



# Student Handbook - 2026

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## Introduction

### Welcome

Welcome to Crucial Training Options! We are a registered training organisation (RTO) delivering nationally recognised training to people who are searching for a career in or who are currently working with people with disability.

This handbook provides you with everything you need to know about studying with us. By choosing us as your education provider, you are choosing a high-quality and industry relevant education provider to ensure you are set up for the future.



### History

**Crucial Training Options** exists to provide a high quality, personalised and down to earth accredited training experience that equips graduates to work respectfully with people with disabilities and their families. Our mission is to inform, inspire and equip students with the skills to become great workers.

CTO training is designed for people who wish to work ‘one person at a time’ and who care deeply about the quality of the support they provide.

People with lived experience of disability will be involved in the design, delivery and oversight of the training and assessment strategies.

CTO has a strong practical and values driven industry foundation with two respected and longstanding service providers coming together to form CTO.

### Industry Foundation

Crucial Training Options is a joint venture established in 2021 between **Community Resource Unit (CRU)** and **Staffing Options**.

CRU has been operating in Queensland since 1988 and has a strong history of delivering non-accredited training state-wide and Staffing Options currently provides support to over 300 people with disability in QLD. Both organisations work with people with disabilities who are recruiting and developing their own workers under self-directed arrangements.



Community Resource Unit (CRU) exists to create and promote positive change so that people with disabilities can belong to and participate in community life.

CRU engages with people on questions of values and vision; it provides inspiration and analysis and assists people to shape and deliver helpful and relevant support.

CRU does this through workshops, courses, conversations, publications and bringing people together to learn. The members of CRU include people with disabilities, families, and workers from the disability sector.



Staffing Options, based in Brisbane, is a private fee-for-service organisation which commenced in 1997, in response to a need for experienced, quality support workers to be available for emergency and short-term situations.

Since then, Staffing Options has expanded its direct service capacity and staffing levels and offers people and organisations support which is 'tailor made' to meet their needs and provided in innovative and flexible ways.

The mission of Staffing Options is that people will have authority around the supports they receive and the supports they require to live their lives in the way they choose in their own homes, communities and beyond.

## **About us**

Located in South Brisbane, Brisbane, Crucial Training Options provides courses in the areas of Individual Support, Community Services, providing cardiopulmonary resuscitation, and providing first aid. With well-located and comfortable facilities for students, industry current trainers and assessors along with modern equipment and resources, Crucial Training Options is a wise choice for your learning and future.

Crucial Training Options is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for all your units that make up a qualification then you can be awarded with your qualification certificate. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link:

<https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>

## Our obligation to you

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must always comply with the Outcome Standards for RTOs 2025, and the Compliance Standards for RTOs 2025, which are part of the VET Quality Framework.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation.

As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners, education agents and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been deemed competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the ***Complaints and Appeals*** section of this handbook for information on how to do so.

## Contact details

Main telephone number: 0476 599 263

Email: [admin@cto.edu.au](mailto:admin@cto.edu.au)

Website: [cto.qld.edu.au](http://cto.qld.edu.au)

## Student support contact details

CEO: Carol Brosi

RTO Coordinator: Lisa Heysen

Administration & Student Support Officer: Alice Blair

*Available via the main contact telephone number.*

## Head Office

60 Harcourt Street

New Farm QLD 4005

## Training Location

Level 2, 43 Peel Street South Brisbane

Google Maps link:

<https://goo.gl/maps/iAVezPi5w3LHAYUp9>

## About our area and training location

South Brisbane is on the southern bank of the Brisbane River and is very close to CBD (just across the river). The area includes many cafes, bars, boutiques, and restaurants, as well as leafy greenery and large parks. It also includes the South Bank area which has many attractions such as a museum and art gallery.

The area contains a comprehensive road and rail network and a fully integrated public transport ticketing system.

We recommend you purchase a Go Card for travel between trains, buses, and ferries. See <https://translink.com.au/tickets-and-fares/go-card> for more information about purchasing, topping up and managing your Go card.

For more information about South Brisbane, please visit:

[https://en.wikipedia.org/wiki/Electoral\\_district\\_of\\_South\\_Brisbane](https://en.wikipedia.org/wiki/Electoral_district_of_South_Brisbane)

## Qualifications and Courses

Crucial Training Options offers the following courses to students:

1. CHC33021 Certificate III in Individual Support
2. HLTHPS006 Assist clients with medication
3. HLTAID009 Provide cardiopulmonary resuscitation
4. HLTAID011 Provide first aid

## Compliance with Legislation, Standards and Guidelines

As a registered training organisation, (RTO), Crucial Training Options is required to adhere to legislation, standards and guidelines designed to uphold the integrity of nationally recognised qualifications and training. This includes:

- National Vocational Education and Training Regulator Act 2011 [www.comlaw.gov.au](http://www.comlaw.gov.au)
- Outcome Standards for Registered Training Organisations (RTOs) 2025 <https://www.legislation.gov.au/F2025L00354/asmade/text>
- Compliance Standards for Registered Training Organisations (RTOs) 2025 <https://www.legislation.gov.au/F2025L00355/asmade/text>
- VET Quality Framework [VET Quality Framework | Australian Skills Quality Authority \(ASQA\)](https://www.asqa.gov.au)
- Australian Skills Quality Authority (ASQA) [www.asqa.gov.au](http://www.asqa.gov.au)
- Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) [www.ncver.edu.au/rto-hub/what-is-avetmiss](http://www.ncver.edu.au/rto-hub/what-is-avetmiss)
- National Centre for Vocational Education Research (NCVER) <https://www.ncver.edu.au>
- Australian Qualifications Framework (AQF) <https://www.agf.edu.au>

Additionally, Crucial Training Options abides by a range of other legal requirements of a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Children and Young People
- Equal Opportunity
- Unique Student Identifier (USI)
- Fair Work (including bullying and harassment)
- Privacy
- Workplace Health and Safety

All registered training organisations must collect a range of data from their students and report all this delivery activity to the National Centre for Vocational Education Research (NCVER). This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, as per the National VET Data Policy.

This policy provides information to students about how their personal information is protected, collected used and disclosed. Information on the NCVER Privacy Policy can be found at <https://www.ncver.edu.au/privacy>.

Students of Crucial Training Options may be contacted and requested to participate in a range of surveys organised by state or commonwealth governments, industry or the organisations mentioned above.

## **Enrolment**

The enrolment process may vary depending on the course a student intends to study. Generally, the Crucial Training Options Training enrolment process requires a student to:

- Review the course information documentation provided to them either electronically or from the Crucial Training Options website at [www.cto.qld.edu.au](http://www.cto.qld.edu.au) and
- Complete a Language, Literacy and Numeracy (LL&N) assessment to identify if their LL&N skills are of a level necessary to successfully complete their course/qualification (if applicable), and
- Complete and submit the correct enrolment form, including details of any support needs; and
- Provide evidence and confirmation of eligibility for enrolment (if required), and
- Accept the fees and charges related to the proposed course as well as payment terms and methods, and
- Confirm they have been given access and opportunity to read and understand the Student Handbook and the Course Information Brochures or Flyers and the CTO's Website information for their chosen course of study.

Once all enrolment forms have been completed, processed, and approved, the student will be enrolled into the course, provided with a 'student login', to our online learning portal with instructions for use and assigned a trainer/s to assist them through the course.

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

## How can I apply?

The application process is outlined in the diagram below:



## What is a USI and why do I need one?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/about/privacy-and-unique-student-identifier/individual-exemptions-students>

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

## Mutual Recognition

A student may already have skills and knowledge that will enable them to gain a qualification, skills set or units of competency without taking part in a whole training program. The skills and knowledge may have been gained through study, work, or life experience. Recognition against these skills is divided into two categories:

- Recognition of prior learning (RPL)
- Credit transfer (CT)

### RPL

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL, and this can be viewed in the **Fees and Refunds** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your Confirmation of Enrolment based on these outcomes.

### CT

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit. There is no charge to apply for a credit transfer. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

## Course orientation

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information
- Facilities and resources available
- Emergency evacuation procedures
- Your rights and responsibilities as a student
- Support services available
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Question and answer session.
- Assistance in creating your USI if you have not done so already.



## Expectations of training and assessment

are all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking.

Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency will be deemed competent for that unit. Once you have received a mark of Competent for all units that make up the qualification— you will be eligible to be awarded your qualification.

## Reassessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to three attempts at each assessment task and if you exhaust those attempts, then you will be required to pay an additional cost for re-assessment as outlined in the **Fees and Charges** information and this will also be outlined in your *Student Agreement* signed at enrolment. Please refer to the **Fees and Charges** section for more information.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers, and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our community also.

## Support and welfare

We all need a little extra support sometimes. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- One-to-one support from the trainer/assessor.
- Support with personal issues.
- Access to additional learning resources.
- Reasonable adjustment in assessment.
- Information about external sources of support.



You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs.

We have a range of information we can provide you with on a variety of issues. If you are experiencing, it – then we are concerned about it. Please communicate with us because we care. We don't charge for internal services, but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed in this handbook – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

## Reasonable Adjustment

Reasonable Adjustment is a measure or action taken to assist a student with a disability to participate in education and training on the same basis as other students. An adjustment is reasonable if it achieves this purpose while considering the student's learning needs and balancing the interests of all parties affected, including those of:

- The student with the disability
- The registered training organisation
- The learning outcomes
- Needs of other students.

To be able to decide on reasonable adjustments which can be provided the student is given an opportunity through the enrolment process to disclose they have a disability and to identify what they consider their support needs to be. Once aware that a student has disclosed, they have a disability Crucial Training Options will consult with the student to understand the impact of the disability and determine whether any adjustments or changes are required, or can be made, to assist the student.

When determining reasonable adjustments within a vocational education and training (VET) context Crucial Training Options must not lose sight of the fact that assessment for VET is based on national benchmarks, called competency standards for training packages, (or competency outcomes specified in AQF-accredited courses) for the occupation or industry in which an individual student is training.

## Learning Support

Crucial Training Options determines the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the training product as specified in training packages or vocational education and training (VET) accredited courses.

Crucial Training Options:

- Provides access to the required support throughout their training and assessment. This may include providing support through:
  - Language, literacy, and numeracy (LLN) support
  - Additional one on one support from a trainer
  - Other mechanisms, such as assistance in using technology for online delivery components.

Support for students with a disability will be provided on a case-by-case basis once the needs of the student's identified disability has been determined.

## **Issuing certificates**

Once you have are competent in all units of competency that make up your qualification and have paid all your relevant fees – we will issue you with your qualification and record of results within 30 days. If you withdraw, meaning that you only partially complete your course, then you will be issued with a Statement of Attainment (SoA) within 30 days of withdrawal for all the relevant units of competency that you have completed as competent. We reserve the right to withhold the issuance of any certificates until all fees have been paid, except where we are not permitted to do so by law. We cannot issue your certificate if we do not have your USI on file, which is why we ensure upfront that you have created one and assist you to do so at the time of enrolment or induction, if you have not created one prior to this.

## **Reissuing certification documents**

We are required by law to keep records of your qualification and units achieved for at least thirty (30) years. If you lose your statements of attainment or qualification certificate, we can re-issue these to you for an additional charge. Refer to our ***Fees and Refunds*** section for more information.

## **Feedback**

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocational Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.

## **Change of details**

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

## **What's required of me as a student?**

The next section of this handbook outlines important policies and processes that you need to know about as a student. It's expected that you read through and familiarise yourself with this information – keep this handbook handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information.

We look forward to welcoming you as a new student if you are not one already and wish you the best of luck in your studies!

## Policies and processes

### Fees and Charges

We want to make sure you understand all fees and charges associated with your course so please carefully read this section.

You can find out about the fees for a course on the Course Brochure and in addition all fees associated with your course are included in the Student Agreement. The Student Agreement also includes a detailed payment schedule and payment options, as well as your rights.

We will also inform you of any changes to fees or charges that may arise during the course, however it is unlikely that fees or charges will change.

We always protect your fees by:

- Maintaining a sufficient amount in our account so that we can repay tuition fees if necessary.
- Never charging any more than \$1,500 in one instalment.

Please note that the following fees can apply in addition to the fees advertised in the Course Brochure.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Deferral fee	Nil
Re-assessment fee (students have a total of 3 attempts and any attempt thereafter may incur the stated fee).	\$100
Fees for late payment of course fees	\$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Price on application
Reissue of Certificates or Statements of Attainment	\$25 per certificate / SoA

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements.

All payments are to be made into the account specified on the invoice.

Where fees are overdue and you have not made alternative arrangements, a first warning, second warning and notice of intention to cancel enrolment regarding non-payment of fees will be sent to you as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting us to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting us to make alternative arrangements.
- Notice of intention to cancel enrolment: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting us to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, your debt will be referred to a debt collection agency.

## **Refunds**

Please carefully read the following information about refunds. This applies whether you paid the fees, or an education agent paid the fees and non-tuition fees on your behalf.

All application fees are non-refundable except where we cancel a course before it has started.

If we cancel a course either before or after it starts, you will receive an automatic refund and do not need to complete the Refund Application Form. The refund will be provided within 10 working days of the default.

In all other circumstances, you should complete and submit a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to you within 20 working days, as well as any applicable refund.

Refunds will be paid to you or to the person or organisation who paid the course fees and will be paid in Australian Dollars.

The refund policy does not remove your right to take further action under Australian Consumer Law.

## Student refunds

In addition to the above circumstances, refunds apply as follows:

Circumstance	Refund due
Crucial Training Options cancels course before commencement	Full refund of all fees
Crucial Training Options cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.

## Complaints and appeals

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us as the RTO, our trainers and assessors and other staff, another learner of Crucial Training Options, as well as any third party that provides services on our behalf such as education agents.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Crucial Training Options. An appeal is a request for Crucial Training Options' decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost.

We do encourage you to firstly seek to address the issue informally by discussing it with the person involved.

However, if you do not feel comfortable with this or you have tried this and did not get the outcome you wished you can access the formal complaints and appeals process.

If you want to make a complaint or appeal, you must:

- Submit your complaint or appeal in writing using the complaints and appeals form. The complaints and appeals form outlining the information that should be provided and can be accessed via the CTO website.
- Submit your complaint within 30 calendar days of the incident or in the case of an appeal within 30 calendar days of the decision being made.

We will acknowledge your complaint or appeal will be acknowledged in writing within 3 working days of receipt.

We will review your complaint or appeal will commence within 5 working days of receiving the complaints.

Complaints and appeals will be finalised as soon as practicable or within 30 calendar days. However, where the complaint or appeal is expected to take more than 60 calendar days to process, Crucial Training Options will write to inform the complainant or appellant of this including the reasons for such. Following this update, regular updates will be provided of progress.

For assessment appeals, we will appoint an independent assessor to conduct a review of an assessment decision that is being appealed.

We will communicate the result of the complaints and appeals process to you in writing and this will include the reasons for the decision.

If you do need to come in for a meeting, you can have a support person of your choice present to assist you to resolve the complaint or appeal.

Generally, your enrolment will be maintained throughout any internal appeals process that concerns a decision to cancel your enrolment.

Additionally, If the appeal is against our decision to cancel your enrolment for unsatisfactory course progress or attendance, your enrolment will be maintained until the external process is completed and has supported or not our decision to cancel your enrolment.

If the appeal is against our decision to suspend or cancel your enrolment due to misbehaviour, this will not take effect until after the outcome of the internal appeals process.

### **Independent parties**

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to an independent mediator. You can find independent mediators through contacting our admin team for contact names and numbers. You are responsible for all associated costs, except where we make a decision to refer the matter to an independent mediator. For example:

- The Resolution Institute. The Resolution Institute can be contacted on (02) 9251 3366 or visit their website link at <https://resolution.institute>

We will cooperate in full, with the independent mediator's decision and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

We will communicate all actions to you in writing based on the independent mediator's decision.

### **Compassionate or compelling circumstances**

You will find that many of our policies refer to compassionate and compelling circumstances, so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

### **Course progress and monitoring**

In order to maintain satisfactory course progress and attendance you must:

- attend all your classes.
- satisfactorily complete all your assessments
- actively participate in classes.

Your course progress will be monitored to make sure you are completing all your assessments and actively participating in learning.

Your attendance will be recorded at the start and end of each class you attend.

We may assess that you are at risk of unsatisfactory course progress and/or attendance if you:

- have an overall result of Not Yet Competent result for a unit.
- do not attend classes on a regular basis.
- do not participate in learning activities within the classroom.

If it is assessed that you not making reasonable progression in the course, a failure to progress letter will be issued from Crucial Training Options stating the reasons why your course may be at risk of cancellation.

### **Extending your course**

Please note that extensions to your course duration may be allowed if you:

- Can provide evidence of compassionate or compelling circumstances.
- Where you are participating in or about to participate in an intervention strategy because you are at risk of not meeting course progress or attendance requirements.

### **Deferring your course**

Crucial Training Options allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To defer your course, you will need to complete a Deferral Form and provide evidence of compassionate or compelling circumstances.

You may request a Deferral of study on the grounds of compassionate and compelling circumstances that have significant impact on your capacity to reasonably continue your study.

These circumstances include, but are not limited to:

- serious personal illness, injury or trauma requiring substantial leave.
- bereavement of immediate family members (siblings, partners, children, parents and grandparents).
- serious illness or injury of immediate family members (siblings, partners, children, parents and grandparents) for which the student has day-to-day care responsibilities, requiring substantial leave.

If your request is approved, you will receive a new Student Agreement including a revised start date.

### **Leave of Absence from the course**

Crucial Training Options allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a Leave of Absence Form and provide evidence of compassionate or compelling circumstances.

If your request is approved, you will receive a new Student Agreement including a revised start date.

A leave of absence will not be approved if fees are unpaid.

## **Discontinuing your studies**

You may decide that study is not for you and choose to discontinue your studies. Before you make a final decision, however, it is a good idea to talk to us to help you make an informed decision.

If you no longer wish to continue with your studies with us, then you must complete a Withdrawal Form. Make sure you carefully read the Fees and Refunds information so that you know how your decision affects your fees. Usually once you have commenced a study period (term) you won't be able to get a refund.

## **Suspending or cancelling your enrolment**

It is important to understand that your enrolment may be cancelled or suspended by us in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this Handbook.

Where any of the above circumstances apply you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not cancel your enrolment until the internal appeal process is complete unless your health and wellbeing or that of others could be at risk.

## **Privacy and access to records**

### **Why we collect your personal information.**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide this information, we will be unable to process your enrolment.

### **How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## **How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## **How the NCVER and other bodies handle your personal information.**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills, and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer.
- information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

If you would like to seek access to or correct your information, in the first instance, please contact us using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

## **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## **Contact information**

At any time, you may contact us to:

- request access to your personal information
- correct your personal information.
- make a complaint about how your personal information has been handled.
- ask a question about this Privacy Notice

Please contact us using the contact details provided at the beginning of this Handbook. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

## **What is expected of you as a student?**

The following information outlines what is expected of you.

### **Your responsibilities**

You are expected to:

- read and follow our policies as documented in this handbook.
- respond to our communications promptly.
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency.

### **Learning and assessment**

You are expected to:

- attend scheduled classes.
- actively participate in learning
- complete all homework given to you.
- complete and submit all assessments on time.
- refrain from plagiarism, cheating and collusion.
- pay all fees due.
- ask for support if needed.

## **Classroom conduct**

You are expected to:

- arrive on time for your class.
- be prepared for class.
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English.

## **Respect and ethics**

Students are expected to:

- respect others' values and beliefs
- interact with others in a collaborative, professional manner.
- use our resources for the purpose for which they are intended.
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly.
- respect ours and other people's property.

## **Your rights**

You can expect to:

- be informed of our policies and associated procedures.
- receive regular and relevant communications.
- learn in a safe environment.
- have your personal details kept confidential and secure.
- access the information that we hold about you.
- have the opportunity to provide feedback on services received.

## **Learning and assessment**

You can expect to:

- be provided with high quality training, assessment, and support services.
- receive the support you need.
- have your assessments marked and returned within 10 working days of submission.
- receive feedback on assessments where the result is not satisfactory.

## **Classroom conduct**

You can expect your trainer and assessor to:

- be on time for classes.
- be prepared for class.
- be knowledgeable and engaging.
- dress appropriately

- only use handheld devices in class when they are relevant to the activity.
- communicate in English.

## Respect and ethics

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- interact with others in a collaborative, professional manner.
- respect for yourself and your property.

## Emergency contacts and other useful numbers and information

### Emergency services:

Dial 000 and advise whether you require:

- police
- fire
- ambulance.



### Police station

The nearest police station is:

- Brisbane City Police Station: 16 Mary St, Brisbane City QLD 4000. Tel: (07) 3258 2582. Website: <https://www.police.qld.gov.au/>

### Medical facilities near our training location:

The closest hospital to Crucial Training Options training room with an Accident and Emergency Department is:

- Mater Hospital, Raymond Terrace South Brisbane. Tel: (07) 3163 8111. Website: <https://www.mater.org.au/health/hospitals>

The closest medical centre is:

- SmartClinics West End Family Medical Centre: 79 Boundary Street, West End QLD 4101 Tel: (07) 3844 1400. Website: <https://www.smartclinics.com.au/location/west-end/>

### Transport services

Public transport: <https://translink.com.au/>

## Taxi company

Black and white cabs 133222

<https://www.blackandwhitecabs.com.au>

## Crisis support

### Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service.

If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



### Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression, or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site:

[www.beyondblue.com.au](http://www.beyondblue.com.au)



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.