



CAPITAL
TRAINING
INSTITUTE

Student Handbook

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Capital Training Institute (CTI) policies may impact on the currency of information included. CTI reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting CTI.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of CTI. Please read carefully through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to your State Office as per the contact information on the back page.

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Welcome to CTI

Thank you for choosing to study with Capital Training Institute (CTI). We have been delivering training in the building and construction industry since 2007. Our goal is to establish a learning campus within the capital city of each state and territory in Australia. We are committed to providing high-quality, flexible and inclusive training experiences that generate lifelong-learning partnerships and add value to participants' and their colleagues' career options.

Our Vision is to be the benchmark in terms of Australia's privately owned Registered Training Organisations.

Our Mission is to deliver up to date, directly applicable, contestable, premium quality vocational education services.

Our Core Values are:

- **Innovation:** we promote and encourage innovation as a pathway to developing new policies, ideas and practice methods.
- **Professionalism:** we strive to achieve excellence in everything we do.
- **Respectfulness:** we value, support and respect all who do business with us.

About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications and accredited short courses in:

- Building and Construction
- Project Management
- Work Health and Safety
- Business Services
- Responsible Service of Alcohol and Gambling

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 88145.

Our courses are delivered by appropriately qualified and experienced trainers through face to face workshops and tutorials with assessment completed online via our Learning Management System or in hardcopy depending on the course.

Legislation

As an RTO, CTI is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- The Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, CTI abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to the following.

Discrimination

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or beliefs.

CTI is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training.

Harassment

CTI is committed to creating an environment which is free from any type of harassment and where all members of staff and students are treated with dignity, courtesy and respect.

If you ever feel harassed by one party or a group of people in your class, having continuous, unwanted and/or annoying actions towards you, please advise your trainer or CTI's State Office Manager who will deal with the matter promptly.

Disability

CTI is committed to providing support services and equal access opportunities for students with a disability, in accordance with the provisions of the Disability Discrimination Act (1992).

Students with a disability are required to have the ability to fulfil the core requirements of the units of competency to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented. Such arrangements may be negotiated with the trainer or management. CTI will respect a student's right to privacy, confidentiality and be sensitive to their needs.

Work Health and Safety

Workplace health and safety legislation applies to everyone at CTI. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

CTI is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Other Policies and Procedures

The following Policies and Procedures underpin CTI's operations. Please contact your State Office if you would like further information on any of them.

Access and Equity

The Access and Equity Policy is based on providing and maintaining training services that reflect fair and reasonable opportunity for all students and staff, regardless of gender, age, marital status, sexual orientation, race, ethnicity, religion or physical disability, allowing everyone to freely participate in training in a harassment free environment.

CTI will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary and Language Literacy and Numeracy (LLN) support.

It is the responsibility of all staff at CTI to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact your local office.

Complaints and Appeals

CTI realises that there may be occasions when you have a complaint or appeal in regards to any aspects of your involvement through your training experience. If the issue cannot be solved amicably at an informal level and you wish to lodge a formal complaint or appeal you may request a 'Student Corrective Action Form'. You will be given instructions on how to complete the form and the formal process at this time.

If the matter is not resolved to your satisfaction, you have the right to submit your complaint to the Australian Skills Quality Council (ASQA) or the Administrative Appeals Tribunal (AAT), their contact details are below.

Australian Skills Quality Council (ASQA)

Website: www.asqa.gov.au

Phone Number: 1300 701 801

Administrative Appeals Tribunal (AAT)

Website: <http://www.aat.gov.au>

Phone Number: 1800 228 333

Privacy Notice

CTI strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988.

Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Under the Data Provision Requirements 2012, CTI is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by CTI for statistical, regulatory and research purposes.

CTI may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

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

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Access to Your Records

If you wish to access your student information file, please ask your State Office.

Entry Requirements

CTI offers different learning programs to meet the needs of our students.

Accelerated and Part Time Accelerated Program

CTI provides 'accelerated' learning programs if you are highly experienced and your background recognises and substantiates a large volume of learning relevant to the competencies within the qualification. Entry into this program is determined upon enrolment using an extensive student profiling assessment and trainer validation process.

You must fulfil the following when applying for an accelerated Building and Construction course:

- Currently employed in the building and construction industry; and
- A minimum 3 years post-apprenticeship experience OR
- 10 years continuous full time (or equivalent) industry experience within Carpentry, Bricklaying, Concreting, Plastering, Form-work or Civil Construction
- Experience is authentic and can be verified by the Student Profiling Assessment and Trainer Validation Process

You must fulfil the following when applying for an accelerated Business course:

- Experience in the workplace and learning equating to:

- 6 years (1200 hours) in an administrative role within the business industry and related workplace education and learning relevant to the competencies in the qualification.
- Experience is authentic and can be verified by the Student Profiling Assessment and Trainer Validation Process

Note: In the Part Time accelerated program you attend workshops every 2nd week instead of weekly as in the Accelerated Program, giving you more time for self-study, applying the learning back in your workplace and to do assessment activities.

Public Program

CTI provides a 'public' learning program in some instances when you may not have:

- Enough workplace experience or
- If you have not completed a relevant apprenticeship (for Building and Construction) to qualify for the Accelerated program or
- You may have failed the entry process for the accelerated course.

For Building and Construction courses you need to be an existing qualified worker in the building and construction industry with at least 3 years building industry experience.

Enrolment

The enrolment process may vary depending on the type of program and/or qualification you intend to study. CTI endeavours to update this handbook on a regular basis, however sometimes the enrolment process outlined below can be subject to change before the corresponding change has been made in this handbook.

Accelerated or Part time Accelerated Program

If you meet the above entry requirements, you will be required to complete or provide the following:

- Enrolment form
- Employment history/Resume
- Funding Form if applicable/eligible
- Language Literacy and Numeracy (LLN) Assessment
- Profiling questions
- Trainer validation interview
- Provide copies of current photo identification and previous qualifications
- Provide any applicable documentation for funding if applicable/eligible
- Make payment

Public Program

If you meet the above entry requirements for the Public Program, you will be required to complete the following:

- Enrolment form
- Employment history/Resume
- Funding Form if applicable/eligible
- Language Literacy and Numeracy (LLN) Assessment

- Provide copies of current photo identification and previous qualifications
- Provide any applicable documentation for funding if applicable/eligible
- Make payment

All the above need to be completed satisfactorily before your enrolment is confirmed. If any of the above points does not occur, you will be notified that you are not eligible to proceed and alternative options can be discussed.

Information on the fees and charges relating to the proposed course of study will be provided and any payment terms and methods will be agreed upon.

Note: enrolment is not confirmed until fees have been paid as agreed.

Short Courses

If you want to enrol in a short course you will be required to complete an enrolment form and you will be directed to the link on the CTI website for reading of the Student Handbook.

Information on the fees and charges, time, dates and location for the proposed Short Course will be provided and any payment terms and methods will be agreed upon.

Note: enrolment is not confirmed until fees have been paid as agreed.

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. The Unique Student Identifier (USI) is designed to link students to their training records, which they are able to access online, download and share with RTOs electronically.

This system was implemented by the Australian Government in 2015, so it will show your achievements from 1 January 2015 onwards. You can only be accepted into a CTI Qualification if you have your USI validated by a CTI staff member.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Language, Literacy and Numeracy (LLN)

You are required to complete an LLN Assessment before entry into your course (short courses are exempt) to identify if you require any support strategies and to identify how CTI can best support you. This will be discussed, documented and passed on to your trainer.

Student Support Services

While studying at CTI you have access to an array of support services including:

- Pre-enrolment consultation to support specific student's needs and characteristics
- One on one support from the trainer and assessor for the duration of the course if requested
- Reasonable adjustments to assessment, if needed
- Supportive learning environment
- 24/7 access to an online student portal (for certain courses)
- Assistance with Language Literacy and Numeracy (LLN) and applying the Australian Core Skills Framework (ACSF);

- Access and support through Reading Writing Hotline 1300 655 506 for LLN support training.

Other Support Services

CTI is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 224 636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

Information about fees and charges can be obtained by contacting CTI. A number of factors will determine how much a course costs. For example;

- Which course is studied
- The course duration
- Any credits that may be applied through direct credit transfer or recognition of prior learning
- Your eligibility for funding or concessions

Costs will be discussed with you prior to enrolment. All fees are correct as at the date given and are subject to change.

CTI will not charge or accept payment of more than \$1000 (Inc. GST) prior to commencement of your course. The remainder of the qualification cost and due dates of instalments will be outlined on your invoice and will be in line with the agreement made prior to the course commencement. You are expected to pay your fees by the due dates.

Credit cards will be charged for the full instalment on each instalment due date. If you do not supply your credit card details then you will be contacted via phone and/or email to inform you that payment is due.

Please note that outstanding fees may result in access to your course being suspended, cancellation of your enrolment and/or CTI withholding the issue of your qualification until all fees are paid. If you have trouble paying your fees, you can contact your local office to discuss options.

Short Courses

Short Course Fees are due on submission of the enrolment form. If you have been contacted repeatedly and no payment has been made, the student may be refused entry into the course.

Payment Options

Payment of course fees can be made to CTI via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash
- Cheque

Additional Charges

- Reprint of a Qualification or Statement of Attainment is \$30 per reprint;
- Reprint of a Card (if applicable) is \$30 per reprint
- Retrieval of hard copy documents from archive if applicable is \$30

Cancellations and Refunds

You may cancel your training at any time by notifying CTI in writing of your intention to cancel your training.

If you are deemed ineligible for an accelerated program after a payment has been made, a full refund will be given.

Refund Prior to Course Commencement

If you wish to apply for a refund prior to course commencement, a minimum notice period applies. To receive a refund you must request and submit a Refund Request Form to your relevant state office.

Minimum Notice Period

Short Courses: You must inform CTI in writing, no less than 5 working days prior to the course commencement date to be eligible for a refund.

Full Qualifications: You must inform CTI no less than 5 working days prior to the course commencement date to be eligible for a refund.

Provided you have notified CTI in writing of your intention to cancel your training prior to the applicable minimum notice period coming into effect, the required Refund Request Form may be submitted at a later time.

If your refund request is successful you will receive payment within 10 working days of the submission of the Refund Request Form.

Refunds will be refunded by the credit card or debit card if that was the manner in which the course was paid for. If the course is paid for by cash, cheque or electronic funds transfer (EFT), the refund will be paid by EFT.

Refund After Course Commencement

Short Courses

If you do not notify CTI in writing, of your intention to cancel your training, prior to the minimum notice period, then you are liable for the full course fee. The course fee is non-refundable and non-transferable if you fail to attend the course on the enrolled date.

Full Qualifications

If you cancel your studies after commencement of your course, you will continue to be liable for any course fees due before your cancellation has been received in writing by CTI.

If your cancellation and refund request is not processed to your satisfaction, you may follow CTI's Complaints and Appeals Policy and Procedure.

Cancellation of Students by CTI

CTI reserves the right to cancel your enrolment in the following circumstances:

- when you fail to respond to CTI's attempts to contact you
- when you do not log on to the Learning Management System for over a month
- when you do not complete all course requirements within 5 weeks after the structured training is completed and you have not been granted an extension
- when you fail to meet the deadline of any extension request
- when you fail to comply with the student code of conduct listed later in the handbook

CTI will email you to inform you of this cancellation. Refunds will not be given in these circumstances.

Cancellation of Recognition of Prior Learning (RPL) students

If you are completing your qualification by Recognition of Prior Learning (RPL) then your course is considered as commenced from the date of your enrolment and you have 12 weeks from this date to complete your studies. If you fail to respond to CTI's attempts to contact you, or you do not contact CTI for over a month, then CTI reserves the right to cancel your enrolment. CTI will email you to inform you of this cancellation. Refunds will not be given in these circumstances.

Cancellation of Course by CTI

CTI reserves the right to cancel any course or to postpone it to an alternative date. In this event, if you are affected by such postponement or cancellation you will be offered the opportunity to transfer to the next available training course. If you are unable to attend the next available training course or any training course thereafter you will receive a full refund.

Course Information

Duration

How long a student takes to complete a course will depend on a number of factors. Included are the students own efforts and commitment to submitting assessments regularly and on time, how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop solid skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of units of competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each unit of competency.

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if the student has the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each unit of competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

Training and Assessment Strategies

CTI's staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by CTI.

CTI's methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Recognition Processes

CTI offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very recent past
- **Valid** – it must be relevant to what is being assessed

Credit Transfer

CTI recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy of your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact your local office.

Attendance

For all courses one hundred percent (100%) attendance is mandatory unless a student has a credit transfer for any particular unit of competency.

If tutorials are included in the course delivery, one hundred percent (100%) attendance is mandatory for all tutorials. In the unique situation where a student has competently completed all units of competencies that have been delivered and the trainer has verified this, then and only then can a trainer give permission for the student to not attend a tutorial.

If a student has an unexpected, unplanned or unavoidable absence, then they must contact a CTI staff member via phone or email. It is expected that this would not occur for more than two separate instances.

If a student's absence is deemed as acceptable and legitimate, then one of the following alternative options for training delivery is to be made available to the student.

Options include, but are not limited to, the following in preferential order:

1. Attend another session of the same unit with either:
 - a. another class at the same location if available, or
 - b. at a suitable alternative venue, if available, or
 - c. online delivery if appropriate and available

Note: This may require a student to wait until a future date when this unit is being delivered at any of the above options and may be after their original scheduled completion date

2. If appropriate and time permits – use of one of the scheduled tutorial sessions if included in the course schedule
3. Use of the completion support session if included in the course schedule
4. As a last resort and with prior approval from management, arrangements can be made with students to attend an additional session that does not fit in with any of the above choices

If the student's absence is not deemed as acceptable and legitimate, or occurs on more than two separate instances then the student access to the unit on the student portal may be revoked until such time as the student has attended the class at a later date. This may include re enrolling in a future class and may include a fee.

Academic Progress

CTI expects you to progress through your course at a rate that will enable you to complete your course in the nominated duration. Therefore, you will be monitored at fixed points during your course and expected to competently complete assessment as per the Academic Progress Policy which is summarised below:

- After the 3rd unit has been delivered - at least one unit of competency.
- Midpoint - at least 30% of all the units in the qualification.
- At structured training finish date – at least 75% of all the units in the qualification
- After structured training finish date - all outstanding assessment items within 4 to 5 weeks.
- If after this time you have failed to competently complete all units of competency and show no intention of completing the units, you will be informed in writing of CTI's intention to cancel your enrolment.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. If you are unsure or anything is unclear you need to talk to your trainer and/or assessor to clarify anything that is not clear to you.

You are also encouraged to keep a copy of all your assessment in case you are required to resubmit it or it goes missing at any time.

Resubmissions

If you receive feedback to say your submission was 'Not Satisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. CTI does not charge a fee for resubmission of assessments. If, after your second attempted resubmission and with additional student support provided, you are still 'Not Yet Competent' your trainer and/or assessor will organise an interview with you to review other options and/or possible support as a team.

Talk to us for more information. All of the staff at CTI will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Reasonable Adjustments

CTI recognises 'Reasonable adjustment' in assessment is essential. This means that the assessment process may be modified and tailored so that individual participants with particular learning needs are supported appropriately and not disadvantaged and the assessment process or requirement becomes 'unfair'. For example, a learner with an illness, injury, disability or Language, Literacy or Numeracy requirements may need adjustments made to the assessment process they undertake.

Plagiarism

All work that you submit must be your own.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by CTI. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response.
- Presenting work that was done as part of a group as your own.
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s).
- Unintentionally failing to cite where information has come from.

Appeals

As a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome. You are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

Student Conduct

Just as CTI has a responsibility to meet expectations of students, legislation, and regulations, you also have obligations that are expected to be met by CTI. It is expected that you, as a student, will participate with commitment in your studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

CTI views student misconduct seriously. We expect that you will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of CTI. Consequences of any misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Disruptive behaviour during workshops, tutorials, and assessment situations
- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to CTI
- Consumption of alcohol and/or non-prescribed stimulants or drugs before or throughout the course.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Food and drink may be consumed during the program. However no food, drink or rubbish is to be left in the venue at the completion of the course.

Appropriate footwear is to be worn during class at all times. For example: no open toe footwear.

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for CTI and other RTOs in the Standards for RTOs 2015.

If for some reason CTI ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. See also, the section 'Cancellation of Course by CTI'.

Re-issue of Transcripts

An administration fee of \$30 applies for CTI to re-issue a copy of your Certificate or Statement of Attainment.

Student Feedback

CTI is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

Terms and Conditions

This is your training agreement with Capital Training Institute Pty Ltd (CTI). It explains what both parties responsibilities are when undertaking training.

1. Comply with the CTI policies and procedures as published in this Student Handbook.
2. Ensure that you fulfil all entry requirements for the Course in which you are enrolling.
3. Pay the Course Fee for the Course you have selected in accordance with CTI Fees and Charges Policy. Upon receipt of the deposit or full fees (whichever is applicable) CTI agrees to:

- Make available the learning content for your course on CTI's Learning Management System (LMS) or hard copy (whichever is applicable for the course)
- Mark your assessment;
- Offer support and answer queries about your course

The Course Fee does not include computer hardware or software which is required for participation in full qualification courses.

4. Pay any additional charges as per the CTI Fees and Charges Policy which include:
 - Reprint of a Qualification or Statement of Attainment is \$30 per reprint;
 - Reprint of a Card (if applicable) is \$30 per reprint
 - Retrieval of hard copy documents from archive if applicable is \$30
5. If you wish to cancel your training and/or receive a refund you must follow the CTI Cancellation and Refund Policy. It is not CTI's policy to refund course fees on or after 5 working days prior to the course commencement date. The only exception to this is in the case of provider default, where CTI does not complete the provision of a training program. In this case, the course fees corresponding to the discontinued training program will be refunded in full.
6. CTI reserves the right to cancel any course or to postpone it to an alternative date. In this event, all registered students affected by such postponement or cancellation will be offered the opportunity to transfer to the next available training course. If the student is unable to attend the next available training course or any training course thereafter they will receive a full refund.
7. Subject to successful completion of all course requirements and the Course Fee being paid in full, CTI will issue you with appropriate certification for your Course within 30 days of completion.

8. If you do not complete your Course, CTI will issue you with a Statement of Attainment corresponding to units of competency completed in full and paid for in full. CTI will not provide a Statement of Attainment which includes successfully completed units if those units have not been paid for in full.
9. If you fail to pay any instalment by the due date, your access to the course may be suspended until you have paid the full instalment amount.
10. CTI reserves the right to cancel students in the following circumstances:
 - when students fail to respond to CTI's attempts to contact them
 - when students do not log on to the Learning Management System for over a month
 - when students who do not complete all course requirements within 4 to 5 weeks after the structured training is completed and have not requested and paid for an extension request
 - when students fail to meet the deadline of their extension requestCTI will email the student to inform them of this cancellation. Refunds will not be given in these circumstances.
11. Attendance at workshops is mandatory. If a student has an unexpected, unplanned or unavoidable absence, then they must contact a CTI staff member via phone or email. It is expected that this would not occur for more than two separate instances. For options available for completion of the missed workshop see 'Attendance' section above.
12. It is the student's responsibility to keep a copy of all assessment items.
13. Ensure you competently complete assessment by the expected fixed points throughout your training as per the Academic Progress Policy and summarised below:
 - After the 3rd unit has been delivered - at least one unit of competency.
 - Midpoint - at least 30% of all the units in the qualification.
 - At structured training finish date – at least 75% of all the units in the qualification
 - After structured training finish date - all outstanding assessment items within 4 to 5 weeks.
 - If after this time the student has failed to competently complete all units of competency and shows no intention of completing the units, the student will be informed in writing of CTI's intention to cancel the student's enrolment
14. The content of the Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of CTI or a nominated third party. You may not reproduce any part of the Course Materials without the prior written consent of CTI.
15. If you are under 18 years of age, the student declaration on the enrolment form must be signed by your parent or guardian. By signing, your parent or guardian agrees to be bound by the terms contained herein and shall become legally responsible for all payments to CTI with respect to your Course.
16. Agree to conduct yourself in an appropriate manner towards CTI staff and students at all times as per the Student Code of Conduct Policy. If a student is found to be involved in any inappropriate conduct they risk termination of enrolment in the course.
17. Plagiarism is not acceptable. If a student is found plagiarising they risk termination of enrolment.
18. It is your responsibility to inform CTI in writing of any corrections or changes to your personal details including name, address and phone numbers, payment options and banking details.

Capital Training Institute Contact Information

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Capital Training Institute trusts that the time you spend with us will prove to be a positive and rewarding experience, and we also wish you well with your studies.