



Centre of Professional
Learning and Education

STUDENT HANDBOOK

VERSION 06 | NOV 2021



real skills for
real careers



CPL**E**

**Centre of Professional
Learning and Education**

CONTENTS

- 6 WELCOME**
- 6 ABOUT US**
- 7 OUR OBLIGATIONS TO YOU**
 - 8 AVAILABLE STAFF RESOURCES
 - 8 TRAINERS
 - 8 STUDENT SUPPORT
 - 8 AMENDMENTS TO THIS HANDBOOK AND POLICIES
- 9 ADMISSION AND ENROLMENT**
 - 9 SELECTION CRITERIA
 - 9 ADMISSION PROCESS
 - 9 UNIQUE STUDENT IDENTIFIER (USI)
 - 10 LANGUAGE, LITERACY & NUMERACY ASSESSMENT (LLN)
 - 11 SUPPORT TO STUDENTS WITH SPECIAL NEEDS AND DISABILITIES
 - 13 FEES
 - 14 REFUNDS
 - 14 STATUTORY COOLING OFF PERIOD
 - 14 OUR GUARANTEE TO CLIENTS
- 15 LEARNING WITH US**
 - 15 CONFIRMATION OF ENROLMENT
 - 15 TRAINING PLAN
 - 16 ADDITIONAL REQUIREMENTS FOR USER CHOICE FUNDED STUDENTS
 - 16 TRAINING PLANS
 - 16 EMPLOYER RESOURCE ASSESSMENT
 - 17 TRAINING RECORD BOOK
 - 17 STUDENT AND EMPLOYER OBLIGATIONS

19	LEARNING MATERIALS
19	CANVAS ACCESS
19	QUALIFICATION TIME LIMITS
20	QUALIFICATION EXTENSIONS
20	ELIGIBLE EXTENSIONS
20	INELIGIBLE EXTENSIONS
21	QUALIFICATION SUSPENSIONS
21	QUALIFICATION PROGRESSION EXPECTATIONS
22	QUALIFICATION UPDATES
22	SUPERSEDED QUALIFICATIONS AND TRANSITION PERIODS
23	WORK PLACEMENT
24	COMPLETION AND CERTIFICATION
24	CERTIFICATION RE-ISSUE
25	ASSESSMENTS
25	ASSESSMENT STANDARDS
26	PRINCIPLES OF ASSESSMENT
26	RULES OF EVIDENCE
27	METHODS OF ASSESSMENT
27	RECOGNITION OF PRIOR LEARNING (RPL)
27	THE RPL PROCESS
28	RPL GUIDELINES
28	RPL FEES
28	APPLYING FOR RPL
29	CREDIT TRANSFER (CT)
29	GUIDELINES FOR CREDIT TRANSFER
29	CREDIT TRANSFER FEES
30	SUBMITTING ASSESSMENTS
30	PLAGIARISM

31	ASSESSMENT MARKING AND FEEDBACK
31	ASSESSMENT JUDGEMENTS
31	REASSESSMENT & RESUBMISSION
32	APPEALING AN ASSESSMENT DECISION
33	PROTECTING OUR STUDENTS
33	PRIVACY AND CONFIDENTIALITY
34	CHILD SAFE ENVIRONMENT STATEMENT
34	DRUGS AND ALCOHOL
34	RECORDS RETENTION POLICY
34	THIRD-PARTY ARRANGEMENTS
35	BEHAVIOUR AND CODE OF CONDUCT
35	HARASSMENT AND DISCRIMINATION
35	EQUAL OPPORTUNITY
36	COMPLAINTS AND APPEALS
36	RESOLVING ISSUES BEFORE THEY BECOME A COMPLAINT
37	LODGING A FORMAL COMPLAINT
37	EXTERNAL REVIEW
37	SKILLS CANBERRA (STA)
37	AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)
38	SUPPORT SERVICES
38	AUSTRALIAN APPRENTICESHIPS SUPPORT NETWORK (ANP) SARINA RUSSO JOB ACCESS (AUSTRALIA) PTY LTD
38	LIFELINE
38	FAIR WORK AUSTRALIA
38	CENTRELINK



WELCOME

The Centre of Professional Learning and Education (RTO 88148) has created this handbook to act as your guide to help you navigate your learning experience. We want to make sure you have all the information you need for studying with us, understand what you can expect from us, and what we will expect of you.

We urge you to read through this document before beginning your qualification and refer to it should you have any questions as it outlines or refers to our terms, conditions and policies. In this document, you will find detailed information and links to our policies and guidelines, contact details, resources and forms.

We are very excited to have you as a student and hope that your educational experience with the Centre of Professional Learning and Education is better than you ever expected.

Good luck on your journey, and here's to finding the career you love!

ABOUT US

Communities at Work's Centre of Professional Learning and Education (RTO 88148) is registered with the Australian Skills Quality Authority (ASQA) to deliver nationally recognised qualifications within the areas of Early Childhood Education & Care and Business.

We are a three-time proud winner of the Large Employer of the Year Award at the ACT Training Awards 2019, 2020 and 2021 and pride ourselves in delivering exceptional training programs and services that have been developed to meet industry and sector requirements.

Our passionate team holds relevant industry experience, qualifications and are committed to supporting students throughout their enrolment to successfully achieve their qualification.

Our quality based approach to delivering VET qualifications consist of a range of teaching and learning strategies such as the provision of face to face classes, online learning, virtual support and hands-on experience in the work environment.

In addition to delivering VET qualifications, we offer an array of professional development sessions and customised training across the ACT and surrounding regions.

The professional learning and training programs delivered by CPL are designed to build and enhance the skills and knowledge of our students to promote best practice in the workplace.

We look forward to the possibility of supporting you in achieving your learning goals and furthering your career opportunities. For more information, visit commsatwork.org/cple.

OUR OBLIGATIONS TO YOU

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), the Centre of Professional Learning and Education (RTO 88148) have an obligation to ensure the quality and support we provide students through our administration and training services, meets the requirements of the Standards for Registered Training Organisations 2015 which are part of the VET Quality Framework.

To ensure compliance is upheld in the delivery of our training and assessment, CPLE have developed internal policies, procedures and systems that guide our compliant operations. We are also required to participate in audit processes with our State Training Authority, Skills Canberra (STA) and ASQA upon their request. This is a condition of our registration as an RTO.

In addition, we must ensure that any third parties who have any involvement in your qualification, agree to a third party arrangement with CPLE and will comply with training requirements accordingly.

If at any time our students feel we have not met our obligations as an RTO, they have the right to make a complaint following our RTO Complaints Handling Policy and Procedure outlined further on in this Handbook.

A number of legal and regulatory obligations CPLE is to follow for the sake of compliance govern this agreement. These legal obligations include but are not limited to:

- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Work Health and Safety Act 2011
- Anti-discrimination law such as the Racial Discrimination Act 1975, Sex Discrimination Act
- 1988 and Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Student Identifiers Act 2014
- Australian Standards AS 4390 Records Management
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Children and Young People Act 2008
- Working With Vulnerable People (Background Checking) Act 2011
- Copyright Act 1968
- National VET Data Policy & Data Provision Requirements 2020
- National Standards of Registered Training Organisations 2015



AVAILABLE STAFF RESOURCES

The Centre of Professional Learning and Education (CPLE) provides our students with an online learning platform which means that they can study anytime, anywhere. At the same time, we understand the value of trainer and assessor support and are happy to answer any questions outside of the face to face classes and support sessions we provide.

Trainer and Assessor contact hours are 9:00 am to 5:00 pm. CPLE trainers work in both full time and part time capacities. Upon enrolment, students will be advised of their assigned CPLE trainer and assessor's available days.

CPLE is closed during ACT public holidays. We also closed for 5-7 days over the Christmas Period. Students will be advised of dates via an announcement in Canvas in December of each year.

TRAINERS

Students will generally be allocated one Trainer and Assessor to support them in their learning journey. While we understand that consistency is key and do our best to maintain this for our students at all times, students may be re-allocated a trainer during times of unforeseen circumstances such as changes to the CPLE team or increased workload where additional trainers may be required to support one another.

CPLE will advise students of any changes to their assigned trainer and assessor allocations.



STUDENT SUPPORT

Our RTO Administrator is available to help students for non-academic and administrative queries and will endeavour to respond to their enquiries/requests as soon as possible within a maximum of five (5) business days. Students can contact our RTO Administrator at cple@commsatwork.org or 02 6293 6220

AMENDMENTS TO THIS HANDBOOK AND POLICIES

The Centre of Professional Learning and Education (CPLE) may amend this handbook and related policies from time-to-time. All current versions will be posted on our website with notifications of updates made in Canvas for all existing students enrolled with us.

ADMISSION AND ENROLMENT

The Centre of Professional Learning and Education (CPLE) is committed to ensuring that its selection processes are fair, equitable and consistent with the Australian Core Skills Framework levels (ACSF), workplace performance and national training package and funding requirements. Only applicants who meet the entry and eligibility requirements for a qualification will be considered for enrolment admission.

SELECTION CRITERIA

The following selection criteria may apply:

- Meeting eligibility requirements for funding arrangements that apply to the qualification
- Meeting any prerequisite qualifications required for entry
- Meeting any age requirements that may be in place for a particular funding arrangement.
- Meeting the language and literacy and numeracy (LLN) requirements for the qualification
- Agreeing to the Centre of Professional Learning and Education (CPLE) policies, procedures, codes of conduct and terms and conditions of enrolment
- Understanding of the delivery and assessment requirements of training and administration services

ADMISSION PROCESS

The enrolment selection process will be conducted over various stages with representatives from The Centre of Professional Learning and Education (CPLE) including:

- Pre-enrolment conversations or attendance to an information session
- Completion of enrolment orientation
- Confirmation of enrolment

Throughout the selection process, CPLE will provide students with information around their rights and responsibilities. Various documentation will be gathered to assess eligibility for the elected qualification.

Students will be required to:

- Complete and meet the assessment criteria of a Language, Literacy and Numeracy Assessment (LLN)
- Provide CPLE with necessary documentary evidence such as transcripts of previous qualifications completed, photo ID and evidence
- Confirm citizenship or permanent residency, employment and residency status.

CPLE will inform students through each stage of the admission and enrolment process to confirm if they have been successful or not.

UNIQUE STUDENT IDENTIFIER (USI)

Students undertaking nationally recognised training such as a VET qualification are required to have a Unique Student Identifier (USI). This is a reference number made up of numbers and letters which creates a lifetime record of your study history.

Under the Unique Student Identifiers Act 2014, RTOs must ensure that all enrolled students have a valid USI. This means that students must either:

- Provide us with their USI, or
- Provide us with permission to access or create a USI on their behalf.

If students need to apply for a USI or have forgotten their USI, please visit:
<https://www.usi.gov.au>.

The Centre of Professional Learning and Education (CPLE) is unable to process a student's enrolment without a USI.



LANGUAGE, LITERACY & NUMERACY ASSESSMENT (LLN)

The Language, Literacy and Numeracy Assessment (LLN) is a mandatory, initial skills assessment that students will be required to complete in line with the Australian Core Skills Framework (ACSF) during the pre-enrolment process. The Centre of Professional Learning and Education (CPL) will assess the outcomes of a student's LLN levels, prior to their formal enrolment with us, to ensure they have the adequate skills to complete the qualification.

To gain entry into a Certificate III level qualification, students must demonstrate the following ACSF levels within each area:

- Reading – ACSF Level 3
- Numeracy - ACSF Level 3
- Writing - ACSF Level 3
- Oral Communication – ACSF Level 3

To gain entry into a Diploma level qualification, students must demonstrate the following ACSF levels within each area:

- Reading – ACSF Level 4
- Numeracy - ACSF Level 3
- Writing - ACSF Level 4
- Oral Communication - ACSF Level 3

Information on the Australian Core Skills Framework (ACSF) can be found at <https://www.education.gov.au/australian-core-skills-framework>.

In the event a prospective student presents with an ACSF score lower than the entry LLN requirements, they will be permitted to re-sit the LLN assessment. If upon sitting the assessment for a second time, results are not at the ACSF level required, they will be required to access LLN support networks prior to enrolment for the sake of skill development.

CPL recognise that whilst effective training and assessment support will occur during enrolment with us, tutoring services are outside of the scope of our service provisions.

CPL may refer you to the following LLN networks:

- Navitas English Canberra: offer free LLN development classes for eligible candidates.
- CIT: offer various courses which will develop reading and writing skills.
- The Reading and Writing hotline: is a resource that offers support in developing LLN skills in all areas.
- BBC Skillswise: is a website where you can engage in activities to practice and develop your LLN skills.

Upon engagement with these LLN supports, CPL encourage individuals to re-apply for enrolment.



SUPPORT TO STUDENTS WITH SPECIAL NEEDS AND DISABILITIES

The Centre of Professional Learning and Education (CPLE) promotes, encourages, and values equity and diversity for students. We will ensure services are provided fairly and equitably to all who enrol with us.

Learning Challenges may include, but are not limited to:

- Language challenges.
- Literacy challenges.
- Numeracy challenges.
- Computer literacy challenges.
- Cultural challenges.
- Workplace and study environment challenges.
- Disability.

During the pre-enrolment stage, CPLE asks prospective students to disclose on their enrolment form any disabilities or specific learning requirements that may impact their ability to undertake the course. If prospective students disclose any learning challenge or disability, the enrolment will be reviewed by the RTO Manager, who will determine whether enrolment will or will not commence. If CPLE approves the enrolment, students will be provided with an individual support plan.

After enrolment, if a student advises CPLE that an undisclosed learning challenge or disability affects their study, they will be contacted to obtain further information and work with a CPLE trainer and assessor to complete an individual support plan. CPLE will determine additional support that may be required or provided.

Reasonable adjustments may be provided for students with disability or learning difficulty/s according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that students are not presented with barriers to demonstrating achievement in the study program.

Students with a disability are required to have the ability to fulfil the core requirements of the units of competency to attain the relevant qualification.

CPLE will not make reasonable adjustments to any of its services which:

- Compromise the level of skills and knowledge expected within a unit of competency,
- Compromise the integrity of the qualification,
- Require costs or resource provisions outside of our capacity.

Please refer to our RTO Access and Equity Policy for further information.



Group Activity

In groups of 3 you will need to choose a story, song or short performance you could do with your children. You will then perform this in your groups of 3.

You can Google ideas, or come and have a chat to me for suggestions.

Sometimes we can be put on the spot when we are educating children- you may need to think quickly and swing into action.





FEES

The Centre of Professional Learning and Education (CPLE) are entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as administrative services and training and assessment services. Qualification fees and charges are outlined in all of our qualification brochures located on our website.

Fees are payable when students receive a confirmation of enrolment. The initial fee payment must occur prior to commencing training, or within fourteen (14) days of the invoice being issued by CPLE. Where an employer or organisation engages CPLE to provide training and assessment to their employee, full fees must be paid in full within fourteen (14) days of the date of the invoice.

CPLE may discontinue training and assessment services and withhold the issue of any certificates and statements of attainment (SOA) if fees are not paid as required.

CPLE complies with Clause 7.3 'Protect prepaid fees by learners' from Standard 7 of the Standards for Registered Training Organisations 2015. To meet this we will not;

- Accept an initial payment of more than \$1,500 from students prior to the commencement of their qualification,
- Collect subsequent payments that equal more than \$1,500 in advance, following commencement of the qualification.

If the cost of the course is less than \$1,500, the full amount can be requested before the qualification commences.

Payment plans are available where fees can be paid off through instalments by signing a payment plan arrangement. Payments can be completed through direct debit or via payroll deductions for Communities at work employees. Please refer to the example fee schedule table below for some of our options.

User Choice Payment Plans	Student Administration Fee
OPTION 1: Upfront Payment	\$400.00
OPTION 2: Over 2 fortnights	\$200.00
OPTION 3: Over 5 fortnights	\$80.00
Skilled Capital Payment Plans	Student Administration Fee
OPTION 1: Upfront Payment	\$500.00
OPTION 2: Over 2 fortnights	\$250.00
OPTION 3: Over 5 fortnights	\$100.00

Please refer to our RTO Fees and Refunds Policy for further information.

REFUNDS

Student Administration fees are non-negotiable and will be charged in all cases, even if there is no completion of a qualification.

Any request for refunds of charges outside of the student administration fees must be made in writing via email to cple@commsatwork.org.

Students will be required to complete a Refund Request Form and should state their reasons for requesting the refund and attach any relevant documentary evidence such as a medical certificate. Students will be advised of the outcome of their request for a refund in writing within ten (10) business days. All refunds will be processed within thirty (30) business days of the date of the outcome of the request

Refunds will not be issued to students after qualification commencement in the case of:

- Change in employment status.
- Moving outside of the ACT Region.
- Change of mind outside of the statutory cooling off period.
- Lack of progress towards qualification completion.

Students who cancel their enrolment after their training has commenced and have engaged in training and assessment services with CPLE, will not be entitled to a refund of their fees. An

exception to this policy is where CPLE fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

Discretion may be exercised by the Chief Executive Officer of Communities at Work in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. The Chief Executive Officer may authorise a refund of tuition fees if the circumstances require it.

STATUTORY COOLING OFF PERIOD

Students who give notice to cancel their enrolment within ten (10) business days from the date of completion of their enrolment checklist, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Please refer to our RTO Fees and Refunds Policy for further information.

OUR GUARANTEE TO CLIENTS

If for any reason we are unable to fulfil our service agreement to our students, CPLE will issue them with a full refund for any services not provided. The basis for determining the refund amount for “services not provided” is based on the units of competency completed at the time the service is terminated.

Refunds only apply for fee for service out of pocket expenses and not monies that are paid direct to CPLE via Government funding arrangements.

LEARNING WITH US

The Centre of Professional Learning and Education (RTO 88148) delivers qualifications through a blended model of face to face delivery, online learning and workplace based assessment. Units of competency within our qualifications are delivered individually or clustered into modules to allow for a streamlined, holistic learning experience for our enrolled students. Training and assessment is delivered and assessed using a range of teaching and learning strategies including; workplace tasks, knowledge based questions and case studies, projects and observation reports.

CONFIRMATION OF ENROLMENT

Students will receive written confirmation of enrolment via email, upon finalisation of the process by our RTO Administrator. If a student requires confirmation of enrolment for support services such as Centrelink, The Centre of Professional Learning and Education (CPLE) will evaluate if they have been actively participating in the qualification before issuing such a confirmation.

All students enrolled in a qualification must show learning engagement, interaction, and participation relevant to the unit of competency and/or module, which must exceed mere login and browsing of the learning materials, to be considered as actively participating in the qualification.

TRAINING PLAN

Students enrolled into a qualification under User Choice, Skilled Capital or JobTrainer subsidised funding arrangements, will receive a training plan upon enrolment into the chosen qualification. The Training Plan is a document which outlines details of unit of competency, start and end dates of the qualification, and other important information. CPLE may reference the Training Plan when determining if a student is progressing satisfactorily.

The Training Plan will be emailed to the student upon enrolment, and it is essential that they fill, sign, and submit this document as quickly as possible. Failure to complete and return the

training plan to CPLE within the timeframe allotted will result in our inability to offer training and assessment services.

CPLE recommend that students print and retain a copy of their Training Plan for their reference. The signed Training Plan is likewise mandatory for CPLE to process your qualification. A copy of the completed training plan will be emailed to the student within ten (10) business days of completion.

Please refer to our Training Plan Policy & Procedure for further information. To discuss or request a copy of your Training Plan, please email: cple@commsatwork.org.



ADDITIONAL REQUIREMENTS FOR USER CHOICE FUNDED STUDENTS

Under the ACT Standards Compliance Guide for Australian Apprentices, CPLE have additional responsibilities for students enrolled with us under User Choice funding arrangements whereby they are classed as an Australian Apprentice (Trainee).

TRAINING PLANS

Under the standards; CPLE must “review and update your training plan to ensure it remains current, at least once within each 12-month period, or earlier as required throughout the term of the training contract”. As per our Training Plan Policy & Procedure, CPLE trainer and assessors will update all training plans to reflect progress during each workplace visit. On average this will be every 12 weeks. Updated training plans will be emailed to students and their employers within the (10) days of being updated, for record-keeping purposes.

EMPLOYER RESOURCE ASSESSMENT

CPLE is responsible for ensuring that the quality of training being offered is in accordance with the training package requirements. To ensure an employer is able to provide a trainee with adequate facilities, training opportunities, supervision and range of work suited to their needs, CPLE will assess an employer’s training resources to ensure they meet the requirements of ACT Standards for Delivery of Training. This process is completed via an Employer Resource Assessment Form which has been developed by CPLE. This form is completed prior to a trainee’s enrolment into the qualification.

If the employer is unable to provide the training resources necessary for a trainee to achieve the outcomes of the qualification, CPLE will review the application for enrolment and where possible, work with the employer to explore the provision of alternative arrangements such as a temporary workplace transfer or engagement in a work placement. Where there are areas of great concern, CPLE will be unable to commit to a trainee’s enrolment and will advise the student, their employer, as well as Skills Canberra immediately.

If suitable arrangements are agreed to, an Employer Resource Assessment Form will be completed by all parties and retained by CPLE for compliance purposes.

TRAINING RECORD BOOK

The Training Record Book (TRB) is a tool used for tracking progress. Under an Australian Apprenticeship (Traineeship) CPLE has an obligation to provide formal training, and the employer has an obligation to provide training in the workplace (informal training and learning). The purpose of a training record book is to record this training.

Upon enrolment with CPLE, we will develop a trainees TRB and email it to them. As the trainee progresses through the qualification, this document will be used by CPLE trainer and assessors, the employer and the trainee to agree to completion and competence in the units within the qualification. The TRB will be completed upon the submission of a unit or modules last assessment and used by CPLE trainer and assessors to mark the trainee as competent within the qualification assessment requirements.

STUDENT AND EMPLOYER OBLIGATIONS

As an Australian Apprentice (Trainee) who has been signed to an Apprenticeship/Traineeship contract by an employer, trainees must understand to and abide by the following:

- Your training contract is a legally binding agreement between yourself, your employer and the applicable state training authority. You must work with CPLE and your employer to achieve completion and follow all instructions given.
- You must learn and work to develop the skills and knowledge required for meeting workplace and qualification expectations and requirements.
- You must undertake the training delivered to you on the job, and study and undertake all learning and assessments assigned in your qualification with CPLE.
- You must comply with the terms and conditions of your contract, including scheduled start and end dates.



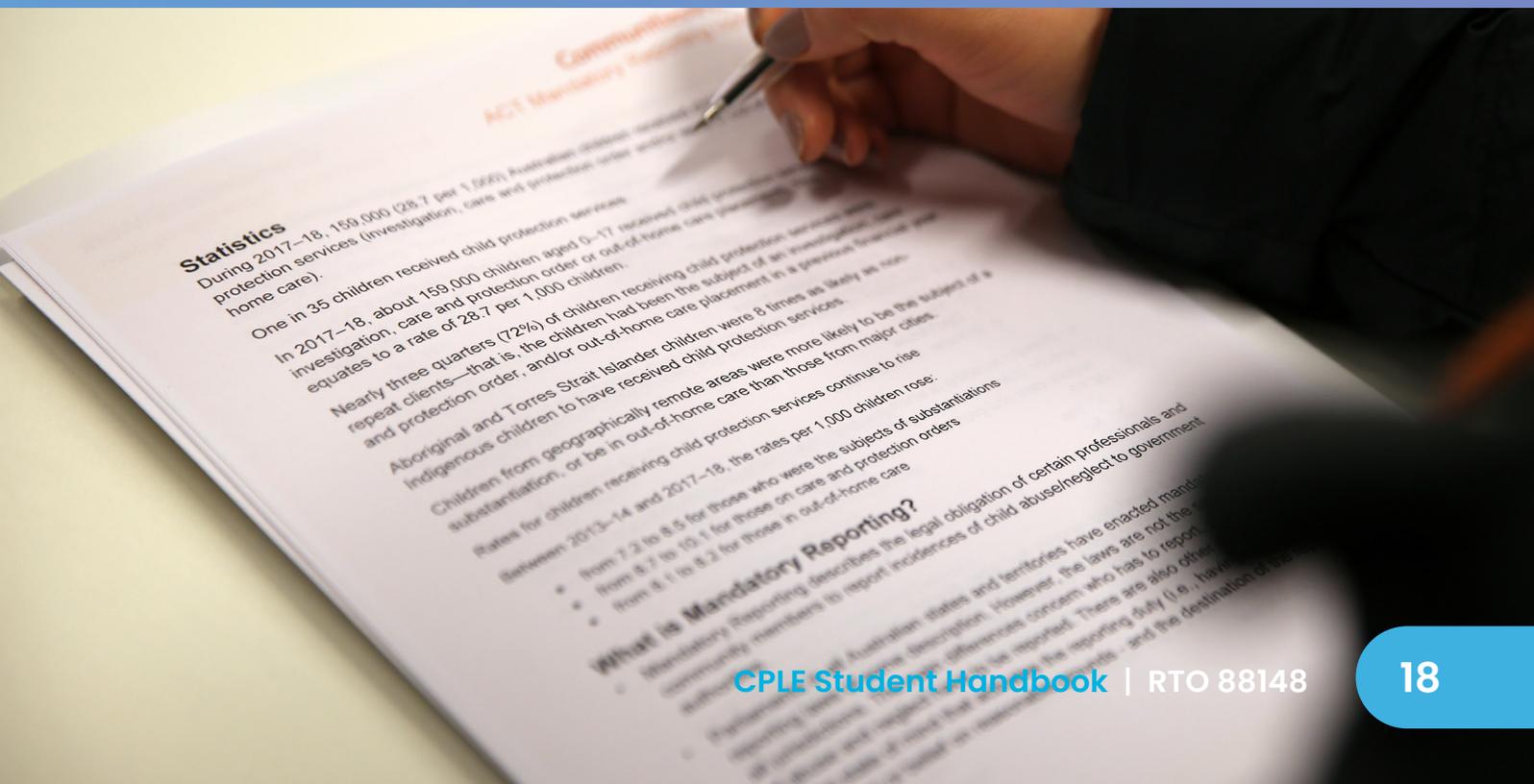
An employer's obligations under the training contract including:

- To employ and train the trainee as agreed to in the training contract and Training Plan.
- Provide the trainee with appropriate facilities and assign competent supervision in the workplace to assist them in the training stipulated in the training plan.
- Allocate the trainee time to study and attend training.

The Centre of Professional Learning and Education (RTO 88148) obligations under the training contract includes:

- Providing trainees with training and assessment in accordance with the Training Plan.
- Ensuring that the employer and the trainee are updated on progress against the training plan.
- Notifying the trainee, their employer and Skills Canberra regarding any issues that may affect the successful completion of the Training Contract.

- Explaining and offering Recognition of Prior Learning (RPL) and credit transfer.
- Ensuring that in developing the training plan, the workplace requirements are taken into consideration and the trainee and their employer understand the relationship between work tasks to be performed and the units of competency to be achieved.
- Identifying in the training plan, any units of competency that are required in achievement of the qualification that cannot be achieved in the workplace due to the work of the organisation and how these will be delivered and assessed by CPLE.
- Identifying in the training plan any units of competency that are required to be delivered fully in the workplace, who will deliver the training and how these are to be monitored and assessed
- Providing the trainee and their employer with details of how they can access CPLE's training and assessment appeals and complaints policies and procedures.



LEARNING MATERIALS

All qualification learning and assessment materials will be issued to students via our online Learning Management System, Canvas. Our online learning content includes:

- Unit/module commencement quizzes (this is used to record students commencement date for CPLE compliance requirements)
- Qualification assessment tasks documents
- Required learning and reading materials
- Webinars

CANVAS ACCESS

Upon enrolment, students will be issued with access to Canvas to commence their studies. Access to the Canvas homepage for CPLE can be found here: <https://commsatwork.instructure.com/login/canvas>

Units of competency contained within the qualification being studied will be offered to students via a number of 'Canvas courses'. Each Canvas course includes one or more units of competency with all learning and assessment materials supplied within each to complete the expectations contained within the training package requirements.

Students will be required to engage with all learning and assessment materials in order to ensure all due dates are met as set by CPLE. Assessment submissions are to be made within the Canvas LMS. CPLE trainer and assessors will have access to a student's Canvas profile in order to view their engagement in the system as well as mark all assessment submissions made within the system.

Students will not be permitted to proceed to the next Canvas course until all assessment requirements within the Canvas course they are enrolled within, have been completed in full. If students would like to access a specific Canvas course prior to completion of the course they are enrolled within, they are to speak with CPLE staff and submit the request in writing via email to cple@commsatwork.org for consideration.

Fees and charges may be incurred to Fee for Service students, in the event of an early release of a Canvas course. CPLE will advise of any fees and charges which may apply prior to the release of the Canvas course to ensure informed consent and completion of the relevant payment plan documentation.

QUALIFICATION TIME LIMITS

The Centre of Professional Learning and Education (RTO 88148) expects students to consistently progress so that they can complete their qualification by the end date indicated on their training Plan or schedule. All qualifications will expire post the end date stated in the Training Plan or schedule.

CPLE will cancel a student's enrolment unless they have applied for and been granted an extension.

Students will be allocated twenty-four (24) months for qualification completion.

This time limit will differ for students enrolled into Communities at Work's Ascend program as time limits are set by the employment contract. In this case, Ascend students will be allocated fifteen – eighteen (15-18) months for qualification completion. For more information, visit commsatwork.org/ascend-program.



QUALIFICATION EXTENSIONS

Due to the structure of funding arrangements as determined by Skills Canberra, not all funding arrangements are eligible for an extension of the training contract.

- Students enrolled into their qualification under Fee for Service and User Choice arrangements ARE eligible to request an extension to their training contract.
- Students enrolled into their qualification under Skilled Capital or JobTrainer arrangements ARE NOT eligible to request an extension to their training contract.

ELIGIBLE EXTENSIONS

User Choice and Fee for Service students who are unable to complete their qualification by the allocated end date, must put their request for extension in writing at least eight (8) weeks prior to their contract end date. Requests must be made in writing via email to cple@commsatwork.org and must be made within this timeframe for consideration to be given.

The students email must outline the following:

- A detailed outline of the reason for the need for extension,
- The time frame needed for extension,
- Strategies the student will put into place to ensure that the qualification will be completed within the extension timeframe requested.

CPLE will review the information provided by the student to determine if the extension will be granted. When evaluating if an extension will be granted to a student, the following requirements will be considered:

- The student's current engagement levels in the qualification,

- The student's overall progress within the qualification and if completion is realistic within the allocated extension time frame,
- Preferences of the students employer with regards to if there is a willingness and or desire to extend the students training contract,
- Skill and knowledge levels currently demonstrated by the student and if competency can and will be achieved within the extension timeframes,
- Funding arrangements the student is enrolled within and the processes that that need to be actioned in light of these funding arrangements (e.g.; Contract variations in AVETARS if the student is enrolled under User Choice funding arrangements)
- Qualification transition arrangements and timeframes.

Students will receive written notice via email of the outcome to their extension request within fifteen (15) business days of their request. Outcomes are subject to approval as per funding arrangements and may require submission of certain documentation.

INELIGIBLE EXTENSIONS

Skilled Capital and JobTrainer funded students who are unable to complete their qualification by the allocated end date, are to speak with CPLE about possible re-enrolment options. Due to the nature of these funding arrangements, extensions of time cannot be given. In such cases, enrolment under a different funding arrangement may be determined in order to maintain enrolment with CPLE. Situations will be reviewed by CPLE on a case by case basis.

QUALIFICATION SUSPENSIONS

Due to the structure of funding arrangements as determined by Skills Canberra, students enrolled into their qualification under User Choice arrangements are the only category of enrolled students who are eligible to request a suspension of their training contract.

User Choice students who wish to suspend (defer) their studies, must put their request in writing via email to cple@commsatwork.org. The student's email must outline the following:

- A detailed outline of the reason for the need for suspension/deferment,
- The time frame needed for suspension/deferment,
- A date for return to study.

CPLE will review the information provided by the student to determine if the suspension/deferment, will be granted. When evaluating if a suspension/deferment will be granted to a student, the following requirements will be considered:

- The student's current engagement levels in the qualification,
- The student's overall progress within the qualification and if completion is realistic within the allocated extension time frame,
- Preferences of the student's employer with regards to if there is a willingness and or desire to defer the student's training contract,
- Skill and knowledge levels currently demonstrated by the student and if competency can and will be achieved upon a return to study
- Funding arrangements the student is enrolled within and the processes that that need to be actioned in light of these funding arrangements (e.g.; Contract variations in

AVETARS if the student is enrolled under User Choice funding arrangements)

- Qualification transition arrangements and timeframes.

Students will receive written notice via email of the outcome to their suspension/deferment request within fifteen (15) business days of their request. Outcomes are subject to approval as per funding arrangements and may require submission of certain documentation.

QUALIFICATION PROGRESSION EXPECTATIONS

All students enrolled with the Centre of Professional Learning and Education (RTO 88148) must regularly log in to Canvas and undertake their learning to sufficiently progress through their qualification and complete by their assigned assessment due dates and qualification end date.

CPLE require students to be responsible for their own qualification progression and are required to be proactive in reaching out to their CPLE trainer and assessor should they have any difficulties. CPLE will support students to progress through the qualification by regular contact through various communication channels such as emails, phone calls, SMS, face to face support sessions and MS Teams.

CPLE will monitor student progression, and if no assessment is submitted over sixty (60) calendar days, we reserve the right to cancel the student's enrolment due to lack of progression.



QUALIFICATION UPDATES

The Centre of Professional Learning and Education (RTO 88148) regularly reviews all qualification materials to make sure they are up-to-date, relevant, and in-line with industry and regulatory requirements. Updates to materials and assessments during a student's course of study may occur as a result.

CPLE will notify students of any significant changes to qualification materials via announcements in Canvas fourteen (14) calendar days prior to implementation.

SUPERSEDED QUALIFICATIONS AND TRANSITION PERIODS

From time to time, qualifications and units of competency are changed due to emerging industry and sector requirements. When qualifications or units of competency are upgraded, the 'old' qualification/ units of competency is called 'superseded' and they are allocated a 'teach out' date.

If a qualification of the units of competency become superseded during a student's enrolment period with CPLE, they will be required to complete the existing qualification by the end date or the teach-out date for the qualification - whichever is earlier.

In instances when a student's qualification end date is after the 'teach out' date:

- If eligible, CPLE will transfer the student's enrolment to the new version of the qualification once the new qualification is on the CPLE's scope of registration. This process is called 'transitioning.' In case of transitioning, there will be no administrative fee.
- If CPLE are unable to add the new qualification on scope, we will endeavour to transfer a student to another RTO offering the new qualification.
- If CPLE are unable to transfer students to the new version of the qualification with CPLE or another RTO, we will refund fees paid by the student.

During a transition period, all training and assessment must be finalised within the timeframe specified. Students wishing to enrol in a qualification in its transition period will be offered information about the new qualification to make an informed decision before enrolment. CPLE will issue a certificate or statement of attainment where applicable.



WORK PLACEMENT

Work placement is a mandatory assessment requirement with recommended minimum hours for specific qualifications. CPLE will inform students if a qualification has such a requirement before enrolment.

Work placement involves students applying the skills and knowledge learned during the qualification duration to a real-life workplace after they have completed all the theory assessment tasks. Students are required to be supervised by a Workplace Supervisor nominated by the host workplace. Work placement is designed to provide students with the opportunity to gain valuable insight into the industry/sector and provide them with a secure and safe environment, enabling them to further the knowledge and skills required in the job roles that the qualification is preparing them for.

CPLE students are required to source a suitable workplace for the purpose of completing work placement assigned to the qualification. CPLE can also liaise with Communities at Work's People, Culture and Wellness Team in order to identify possible work placement options with the organisation's workplace if students are unable to find a suitable work placement location. Students are required to provide CPLE with a list of host organisations who have rejected their requests for work placement.

There are several clearance checks required by CPLE and host workplaces, such as a Working with Vulnerable People Check, National Police Check and proof of full vaccination against COVID-19. Fees may apply for some of the checks. Students must apply for the relevant checks and submit to CPLE within the first sixty (60) calendar days of enrolment. CPLE reserves the right to cancel the student's enrolment if a student is unable to obtain and submit the required clearance checks.

Students who successfully identify and obtain agreement from a host organisation to support their work placement must notify their CPLE trainer and Assessor of this before commencement. CPLE must approve the Work Placement location before students can commence their work placement. CPLE trainer and assessors will liaise with the host Workplace Supervisor to review and validate the student's practical skill ability and complete the necessary assessment documentation.



COMPLETION AND CERTIFICATION

The Centre of Professional Learning and Education (RTO 88148) will issue all Australian Qualifications Framework (AQF) certification documentation within thirty (30) calendar days of a student successfully completing all qualification requirements, including:

- Successfully completing all assessments and work placement requirements (where applicable), and
- Having been deemed to be competent in all areas of study, and
- Meeting all financial obligations, and
- Having obtained a unique student identifier (USI).
- The Australian Qualifications Framework (AQF) certification documentation may consist of either:
 - A Testamur: Students who successfully complete all qualification requirements will be issued with a certificate of completion, and
 - A Record of Results: for Nationally Recognised Training qualifications only. This record follows AQF guidelines and is a list of the competencies students have achieved, or
 - A Statement of Attainment: when a student has completed one or more units of competency from a Nationally Recognised Training qualification.

CERTIFICATION RE-ISSUE

Students can request an additional or replacement copy of their testamur or statement of attainment by emailing our RTO Administrator at cple@commsatwork.org.

Requests for a replacements must be in writing and accompanied by two (2) pieces of identification – one (1) of which must contain a photo. This requirement protects our student's right to privacy by ensuring that information is disclosed only to appropriate individuals.

An administrative fee of \$50.00 applies for each request.

ASSESSMENTS



Assessments are an essential part of engaging in study and must be completed successfully to progress through and complete a qualification. Assessment is integral to a student's learning experience and helps consolidate and integrate new knowledge and develop practical skills by gathering, consolidating, and discussing evidence about learning.

To be awarded a Nationally Recognised Qualification, students must demonstrate that they have achieved competency in all aspects of the qualification. Evidence of competence is assessed through assessment tasks that have been set up in Canvas (LMS) as well as through workplace assessment where required.

Competency is the ability to apply knowledge and skills to meet a particular standard of performance required in the workplace and transfer and apply those skills and knowledge to new situations and environments.

ASSESSMENT STANDARDS

The Centre of Professional Learning and Education (RTO 88148) will comply with the assessment guidelines defined in the relevant nationally endorsed Training Package, or companion guides. CPLE ensures that a vocationally competent trainer and assessor determines the competency assessment and that each qualification and its assessments undergo validation reviews.

Assessments may be improved from time to time and added to your qualification to ensure the most up to date assessment activities are being assessed.

CPLE assessment systems are designed to ensure students are assessed under the Principles of Assessment, Rules of Evidence and recognises alternative assessment pathways such as Recognition of Prior Learning (RPL). Assessment tools are mapped to all areas of one or more units of competency to ensure compliance and integrity.

PRINCIPLES OF ASSESSMENT

FAIRNESS	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
FLEXIBILITY	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner's needs • Assessing competencies held by the learner no matter how or where they have been acquire • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
VALIDITY	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with their practical application • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
RELIABILITY	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

RULES OF EVIDENCE

FAIRNESS	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
SUFFICIENCY	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
AUTHENTICITY	The assessor is assured that the evidence presented for assessment is the learner's own work.
CURRENCY	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.



METHODS OF ASSESSMENT

Methods used by CPLE to assess students' knowledge and skills include:

- **Written questions:** These assess students' understanding of the knowledge. They are in the form of questions, scenarios, case studies and other written accounts of tasks or activities.
- **Portfolios and projects:** these involve the collection of evidence from a workplace demonstrating skill, knowledge and understanding.
- **Role plays:** Students may be required to record themselves and others, undertaking a defined scenario or role-play demonstrating skills developed during the study.
- **Verbal Assessments:** Students may have structured interviews with their trainer and assessor. The nature and scope of the assessment will be provided before the assessment.
- **Workplace Assessments:** Workplace assessments are a core part of Structured Workplace Learning.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is not necessarily a quick process. A student is required to collate and coordinate evidence to show they have sufficient, valid and current knowledge and skills equivalent to the qualification they are enrolled in. Your skills will be assessed against industry standards. This is done by an CPLE Trainer and Assessors.

THE RPL PROCESS

During the RPL process, students will be asked to:

- Perform tasks or jobs
- Talk about and explain how work roles and responsibilities are completed
- Provide samples of work.

A visit to the student's workplace may be organised so that they can demonstrate their abilities. Students may need to provide job descriptions, references or performance appraisals. CPLE trainer and assessors will consider the students skills and knowledge and match them against a suitable qualification.

RPL is about the student proving that the knowledge, skills and experience they have matches a unit or qualification. The student drives the RPL process by collating evidence to demonstrate their current knowledge, current skills and current experience that are relevant to the qualification they are seeking. Once the evidence has been collated by the student and submitted, CPLE will consider the evidence of skills and knowledge the student has provided, matching this evidence against the relevant qualification.

During the RPL process, the student will be asked to:

- Provide details about how current and previous employment, previous training and other learning relates to the unit requirements
- Complete a self-evaluation of the knowledge and skills they possess against the unit criteria, and provide evidence of the completion of those competencies

- Engage in competency conversation to discuss their knowledge and skill with a CPLE trainer and assessor
- Complete workplace tasks
- Provide validation from a supervisor about typical workplace performance via the completion and submission of workplace supervisor observation reports.

Please contact CPLE on 02 6293 6220 or cple@commsatwork.org if you would like to explore RPL.

RPL GUIDELINES

- Students are encouraged to apply for RPL before commencing a qualification. The CPLE enrolment form allows students to flag their intentions to apply for RPL.
- Students are unable to apply for recognition for units of competency or for qualifications which are not included in CPLE's scope of registration.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may be awarded to students for a whole unit of competency or for part of a unit of competency with gap training and assessment to be completed for the rest of the remaining evidence required.
- Where the RPL process results in the student already holding 80% or more of the required unit of competencies within a qualification, CPLE will consult with the student and where applicable, their employer, to reassess enrolment into the qualification level to either;
 - Select a higher level or different qualification, or
 - Document the decision to continue with the enrolled qualification.

Evidence of this discussion and decision will be retained.

Where the student is not eligible for RPL and does not meet the requirements, they will be required to complete the unit or qualification via traditional training and assessment pathways.

RPL FEES

For students enrolled under User Choice, JobTrainer and Skilled Capital funding arrangements, there is be no additional cost for the RPL process. Additional costs for Fee for Service students do apply. Please refer to your qualification outline brochure for fees associated with this assessment pathway.

APPLYING FOR RPL

In order to make an initial assessment for RPL, prospective and existing students can send an email to cple@commsatwork.org and provide the following documents:

- Current resume outlining your work history, skills and knowledge
- Job description
- Transcripts of qualifications completed
- Any professional development, training that has been attended

CPLE will make contact to seek further information for the sake of making a decision around RPL application approval. The number of units for RPL may increase or decrease throughout the RPL process as CPLE trainer and assessors make outcomes of the students prior and current skills and knowledge. Students will be informed of all assessment outcomes during this process.

Please refer to our RTO Recognition of Prior Learning Policy for further information.

CREDIT TRANSFER (CT)

Credit transfer (CT) is the process of granting a student with a credit result for relevant, accredited study they have previously completed with CPLE or another RTO. CPLE do not require students to complete any unit of competency in which they have previously been assessed as competent, unless a regulatory or licence condition requires this; e.g. if a unit of competency is superseded and an RTO can no longer deliver or assess it.

Students must provide CPLE with original or certified copies of their qualifications, certificates or statement of attainments in order to be granted Credit Transfer.

Students will be required to complete a Credit Transfer Application form with a CPLE representative upon enrolment. CPLE will award a student with a credit transfer result once the evidence has been authenticated.

Students will be informed if their application has been successful and will be issued with an assessment feedback form outlining the units of competency credited.

GUIDELINES FOR CREDIT TRANSFER

- Students can not apply for Credit Transfer for units of competency or qualifications which are not included in CPLE's scope of registration.
- Credit Transfer can only be awarded for whole units of competency.
- Students are required to present their statement of attainment or qualification certificate to CPLE upon enrolment. Evidence must satisfy the requirements by being authentic, belongs to the student, and having been issued by an RTO within Australia.
- CPLE will verify any qualification certificates and statements of attainment by the RTO it was issued by. In doing so, students may need to complete a release of personal information form for this purpose.
- Statements of attainment or qualification certificates should be in the correct format as described in the Australian Qualifications Framework (AQF). If copies are submitted, they must be certified as true copies of the original not an unofficial copy.
- Where the Credit Transfer process results in the student holding 80% or more of the required unit of competencies within a qualification, CPLE will consult with the student and where applicable, their employer, to reassess enrolment into the qualification level to either;
 - Select a higher level or different qualification, or
 - Document the decision to continue with the enrolled qualification.
 - Evidence of this discussion and decision will be retained.

Where the previously attained qualification, certificate or statement of attainment is not eligible and/or does not meet the AQF or the unit of competency standards, students will be directed to either apply for Recognition of Prior Learning (RPL) or will be required to complete the unit or qualification via traditional training and assessment pathways.

CREDIT TRANSFER FEES

There are no fees associated with the Credit Transfer Application Process.

Please refer to our RTO Credit Transfer Policy and Procedure for further information.



SUBMITTING ASSESSMENTS

Students will be provided with instructions on how to submit their assessments in Canvas (LMS) upon enrolment with us.

If students have any concerns or questions about assessment submission, they can contact their CPLE trainer and assessor or email cple@commsatwork.org.

PLAGIARISM

Plagiarism is the act of passing off another person's work as your own. Examples include copying or summarising the work of another person without recognising the source.

The Centre of Professional Learning and Education (88148) has a no tolerance policy for plagiarism, cheating and collusion. When submitting an assessment task, students will be required to sign a declaration that the work is their own and they have not cheated or plagiarised the work or colluded with any other students. When submitting an assessment item, it is expected, students are to act with Integrity at all times and only submit authentic work that is their own or that has been appropriately referenced.

In the case of suspected plagiarism CPLE trainer and assessors will report the incident to the RTO Manager. The RTO Manager, in consultation with the CPLE staff will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

- If it is determined that the plagiarism has arisen from poor academic practice, the student will be requested to revise the work and resubmit it for the assessment.
- If it is determined that the plagiarism was intentional, the student's work will not be accepted. The student is to be given a formal warning (in writing) by the RTO Manager explaining the seriousness of the incident and the consequences if the student is found to plagiarise again. The student will be given the opportunity to revise the work and resubmit it for the assessment.

Students who commit plagiarism after being formally warned, will be withdrawn from the qualification they are enrolled and issued with a refund of their tuition fees less all expenses incurred by CPLE up to the point of their withdrawal (where applicable).

Certification policy and procedure will also be enacted to ensure that all completed units of competency up to the point of withdrawal are recognised and certified via a statement of attainment.

In the event the student feels they are being unfairly treated, they will have full rights to appeal the process in line with CPLE Complaints Handling and Appeals Policies and procedures. Such cases will be handled in line with these requirements until the matter is resolved and a final decision made.

Please refer to the RTO Plagiarism Misconduct Policy & Procedure for more information.



ASSESSMENT MARKING AND FEEDBACK

Assessments will be marked by a CPLE trainer and assessor within ten (10) business days. During this process you will receive feedback via written, verbal means.

If you need further clarification, you should contact your CPLE trainer and assessor, who can help you understand the assessment feedback.

ASSESSMENT JUDGEMENTS

Assessment-based outcomes are:

- Satisfactory (S) - when the student has demonstrates of knowledge and skill required in the assessment task to 'pass' the requirements
- Not Yet Satisfactory (NYS) - when the student has not yet demonstrates of knowledge and skill required in the assessment task to 'pass' the requirements
- Competent (C) - when the Student can demonstrate competency in all assessment outcomes. This result is issued after all individual assessment tasks have been marked as satisfactory.
- Not Yet Competent (NYC) - when the Student has not yet demonstrated competency in all assessment outcomes

A student is deemed to be Competent when all assessment outcomes, including work placement, have been completed to a competent level within a Unit of Competency.

REASSESSMENT & RESUBMISSION

Students will have up to three attempts to complete each assessment task satisfactorily. If students are required to resubmit an assessment, they may be required to:

- Resubmit incorrect answers to questions (such as written tasks and case studies) or,
- Resubmit part or all of a project, depending on how the error impacts on the total outcome of the task, or,
- Redo a role play after being provided with appropriate feedback about your original performance, or,
- Be observed a second (or third time) undertaking any tasks/activities that were not satisfactorily completed the first time, after being provided with appropriate feedback.

Where students are required to resubmit an assessment task, they will be given a due date for the resubmission. For example, they may:

- Be given 10 days in which to resubmit incorrect responses to written tasks, projects and so on
- Be provided with feedback about performance in a role play and then be required to complete the role play again at a future meeting with a CPLE trainer & assessor.
- Need to complete workplace-based tasks again during a workplace visit or have additional workplace observations scheduled (where applicable)

Students will receive formal and informal feedback throughout their enrolment via:

- Oral feedback during face-to-face classes, phone conversations and workplace observation tasks.

- Written feedback on summative assessments submitted in Canvas
- Written feedback and guidance provided via email correspondence.
- Documented feedback in the assessment record tool for each assessment task within each module. These are completed by trainer/ assessors and uploaded into Canvas.

If after the third attempt, students have not completed an assessment task satisfactorily, CPLE will review the student's results to determine alternative arrangements and additional support where possible. Supports may include:

- Making it mandatory for students to attend face the face support sessions,
- Working with a student's employer for possible allocation of time for face to face support with a CPLE trainer assessor,
- Applying for additional support funding for the purpose of one to one study support sessions with the student (NB: sessions will be capped based on the funding amount allocated to CPLE).

If there is still the inability by the student to demonstrate the required competencies after supports have been issued, the result of NYC will be granted. CPLE reserve the right to reconsider the student's suitability in the enrolled qualification and cancel the students' enrolment. Certification policy and procedure will be enacted to ensure that all completed units of competency up to the point of withdrawal are recognised and certified via a statement of attainment (where applicable). Refunds for fees and charges issued in such circumstances, are not applicable.

APPEALING AN ASSESSMENT DECISION

Students have the right to make an appeal about academic issues. Academic appeals refer to a decision that affects the students' academic progress or achievement.

Appeals must be made in writing to CPLE via email cple@commstatwork.org within (10) days of receipt of assessment.

Once the written appeal has been received, the RTO Manager will consider the appeal in consultation with the CPLE trainer and assessor involved. The decision may be made for a different CPLE trainer and assessor to re-mark the assessment to moderate the assessment result. In such circumstances, CPLE will make necessary arrangements to conduct the re-assessment of the participant at a time that is mutually convenient for all parties concerned.

Students will be advised of the result of the assessment appeal in writing within fourteen (14) business days of receipt of appeal. The decision communicated to students will be final and recorded in our Student Management System and Learning Management System.

Please refer to the RTO Appeals Policy & Procedure for more information.

PROTECTING OUR STUDENTS



PRIVACY AND CONFIDENTIALITY

The Centre of Professional Learning and Education (88148) collects information from students throughout their enrolment to ensure compliance is upheld for relevant national state and territory laws and reporting requirements for agencies or statutory bodies. Information is gathered under these laws, to satisfy the requirements of government funding bodies, and for research, statistical, quality improvement and internal management purposes.

When collecting personal information, CPLE will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

During a student's engagement in a qualification, there may be circumstances that will require CPLE to discuss a student's progress with an appropriate third party, such as an employer. There may also be a need to examine workplace samples for the purposes of authenticating assessment. All discussions with any third party will be strictly confidential and in the best interest of the student.

CPLE will not disclose information to a third party such as another RTO, without consent from the student. A Release of Information Form will be completed for this purpose.

Further information around Privacy can be accessed from our Communities at Work's website through our Privacy Policy.



CHILD SAFE ENVIRONMENT STATEMENT

CPLE is committed to the safety and wellbeing of all children and young people accessing our services. All CPLE staff with access to Students or Student records are cleared to work with children. All CPLE staff hold a valid and current Working with Vulnerable People Check.

DRUGS AND ALCOHOL

CPLE has a zero-tolerance policy on illegal drugs and alcohol. Any person found to be in possession or under the influence of illicit drugs and/or alcohol will be asked to either discontinue contact (if online or on the phone) or leave the premises (if engaging in face to face learning and support). In some cases, prescription drugs may affect a student's performance. Please discuss this with CPLE before the enrolment process of during the completion of a qualification (if applicable).

RECORDS RETENTION POLICY

CPLE collects student's personal information for the sake of reporting and over the course of student progress, creates and maintains records related to enrolment, progress, communications, and certification.

Please refer to our RTO Retention of Record Management Policy and Procedure for further information.

THIRD-PARTY ARRANGEMENTS

If CPLE has qualification -related Third Party arrangements, it will provide details of the third party to all students.



BEHAVIOUR AND CODE OF CONDUCT

HARASSMENT AND DISCRIMINATION

CPLE is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. CPLE will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a CPLE staff member or student. Bullying falls under work health and safety legislation.

If students feel harassed, victimised or bullied, and do not feel conforming the individual responsible, students should lodge a complaint as per CPLE's RTO Complaints Handling Policy and Procedure. Alternatively students can have a discussion with their assigned CPLE trainer and assessor to unpack different options to resolve the issue.

EQUAL OPPORTUNITY

The principles and practices adopted by CPLE aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with us.

All people will be treated courteously throughout the process of enquiry, selection and enrolment and throughout their participation in a qualification. All complaints will be handled as efficiently and fairly as possible as per policies and procedures.

CPLE provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training opportunities.

Please refer to our RTO Access and Equity Policy and Procedure for further information.

COMPLAINTS AND APPEALS

The Centre of Professional Learning and Education (88148) acknowledges that complaints, appeals, and feedback are integral components for our continued and effective improvement as an RTO. We are committed to ensuring any type of feedback regarding the RTO (good or bad), our trainers and assessors or other staff is acknowledged, recorded, and considered, and will be actioned in a fair and timely manner.

CPLE request for students to register their complaints via the 'Get In Touch' contact portal at commsatwork.org/get-in-touch.

Capturing information registered through a dedicated system allows CPLE to continuously improve on the delivery of administration and training services, performance and policies. Using this register can capture complaints and feedback so they can be identified and monitored to allow for improvement on service delivery and increase in client satisfaction.

In investigating complaints, CPLE shall apply consistency and the principles of natural justice. Complaints should be easy to report and dealt with in a fair, sensitive and timely manner.

Complaints and appeals may be made be in relation to any administration and training services, activities and decisions including but not limited to:

- The application and enrolment process
- The quality of training and assessment provided
- Training and assessment matters, including student progress, assessment and outcomes
- Trainers and assessors and any other staff
- Other students
- Access to records

- The way someone has been treated
- Bullying and harassment
- Fees charges and refunds
- Privacy and confidentiality
- Lack of support from RTO

All complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, or as soon as practicable. Students can access CPLE's Complaints and Appeals Policies through the Communities at work website commsatwork.org/cple.

Where a student chooses to access these policies and procedures, CPLE will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

RESOLVING ISSUES BEFORE THEY BECOME A COMPLAINT

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the people involved. It is often the case that complaints can be avoided by proper communication and respect between the people involved. Most issues can be resolved without the need to draw on a formal complaint procedures. It is expected that informal resolution of any issue is attempted before other more formal action is taken. If the issue of concern cannot be resolved informally, the complainant may request that their complaint is dealt with as a formal complaint.

COMPLAINTS AND APPEALS

LODGING A FORMAL COMPLAINT

A formal complaint can be lodged via Communities at Work's 'Get in Touch' contact portal, in person, email or phone. For complaints that are received in person, email or phone, it is the responsibility of CPLE staff to record the complaint into the 'Get in Touch' contact portal to be actioned and monitored. The contact portal complies a register of feedback and complaints of CPLE's training and administration services. When making a complaint, the complainant is asked to provide as much information as possible to enable CPLE to investigate appropriately and determine an appropriate action and solution. This should include;

- The issue – what happened and how it affected you
- Any evidence you have to support your complaint
- Details about the steps you have taken to resolve the issue
- Suggestions about how the matter might be resolved

Complaints will be investigated by the RTO Manager and a proposed resolution provided. Additional information may be requested from the complainant and others involved with the issue as required.

In the event a complaint cannot be resolved to the satisfaction of the complainant, the complaint will be escalated to the Chief Executive Officer of Communities at Work.

EXTERNAL REVIEW

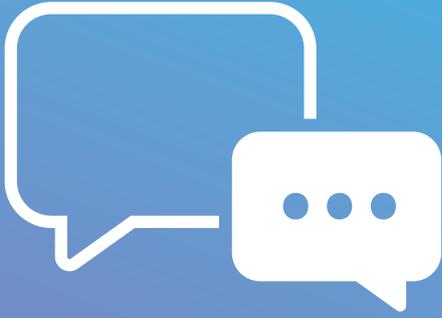
A complainant who remains unsatisfied with the processes applied by the Centre of Professional Learning and Education (88148) may also refer their grievance to the Australian Skills Quality Authority (ASQA), CPLE's regulator. Students are to be advised that ASQA will require the students to have exhausted all avenues through CPLE's internal complaints handling procedures and their State Training Authority (STA) before taking this option.

SKILLS CANBERRA (STA)

GPO Box 158 CANBERRA ACT 2601
P: 6205 8555
E: skills@act.gov.au

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

GPO Box 9928 MELBOURNE VIC 3001
P: 1300 701 801
E: enquiries@asqa.gov.au



SUPPORT SERVICES

We are committed to ensuring that our students get all the support they need to be successful in their studies. Students have the option to access external support throughout their enrolment.

AUSTRALIAN APPRENTICESHIPS SUPPORT NETWORK (ANP) | SARINA RUSSO JOB ACCESS (AUSTRALIA) PTY LTD

P: 1300 178 776

E: apprenticeships@sarinarusso.com.au

W: www.sarinarusso.com.au

Sarina Russo handle all matters related to traineeships and apprenticeships in the ACT.

LIFELINE

P: 13 11 14

Anyone can call Lifeline. The service offers counselling that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel you might need telephone counselling, you can call about anything that might be troubling you.

FAIR WORK AUSTRALIA

P: 1300 799 675

W: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with the power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

CENTRELINK

P: 13 10 21

www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.



Centre of Professional Learning and Education

RTO 88148

P: (02) 6293 6220

E: cple@commsatwork.org

W: www.commsatwork.org/cple

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