



Fun and Friendly  
Training

# Student Handbook



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## All the things you wanted to know about studying with Community Training Australia

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## WELCOME TO COMMUNITY TRAINING AUSTRALIA

Community Training Australia is a fun and friendly training organisation preparing individuals for their world of work. Fast, friendly and creative are words that characterise our training.

Training doesn't have to be boring and miserable.

Our life moves very quickly and our need for National Recognised Qualifications and skills is essential for career advancement and personal goals. The faster you are able to achieve your goals the faster you can get to do the things you want to do. At CTA we don't cut corners – you will work very hard when you are with us, but we also *don't* waste your time - we get creative. If you are up for a *Fast Track* course...then that's what we can offer you.

At CTA we specialise in community services courses including people management. We also provide services to the community through our affiliated branches; 'The Counsellors' & 'The Mediators'. Many of our trainers also work in our community services divisions and so they have up to date knowledge in their field as well as tons of solid experience behind them in order to give you the very best training experience.

The Community Training Network of graduates and students continues to grow and you can keep in touch with the friends you make when studying with us through our web/Facebook connection on [www.cta.com.au](http://www.cta.com.au). We'd also love to hear from you as well! The outcomes that students achieve through our training makes our day...so please feel free to share your stories of success and any needs you have in making your training count towards *your* life goals. Our goal is to make your goals materialise.



Many of us remember less than exciting days when we went to school...but that's not what we want for our students *or* for us as trainers. We want to put the smile AND the enthusiasm back into learning.

Hope to see you soon!!



Jonathan Mehigan RTO Manager &

Toni Mehigan Director

## ENTRY INTO PROGRAMS

Study in the Vocational Education and Training sector is anything but dull. It's about real learning for the world of work rather than a long theoretical treatment of the subject matter. If you don't feel prepared for working when you finish....we need to hear about it!

To begin a program of study it is important that we make sure you are eligible and also able to have a real chance of achieving your goals. In some cases we may suggest a higher level program for you or a lower level program for you dependent on what we have available and what your unique learning needs are.

In some courses it is important for applying students to complete language, literacy and numeracy and even computer literacy assessments. This is merely a way for us to see how we can help you better. This is a confidential assessment and is kept with your learner files under lock and key and cannot be accessed by anyone (other than relevant CTA Staff) without your express permission.

## RECOGNISED PRIOR LEARNING

Some students have completed a great deal of study in related areas or have a vast work experience in the area of their proposed study. Students in this instance may want to apply for **Recognised Prior Learning**. Exact match units of competency are an easy credit transfer and will be honoured by our Registered Training Organisation, with an appropriate drop in fees for these units already completed. For related studies and workplace experiences the process is quite a bit more complicated and a fee will be charged for the time taken by our training organisation for the 'mapping' required. There may be some special 'fill in' assessment needed to complete units of competency or other evidence required. In many cases work experience role descriptions, original work you have completed or supervisor's feedback on letter head etc. can contribute to proving your knowledge and skills in the area. In summary Recognised Prior Learning or RPL is the process of collecting the evidence that you have the required skills and knowledge *already* to provide the qualification or statement of attainment for a specific unit of competency.

If you decide to go down the RPL pathway to qualifications please request an RPL document if you feel you would like to take this option.

## SPECIAL NEEDS SUPPORT

Students with special needs should let their trainer know these needs prior to starting the course. Disability should not mean that study is not accessible to you. CTA is committed to the principles of access and equity and will take your particular needs seriously and attempt with your help to make your time of study productive and accessible for you so that there is equity between students.

Disability of course comes in many forms, some disabilities are obvious like individuals requiring wheelchairs or experiencing blindness. Others like bipolar disorder, partial deafness, degenerated spines, or clinical depression are less obvious. You will not need to provide doctors certificates to prove a special need, simply let your trainer know what you think you may need with respect to assistance and they will do their best. If you are being accommodated through our Travel department however you will need a doctor's certificate for special consideration for special room requests.

If you are participating in one of our counselling courses, discussion about particular issues may bring up strong emotion you for example in grief and loss. Sometimes people think that if they have a disability in the area of mental health that this will disqualify them from participating in the course. You will need to talk about this with your trainer or with our RTO Manager if you feel this is the case for you. If you have a condition that is being well managed there is no reason why you shouldn't be able to participate and graduate being well able to help others. After all you know a lot about this area from personal experience!

Other special needs may include recent bereavement, loss of income for a partner, child in crisis, breast feeding, child with a disability, marital discord, illness or parent needing care etc. Our lives go on with many challenges right through study periods and so if an event occurs which puts a large stress on you through your study this would constitute a 'special need'. Your trainer will try to find ways to work around this time for you and make allowances so that you can complete your studies.

## LANGUAGE LITERACY & NUMERACY

In your induction pack you may find a Language, Literacy and Numeracy Assessment or a pre-enrolment questionnaire which we provide for students to ensure that we are able to support them adequately through the course.



This assessment doesn't require 100% perfect answers, however it will alert us to students with any literacy needs. If you know you have support needs before you start a course, just talk to one of our course co-coordinators about your needs and a trainer can give you a call to discuss the course requirements.

## **ACCESS TO YOUR RECORDS AND PROGRESS**

You have the right to have access to your own records of participation and progress. At any time you can ask your trainer for a review of where you are up to. They will be happy to photocopy any evidence that they have to help you make sense of what you have accomplished so far and what you still have to do to complete your qualification. If you don't complete your whole study program you may be eligible to receive a statement of attainment for the units you *have* completed.

## **FINANCIAL MANAGEMENT**

### **Refund Policy**

Students who pay upfront will have fees refunded to them if they withdraw before the census date set for their course with the exception of the enrolment fee which includes materials. This fee is set on a course basis.

### **Course Fees**

Please see the course information booklet or brochure for fee schedules.

### **Administration Fees**

Recognised Prior Learning attracts administration fees. Please discuss this on application.

## **Materials Fees**

Materials required by students to complete courses are integrated into the enrolment fee for the course. Other materials provided by trainers may attract a nominated fee.

## **Certificate Reprints**

Certificates and awards can be ordered by students through your trainer or directly to Community Training Australia. Reprinted certificates and awards have a fee of \$30.

## **Payment Terms**

Payments for each course in various locations can be found in the course information booklet.

## **Guarantee to Complete Training**

Community Training Australia guarantees to support students in completing their training offered through partner organisations or directly through CTA distance programs if a course for whatever reason is discontinued.

## **Options for Students Who Do Not Gain Successful Study Outcomes**

Students who not gain a successful outcome from their study within the time frame of the course will be awarded the Statements of Attainment for the work that they have already successfully completed. They also have opportunity to reenrol in the units of competency or modules that they still require to complete their full qualification. This guarantee exists for the duration of the training package and the 'teach out' period set by the Industry Skills Councils.

# **STUDENT RULES AND GUIDELINES**

The rules and guidelines for students are all about safety and keeping each person comfortable and included in training experiences.



## **SMOKING**

No smoking inside buildings or outside of doorways to buildings within 4 metres.

## **ALCOHOL**

No alcoholic beverages are permitted in training sessions. No student will be allowed to enter classes if they are intoxicated. In residential training it is recommended that students do not drink, however after sessions have concluded if students would like to have a drink then that is a personal choice. Loud talking, singing or disruptive behaviour outside of student's rooms however is not allowed. Students attending weekend workshops and residential programs need to be aware that bedtimes for other students vary. Your consideration of other students is an assessable component of your course.

## **DRUGS**

No student will be permitted to attend training while using illegal drugs. Students are not permitted to bring any illegal drugs onto the training site.

## **DISRESPECT or HARRASSMENT of OTHER STUDENTS**

As all nationally accredited courses prepare people for the world of work, any disrespectful behaviour, discouragement or harassment of other students overt or covert will not be tolerated. Your care and inclusion of other students is an assessable component of the course. Harassment, discrimination etc are also against Australian Law.

## **DISRESPECT or HARRASSMENT of TRAINING STAFF**

Any disrespectful behaviour, or harassment of training staff overt or covert will not be tolerated. Your care and inclusion of staff members is an assessable component of the course.

## THE GOLDEN RULE

Please treat all others in your course in the same way that you would like to be treated.

Please be considerate of all the people in the training facility. If you find that you have offended someone, even if you haven't meant to, please be gracious and apologise for any hurt experienced. Make it easy for others to enjoy and participate in their training experience. If each student has this attitude the training experience for all will be enjoyable.

## COMPLAINTS

Community Training Australia has a complaints procedure. Please feel free to download the Complaints Policy on the website.

If you are not happy with your training or some aspect of the course or the way we have worked with you, we would like to hear about it!

If you have a complaint - follow this procedure.

1. Talk to your trainer  
*(If this doesn't sort the issue out...then)*
2. Talk to the Registered Training Organisation Manager  
*(If this doesn't sort the issue out...then)*
3. Put your complaint in writing (grievance/complaint form next page)  
*(If this doesn't sort the issue out...then)*
4. Talk to the Registered Training Organisation's Director  
*(If this doesn't sort the issue out...then)*
5. Ask for independent mediation  
*(If this doesn't sort the issue out...then)*

6. You have the right to complain to the State Training Authority  
*(They sort it out!)*
7. If this doesn't work it out...then you have the right to get legal help.

We hope with good communication and care for each other in any process then we don't need to go past Step 1!

You can also download a complaints form off our website.

## COURSE MATERIALS

Course materials are provided for students in booklet form. If you lose your materials you can order new booklets for a reasonable fee. Booklets on average are around \$25 replacement.

Some resources will be provided on-line for you to download.

## GETTING HELP WITH ASSESSMENTS

Obviously the best person to help you with assessments is your trainer. However having said this at times the best thing to do is to take a break and re-read the task at a later time...sometimes fatigue sets in and we can't understand even simple words in front of us!

Plan a good study timetable for yourself.

If you are a morning person, set times and days when you will get up with the birds and work away.

If you are an evening person, find a special spot where no one will intrude and set up a study centre where you can really have fun with your study!

## STUDY BUDDIES

The other option is to buddy up with a couple of other students and make a regular time of getting together to work on assignments. You can also practice techniques and share information that you are learning to extend your training experience. Some students like to meet in each other's homes, others ask permission to use the training facility and others use a library or a favourite café. McDonalds has also been a spot used when little children are around! You can form study buddies also through our website.



## WORKSHOPS

Some of our courses are provided in residential workshop format. If this is the case students need to consider attendance as compulsory as essential knowledge and skills are assessed at these times.

Residential workshops are really a lot of fun, so while they are serious in terms of assessment requirements, students often say that the workshops have been the highlight of their course experience.

If attending a weekend workshop, you will need to arrive on Friday evening, because the course work starts then and you will leave around 4 pm on the Sunday afternoon. There will be lectures, readings, time for written work, but the key feature of the weekend will be demonstrations and triad practice where you will work with other students in practical activities.

Go to the workshops with an attitude to give and to receive. Throw yourself in the deep end. You will enjoy it and find that you come out with a sense of great accomplishment!

In workshops you will have Observation Checklists that will need to be filled in by your trainer.

At other times when we have full residential programs practical learning and assessment opportunities are provided within the Block of study.

## WEBSITE CONNECTIONS

Our website is [www.cta.com.au](http://www.cta.com.au)

Join our social Facebook community and join with other students studying through CTA through the 'Facebook page' tab on our website.



## POLICIES & PROCEDURES

Full details of our policies and procedures can be found on our website on [www.cta.com.au](http://www.cta.com.au)

## FINAL NOTE

We are really pleased to have you participate with us in your course. Ending a course can be a sad time for trainer and students alike. Keep the contacts with those you connect with through your study and enlarge your networks. There is much evidence that successful workers in whatever field are great networkers. Use the FB page tab on our website to keep your connections in the years to come and also find out about new courses and events that CTA provides.




## NOTES