

## CONNECT PEOPLE TRAINING PTY LTD

## STUDENT HANDBOOK

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## Introduction

This information booklet is designed to provide you with information about the services provided by Connect People Training (CPT) and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by CPT. This information is contained in the Course Brochure supplied separately.

### OUR VISION

“Our focus is to create workforce sustainability by delivering training & development.”

### OUR MISSION

“CPT will set the benchmark for excellence in vocational education and training.”

### OUR OBJECTIVES

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Our expectation of you

CPT expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of CPT.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and CPT publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and CPT staff members and their right to privacy and confidentiality.

## Your safety

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

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- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the Registered Training Organisation (RTO) staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

### **ELECTRICAL EQUIPMENT**

- Electrical equipment that is not working should be reported to RTO staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### **FIRE SAFETY**

- CPT will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### **FIRST AID**

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved.

### **COMPUTER FACILITIES**

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current occupational health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

### **LIFTING**

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by CPT unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.

- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### WORK AND STUDY AREAS

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

### Equity

CPT is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All CPT staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from CPT staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of CPT that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to CPT, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

### Your privacy

CPT takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the amendments and National Privacy Principles (2001).

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases CPT will seek the written permission of the student for such disclosure.

### Fees and refunds

In accordance with applicable State legislation, CPT is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

### FEES PAYABLE

Fees are payable when the student has received notification of enrolment. Fees must be paid in full within 7 days of receiving an invoice from CPT. CPT may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of CPT schedule of fees and charges.

**STUDENT CANCELLATION**

Students who cancel their enrolment part way through a training program must notify CPT in writing at the soonest opportunity. Students shall have access to a copy of the Connect People Refund Policy, which is included below.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Student who may not be eligible but are requesting a refund should also be provided with the request form, so the request can be properly considered by the Managing Director.

**REPLACEMENT OF TEXT AND TRAINING WORKBOOKS**

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to the CPT schedule of fees and charges.

**REFUNDS**

The following refund policy will apply:

Prior notice of cancellation	Refund
7 days or more	100% (full refund)
2 – 6 days’ notice	75%
1 day, on training date on non-attendance	No refund given

Discretion may be exercised by the Managing Director in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student could be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Managing Director may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

**Note:** If for any reason CPT is unable to fulfil its service agreement with a student, CPT will refund the student’s proportion of fees paid for services not delivered.

**PAYMENT METHOD**

CPT accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to CPT)

Payment in cash is discouraged.

**Access to your records**

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor you progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by CPT, you are welcome to have access anytime and request a copy. If you require access to your records, just ask your trainer and it will be organised immediately.

**Statement of Attainment**

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, provided that the student has paid for the tuition in-full for the units to be shown on the statement.

## Our continuous improvement of services

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

### SUGGESTING IMPROVEMENTS

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

### LEARNER SATISFACTION SURVEY

At the completion of your training program, you will be issued with an Australian Quality Training Framework (AQTF) Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with a RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to CPT for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## Your language, literacy and numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach, CPT will:

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

## Making complaints and appeals

CPT is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. The full *Complaints and Appeals Policy*, and associated form, are available on the CPT website.

### WHAT IS A COMPLAINT?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by CPT in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

### WHAT IS AN APPEAL?



If the Student disagrees with the result of the assessment, they should speak to the assessor in the first instance to either challenge the assessment result or apply for re-assessment within two weeks of the assessment outcome.

A formal Appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the of the decision or finding in dispute. Appeals must be submitted to CPT within 28 days of the student being informed of the assessment decision or finding.

### **EARLY RESOLUTION OR COMPLAINTS AND APPEALS**

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 persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### **COMPLAINT AND APPEALS HANDLING**

CPT undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by CPT including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of CPT to review his or her complaint or appeal following the internal CPT complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
- CPT shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No CPT representative is to disclose information to any person without the permission of the CPT Chief Executive Officer. Decisions to release information to third parties are only to be done after the complainant or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

## Credit Transfer & Recognition

In accordance with the requirements of the AQTF, CPT provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

Existing skills, experience, knowledge and qualifications can be formally acknowledged via:

- Recognition of Prior Learning (RPL) - recognises 'informal' learning gained through work and life experiences.
- Credit Transfer (including National Recognition) - recognises 'formal' studies, e.g. school, university or TAFE.

Recognition generally takes two forms: recognition of prior learning, which is the focus of this policy, and credit transfer which is dealt with in the Credit Transfer section of this manual. For the purposes of this policy, recognition of prior learning will be referred to simply as recognition.

### CREDIT TRANSFER (INCLUDING NATIONAL RECOGNITION)

CPT recognises Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by Australian RTOs. Students may request credit for a unit or course/program based on study at another institution that is within the same Training Package. Suitable documentation such as a Statement of Attainment must be provided when applying for Credit Transfer or National Recognition.

#### WHAT IS CREDIT TRANSFER?

Credit Transfer is training credit for a unit of competency or module previously completed by a student and includes granted application for mutual recognition. Credit transfer and a granted application for mutual recognition are essentially administrative processes and not formal enrolments.

The assessment determines the extent to which the initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the AQF.

#### WHAT IS NATIONAL RECOGNITION?

Recognition by a RTO of the Australian Qualification Framework qualifications and statements of attainment issued by all other RTO in all state and territories, thereby enabling national recognition of the qualifications and statements of attainment issued to any person.

#### HOW TO APPLY

1. You can apply for Credit Transfer either before or after enrolling in a course. If it is applied for after enrolment it should be applied within 2 weeks of the Course Commencement date.
2. CPT will ensure that all Credit Transfer applicants are provided with information including:
  - I. Credit Transfer Application form (CPT-Forms-05-04-01 Credit Transfer Application);
  - II. Information on all aspects of collecting and submitting evidence of attainment of the unit(s)/course.
  - III. Support and guidance in completing the Credit Transfer Application form;
  - IV. The opportunity to obtain feedback and/or further information on completing all aspects of the application prior to submission.
3. All documentary evidence of training, including Certificates/Diplomas, Statement of Results and Statement of Attainment provided must be original, official or certified documents and must be signed and sealed by the issuing Australian RTO.
4. Once the application is submitted and received by CPT it will be checked to ensure that all details are correct. CPT will inform the applicant of any:
  - inconsistency or erroneous data/information supplied;
  - evidence material supplied which does not fulfil the evidence requirements.

5. The applicant is advised of the Course Credit application outcome and of CPT’s Complaints and Appeals procedure (if unsuccessful).
6. All the records of Credit Transfer (National Recognition) will be maintained on individual student file.

**RECOGNITION OF PRIOR LEARNING (RPL)**

RPL involves the assessment of previously unrecognised skills and knowledge a student has achieved outside the formal education and training system. RPL is an assessment process that assesses the student’s non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency outcomes.

Informal learning happens outside the classroom, TAFE or university. It may include learning such as:

- short courses delivered within your enterprise
- vendor or manufacturer training instructing you in the use of machinery
- seminars, workshops or training events.

Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.<sup>1</sup> This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this manual.

**RECOGNITION OF CURRENT COMPETENCY (RCC)**

RCC applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are nationally recognised.

**RPL GUIDELINES**

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or qualification which are not included in CPT’s scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

**FORMS OF EVIDENCE**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating assessment evidence, CPT applies the following rules of evidence:

- Sufficient,
- Valid,
- Authentic, and
- Current.

<sup>1</sup> Australian Qualifications Framework (AQF) Advisory Board, 2004

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by students of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a student’s ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined together with a number of evidence items, the student will start to provide a strong case for competence. CPT reserves the right to require students to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a student’s current competence.

**APPEALING RECOGNITION OUTCOMES**

If the student is not satisfied with the outcomes of a recognition application, they may appeal the outcome like other assessment decisions. Further information on the appeals process is available upon request.

**National Unique Student Identifier (USI)**

Students are to provide a Unique Student Identifier (USI) on enrolment.

To access a USI, log onto <http://usi.gov.au/Pages/default.aspx> and follow the prompts. Please make sure you have one form of ID from the list below ready.

Examples of acceptable forms of ID:

- Driver’s Licence;
- Medicare Card;
- Australian Passport;
- Visa (with Non-Australian Passport) for international students;
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient;
- Certificate of Registration by Descent;
- Citizenship Certificate; and
- Immi Card.

Contact the office or your trainer if you are unable to access a USI.

## Students at Risk Policy

### PURPOSE

CPT aims to provide an innovative training and assessment environment in which students receive a high quality educational experience. Students are responsible for their learning whilst proactively supported by CPT. We aim to develop students as independent learners, while identifying and responding to individual student needs. CPT will support students to achieve their potential through the early identification of, and response to issues which have the potential to adversely affect their educational achievement.

### SUPPORT SERVICES OFFERED TO STUDENTS

During the Pre-training Review and LLN Assessment, trainers confirm any individual learning requirements and summarise the results on the LLN Record. The Trainer may recommend the following support services:

- Peer support in class pairing a student with a more experience person
- One to one support provided by our trainers/assessors
- Referral to relevant external services for specialist support prior to enrolment
- Extra learning guidance when necessary.
- The trainer will recommend support services to meet your needs

A Student Welfare Officer is available to assist students at risk. Whilst all staff employed by the RTO has the responsibility to provide support to all students, the nominated 'Student Welfare Officer' is available to support students as required. The Student Welfare Officer can be contacted at the CPT office during business hours of 9:00 - 5:00 Monday to Friday. Please call to arrange an appointment with the Student Welfare Officer to discuss any additional support required.

Students may also request a "Student at Risk" appointment with the Managing Director in situations where it may be inappropriate or unsuitable to involve the Student Welfare Officer. In such cases it will be at the discretion of the trainer will refer the student to the Student Welfare Officer for assistance.

External support services may include other access to the following services may be facilitated:

- |  |                     |
|--|---------------------|
| • Adult Migrant English Program (AMEP)                     | Phone: 131 881      |
| • Adult Multicultural Education Services, Australia (AMES) | Phone: 13 26 37     |
| • Relationships Australia Employee Assistance Programs     | Phone: 1300 364 277 |
| • Lifeline   | Phone: 13 11 14     |

## Student Protection

### PURPOSE

The purpose of this policy and procedure is to ensure the safety and wellbeing of students and to protection of students from harm.

### PROCEDURE

1. CPT will not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day.
2. CPT will not require or permit students to attend scheduled classes (Including time allocated for self-paced or online studies outside of 8am to 6pm.
3. Security and safety of our students is of the utmost importance. The students will be trained on our site, or at the workplace CPT has OHS and Security measures in place to ensure the safety of our facilities and the workplace. The trainer/assessor will follow the procedures required by the workplace and ensure students are fully inducted to all OHS requirements at the start of the program.
4. The above information will be provided to students prior to enrolment in the "Student Handbook."

5. All training venues are located in busy public locations, are well lit with public amenities in close proximity. Training centres are close to both parking and public transport facilities. Detailed information on each venue is included over the page.
6. All training venues are located in busy public locations, are well-lit with public amenities in close proximity. Training centres are close to both parking and public transport facilities.

**TRAINING VENUE/S**

As well as delivering training and assessment in the workplace, CPT also delivers courses at a number of convenient and well-equipped training centres around Melbourne. Course date, time and location will be confirmed upon enrolment

**Plagiarism Policy**

CPT is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform staff and students about the CPT standards of academic behaviour. Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise.

**WHAT IS PLAGIARISM?**

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media<sup>2</sup>.

**ACADEMIC INTEGRITY**

One of the core functions of CPT is to develop student's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

CPT acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge, through appropriate referencing, earlier work from which they have drawn information.

**REFERENCING**

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledgement or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;

<sup>2</sup> Merriam-Webster Online Dictionary

- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item.
- Copying or adapting a student's own work submitted in a previous essay or assessment;
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

### COMMON KNOWLEDGE

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common-sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common-sense observation)
- That the "Bunyip" is a man-eating Australian animal that live in water-holes, swamps and creeks (accepted folklore)

### CHEATING

Cheating is defined as "a form of deceit with a view to gaining an advantage for the cheat." At CPT, cheating is usually related to taking unauthorised material into assessments. CPT Trainers have a responsibility to explain clearly expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

### Behaviour Misconduct Policy

CPT seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.

This policy seeks to encourage acceptable behaviour and to inform all staff and students about the CPT standards of behaviour.

### WHAT IS BEHAVIOUR MISCONDUCT?

Behaviour misconduct is defined as actions that breach the CPT policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on RTO operations
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of the RTO
- Refusing or failing to identify themselves truthfully
- Any act or failure to act that endangers the safety or health of any other person



- Actions that impair any person’s participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes students or staff or other persons within the RTO to fear for their personal safety
- Acting in a way that causes damage to RTO property
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive Behaviour

A student must at all times maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.

**Legislation**

CPT is subject to legislation related to training and assessment as well as general business practice. This legislation governs obligations as a RTO, obligations to students & staff, and relates to the industry in which we conduct training.

Legislation is continually being updated and all CPT representatives are made aware of these changes as they occur. Current legislation that may affect our operations and impact on students & staff includes but is not limited to the legislation listed below.

Commonwealth Legislation & other relevant documentation can be found at <http://www.comlaw.gov.au/Browse/ByTitle/Acts/Current>.

- National Vocational Education and Training Regulator Act 2011 (Cwlth)
- Occupational Health and Safety Act 1991 (Cwlth)
- Human Rights and Equal Opportunity Act 1986 (Cwlth)
- Human Rights and Equal Opportunity Commission (Transitional Provisions and Consequential Amendments) Act 1986 (Cwlth)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987 (Cwlth)
- Age Discrimination Act 2004 (Cwlth)
- Racial Discrimination Act 1975 (Cwlth)
- Sex Discrimination Amendment Act 1991 (Cwlth)
- Racial Discrimination Act 1975 (Cwlth)
- Racial Discrimination Amendment Act 1980
- Privacy Act 1988 (Cwlth)
- Privacy Amendment Act 2004 (Cwlth)
- National Privacy Principles (2006) (Cwlth)



- Copyright Act 1968 (Cwlth)
- Fair Work Act 2009 (Cwlth)

Victorian Legislation & other relevant documentation can be found at <http://www.legislation.vic.gov.au>

- Education and Training Reform Act 2006 (VIC) - Education and Training Reform Act Amended 2017 and the VRQA Guidelines for VET Providers 2016
- Australian Quality Training Framework's Essential Conditions and Standards for Continuing Registration
- Occupational Health and Safety Act 2004 (VIC)
- Accident Compensation (Occupational Health and Safety) Act 1996 (VIC)
- Fair Trading Act 1999 (VIC)

**You are welcome to speak to a CPT representative should you wish to learn more about how particular legislation relates to your enrolment.**