmonious and positive learning environment irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- familiarisation and compliance with our rules, regulations, policies and procedures;
- honesty in your work including not cheating, falsifying or conducting yourself in any way that injures others or your studies;
- active and positive participation in the teaching/learning/assessment process;



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- monitoring your own progress throughout your training and seeking advice from us when you are experiencing difficulties;
- recognition of the intellectual property rights over the work that others produce individually or in partnership with you;
- solicited and unsolicited feedback for the improvement of the teaching, learning and assessment environment;
- contribution to the organisational and cultural life of CSU Training;
- agreement to resolve disputes, appeals, grievances and complaints honestly and openly by participating in appeals, grievance and complaints procedures;
- utilisation of the facilities and resources we provide to you in accordance with their function and the conditions for their use; and
- respect for other students' and staff members' right to privacy and confidentiality.



## **ASSESSMENT INFORMATION**

### ***Assessment Process***

Assessment is a fundamental part of competency based training. It provides the important function of guiding both the trainer and the trainee through the training process towards the goal of achieving competency. Assessment activities provide constant feedback to both parties on the direction and the rate of progress and eventually confirms that the trainee has gained the competency or competencies. Assessment is a confirmation of competence – not a test.

The assessment process, including preparation for assessment, assessment of the performance itself and dealing with results, will be a joint process between trainer/assessor and the person being assessed. Assessment information will be clearly provided to you in the student course information handbook.

### ***Recognition of Prior Learning (RPL)***

In competency-based training, you are not expected to repeat training for competencies, which you already possess. In accordance with national VET policy, RPL will be available to you whenever you enrol in a CSU Training qualification. Procedures and fees will be clearly explained in the student course information booklet. Please note that RPL will not be granted for partial Units of Competency. RPL will be granted only where sufficient evidence is provided of competence for an entire Unit of Competency.

### ***Credit Transfer***

If you have completed a unit of competence from the current version of the appropriate Training Package, you will receive credit transfer into your qualification. You will need to provide the original of your statement of attainment or certificate from the Registered Training Organisation (RTO) that provided you with the training and/or assessment. This process is known as Mutual Recognition, and other RTOs will also recognise your Certificates and Statements of Attainment from CSU Training.



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### Appeals

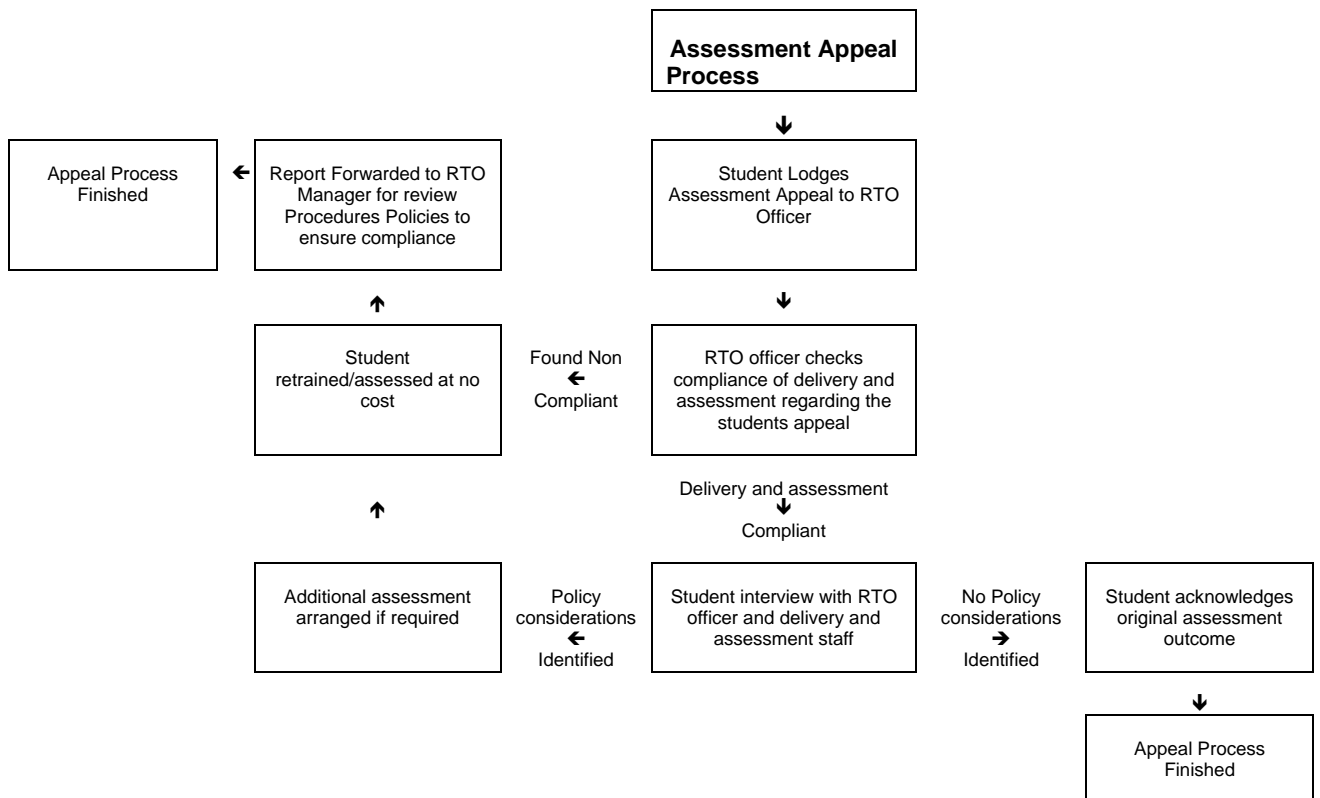
Students have the right to appeal against assessment decisions (including RPL assessment decisions). Most courses will allow students three attempts at an assessment task (your course information booklet will inform you about processes) and at any stage you may invoke the assessment appeals process (see below).

### Special Provisions for Students with Disabilities

If you have special needs with relation to assessment because of a disability you should ask your trainer and assessor who will make special arrangements so long as the assessment remains valid.

### Assessment Appeals Process

Assessment appeals shall be provided on an individual basis. Should a student wish to lodge an assessment appeal then the following process will be strictly followed.



### Confidentiality

CSU Training regards assessment as a confidential matter. No person involved in the process shall divulge to any unauthorised person any information about grades in any subject.



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#### ***GRIEVANCE AND COMPLAINTS PROCEDURE***

CSU Training Grievance and Complaints procedure is intended to cover situations where students believe they have been subjected to harassment, discrimination or unfair treatment during the course of their studies with CSU Training. The Grievance and Complaints procedure is not intended to apply to circumstances for which CSU Training has in place formal appeals mechanisms, such as assessment appeals.

#### ***Principles***

##### ***Confidentiality***

Only the people directly involved in the grievance/complaint, or in sorting it out, have access to information about a grievance/complaint. No student details will be disclosed to a third party without the written consent of the student.

##### ***Impartiality (fairness)***

All parties involved get a chance to explain their side of the situation. No assumptions are made or actions taken until all relevant information has been collected. All parties have access to support if they want or need it.

##### ***Freedom from Unfair Repercussions or Victimisation***

CSU Training does not accept victimisation of anyone who lodges a grievance/complaint or of those helping to resolve it. Victimisation will be subject to disciplinary procedures.

##### ***Grievances/Complaints are Sorted Out with a Minimum of Fuss***

The procedures aim to enable grievances/complaints to be sorted out at the lowest level possible with the minimum of fuss. In many cases, grievances and complaints can be resolved by agreement between the people involved with no need for formal action.

##### ***Timeliness***

Grievances/complaints will be dealt with as quickly as possible.

##### ***Sensitivity***

All staff involved in grievances/complaints will treat all grievances/complaints sensitively.



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#### **Grievance/Complaints Procedure Steps**

<b>Step 1</b>	The student should try to resolve the problem with the person or people involved.
<b>Step 2</b>	<p>The student should contact CSU Training</p> <p style="text-align: right;">Phone: 02 69 332722 e-mail:</p> <p>csustraining@csu.edu.au</p> <p>Alternatively, he or she may talk to his or her program coordinator.</p>
<b>Step 3</b>	<p>The Grievance Adviser will help with obtaining information, assist the student in deciding the best way to deal with the problem, on request accompany the student to any meeting about the problem and/or refer the student to an appropriate person who can resolve the problem. The Grievance Adviser is not to take any step without the consent of the student. Each complaint and/or grievance, appeal and its outcome will be recorded in writing. The student will be given a written statement of any appeal outcome including the reasons for the decision in writing.</p> <p style="text-align: center;"><b>Time line for Step 3: Three weeks</b></p>
<b>Step 4</b>	The aim of the Grievance/complaints procedure is, in the first instance, to try to resolve problems informally. After discussing options with the Grievance Adviser, the student may choose to resolve his or her grievance informally through the program coordinator.
<b>Step 5</b>	<p>If an informal process is inappropriate, or if the student is unhappy with the outcome of an informal approach, he or she may make a formal complaint to the University. Formalisation can occur at any stage of the resolution process. To make a formal complaint the student must fill in a Formal Grievance Report Form (obtained from the Grievance Adviser), attach a full description of your grievance and any supporting documents and send these to the Grievance Adviser. The Grievance Adviser will then attempt to resolve the complaint.</p> <p>If the Grievance Adviser is unable to achieve a resolution or the student is not happy with the outcome and wishes to proceed with the grievance, the Grievance Adviser will forward it to the <i>CSU Training</i> Grievance Committee. The Grievance Committee will investigate the grievance and make recommendations to the Manager, CSU Training.</p> <p style="text-align: center;"><b>Time line for Step 5: One month</b></p>



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#### ***Who else can help?***

At any time during the grievance/complaint process students have the right to contact an external agency for advice or help, or if unhappy with the way the grievance/complaint has been resolved. Such agencies include:

#### **NSW Anti-Discrimination Board**

Level 4  
181 Lawson Street  
Redfern 2016  
Phone: (02) 9318 5400  
Fax: (02) 9310 2235  
TTY: (02) 9310 2376  
Toll free: 1800 670 812  
Web:  
<http://www.lawlink.nsw.gov.au/adb>

#### **Human Rights and Equal Opportunity Commission**

8/133 Castlereagh Street  
Sydney 2000  
Phone: (02) 9284 9600  
Fax : (02) 9284 9611  
TTY : 1800 620 241  
Toll free: 1300 656419  
Web: <http://www.hreoc.gov.au>



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#### ***DISCIPLINARY PROCEDURE***

The academic misconduct procedure applies to plagiarism, cheating or collusion. If a teacher/trainer has reason to believe that a student has engaged in academic misconduct, the program coordinator will be notified and will investigate the matter. Investigations will take place within fourteen days of the notification. A recommendation will be made to the Manager, CSU Training with a copy to the student. Where the investigation concludes that academic misconduct has taken place, the student may respond in writing within fourteen days. The final determination of the Manager, CSU Training may include one of the following options:

- No action is taken against the student.
- The student is judged not competent in the units concerned but may be allowed to re-enrol in the unit or appropriate section of the program.
- The student is excluded from CSU Training and his or her enrolment cancelled with no refund of fees.

The student general misconduct procedure applies to other instances of misconduct such as impairing the right of other students to pursue their studies, wilfully damaging CSU Training property, misusing electronic facilities, harassment of other students or staff, or breaching legislative requirements.

If a staff member has reason to believe that a student has engaged in general misconduct, the program coordinator for that student will investigate the matter. Investigations will take place fourteen days of the notification. A recommendation will be made to the Manager, CSU Training with a copy to the student.

Where the investigation concludes that general misconduct has taken place, the student may respond in writing within fourteen days. The final determination of the Manager, CSU Training may include one of the following options:

- No action is taken against the student.
- The student is barred from electronic access to CSU Training or to certain components of electronic access.
- The student is suspended from the program for a period of time or permanently.
- The student is required to pay for any damage or any work needing to be done on electronic systems.



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Appendix A

### *Code of Practice* *CSU Training*

Adopted by CSU Training Advisory Committee December 2002

#### **1. Introduction**

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by CSU Training, an RTO registered in New South Wales by the Vocational Education and Training Accreditation Board (VETAB). For the purposes of this Code “student” refers to any person participating in education or training delivered by this organisation. A “client” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

#### **2. Provision of Training and Assessment Services**

- 2.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients.
- 2.2 Our organisation maintains a learning environment that is conducive to the success of students.
- 2.3 Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students.
- 2.4 Our organisation monitors and assesses the performance and progress of its students.
- 2.5 Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and it provides training for our staff as required.
- 2.6 Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7 Our organisation is committed to access and equity principles and processes in the delivery of its services.

#### **3. Issuance of Qualifications**

Our organisation issues qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook

#### **4. Recognition of Qualifications Issued by Other RTO's**

- 4.1 Our organisation recognises the AQF qualifications and Statements of Attainment issued by other RTO's.
- 4.2 Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.

#### **5. Marketing of Training and Assessment Services**

- 5.1 Our organisation markets and advertises its products and services in an ethical manner.
- 5.2 Our organisation gains written permission from a student or client before using information about that individual or organisation in any marketing materials.
- 5.3 Our organisation accurately represents recognised training products and services to prospective students and clients.
- 5.4 Our organisation ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

Version 3

Amendment 2

November 2006

Attachments

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### 6. Financial Standards

- 6.1 Our organisation has measures to ensure that students and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 6.2 Our organisation has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment.
- 6.3 Our organisation ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the student/client.
- 6.4 Documentation includes: the rights and responsibilities of students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients.

### 7. Provision of Information

- 7.1 Our organisation supplies accurate, relevant and up-to-date information to prospective students and clients, covering but not limited to the matters listed in Attachment A to this Code.
- 7.2 Our organisation supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

### 8. Recruitment

- 8.1 Our organisation conducts recruitment of students at all times in an ethical and responsible manner.
- 8.2 Offers of course placement, are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 8.3 Our organisation ensures that the educational background of intending students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

### 9. Support Services

- 9.1 Our organisation provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

### 10. Grievance Mechanism

- 10.1 Our organisation ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions which affect the students' progress. Every effort is made by our organisation to resolve students'/clients' grievances.
- 10.2 For this purpose, our organisation has a grievance policy where a member of staff is identified to students and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to students at the time of enrolment.
- 10.3 Where a grievance cannot be resolved internally, our organisation advises students and clients of the appropriate body where they can seek further assistance.

### 11. Record Keeping

Our organisation keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request.



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### **12. Quality Control**

Our organisation seeks feedback from our students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.