



CEG – Training Partnerships

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CEG – Training Partnerships Student Handbook



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Welcome to Training with CEG -Training Partnerships

Thank you for choosing to undertake your training with CEG - Training Partnerships. As a Registered Training Organisation (RTO), we endeavour to provide you with an excellent and rewarding training experience. CEG – Training Partnerships offers an extensive range of courses that are delivered at any of our training locations below.

Our skilled Trainers will apply their industry expertise and knowledge to ensure you are provided with effective training and assessment.

We are committed to continuous improvement and encourage you to provide us with feedback whenever you feel that we could improve our performance, processes or materials. All feedback is recorded in our Quality Management System and you will be notified of the immediate action we have taken to address any issues you have raised.

Our office locations and contact details are as follows:

Whyalla - Head Office

80 Cartledge Avenue/PO Box 490
Whyalla SA 5600
Ph: 08 8645 6828 ~ Fax: 08 8645 3718

Adelaide Institute of Hospitality

1/192 Pirie Street Adelaide SA 5000
Ph: 08 8338 1492

Roxby Downs

17 Callana Road/PO Box 50
Roxby Downs SA 5725
Ph: 08 8671 3033 ~ Fax 08 8671 3066

Port Lincoln

20-22 Napoleon Street / PO Box 2098
Port Lincoln SA 5608
Ph: 08 8682 6695 ~ Fax: 08 8682 6659

www.ceg.net.au

trainingpartnerships@ceg.net.au

RTO Code: 40138

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What is competency based training?

Australia's vocational education and training (VET) system is competency based. Company based training is a method of training which develops skills, knowledge and attitudes required to achieve competency.

When you complete a competency based training course, you will have the skills and knowledge you need to complete specific workplace activities at an industry standard of performance, in a range of work environments and situations.

Competency based training is ideally not "time based"; as soon as you show you have the required competency, you can move on to the next one.

Access and Equity

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program. CEG - Training Partnerships endorses the national equity strategy by incorporating the principles of equity into all programs.

Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. Some programs may have a limited number of vacancies and these will be filled in a chronological order upon receipt of completed enrolment forms.

Enrolment procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts will be made to assist them to identify alternative courses of action.

Enrolment, Induction and Orientation

CEG - Training Partnerships conducts an enrolment, induction and orientation program for all students. This program reviews the Code of Practice as well as any specific needs of the individual student and includes:

- Language, literacy and numeracy support
- Venue safety and facility arrangements
- Relevant legislative requirements and accessibility
- Review of the training and assessment program and flexible learning and assessment
- Client support, welfare and guidance services arrangements
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Recognition arrangements and credit transfer

Change of address and contact details

You are required to advise CEG – Training Partnerships of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details to ensure you receive important information that CEG – Training Partnerships may send to you from time to time.

Work Health and Safety

CEG – Training Partnerships is committed to creating and maintaining a safe and healthy working environment for all of its students. At the commencement of a course, students will be given a site specific induction which will include the following:

- First aid (location of the first aid kit and treatment)
- Reporting incidents
- Behaviour (equity and diversity, language, harassment etc)
- Fire evacuation procedure
- Not endangering others' health and safety
- Amenities (toilets, smoking area, lunch room)

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Student Code of Behaviour

Students who enrol in CEG courses are expected to adhere to the Student Code of Behaviour at all times during their course by:

- Conducting themselves in a professional manner and behaving responsibly and with consideration for others at all times.
- Refraining from any conduct, which impairs the reasonable freedom of other students to pursue their studies.
- Obeying any reasonable directive from any Trainer, Manager or officer of the CEG - Training Partnerships.
- Not disrupting any teaching activity or examination being conducted by the CEG - Training Partnerships.
- Refraining from impairing any student's study program by assault, attempted assault or threat to any person.
- Using their skills, time and attention to the maximum of their abilities.
- Taking responsibility for the efficient use of their time and achievement of the objectives of their course.
- Maintaining an acceptable standard of personal presentation.
- Ensuring that their actions do not threaten the health and safety of fellow students or CEG - Training Partnerships staff.
- Refraining from the use of any non-prescribed drugs while attending any training or assessment activity

Personal Protective Equipment

CEG – Training Partnerships is committed to ensuring the health and safety of trainers, assessors, staff and students. Where advised in the relevant course outline, personal protective equipment must be worn during training. If you are unsure of the requirements for the training you are undertaking, please contact the relevant CEG office.

Language, Literacy and Numeracy Support

The specific needs of students for language, literacy and/or numeracy support will usually be identified during the process of establishing a Training Plan for each student or prior to a short course. If a student is enrolling in a qualification, they will complete an LLN test prior to acceptance into the chosen course. Students enrolled into a short course will be required to take a short LLN test on the first day of the training course.

Students who require additional language, literacy or numeracy support will be provided this support either directly by their trainer or through referral to another agency for extensive support during their course.

Access to Your Information

Any information that students provide CEG – Training Partnerships during their enrolment or participation in training will only be used for the purpose for which it was provided and will not be divulged to anyone else without the written permission of the student.

Late Students

Short courses are conducted over a short period and the tardiness of students will affect the time that courses are ran. Short courses start at 7:45am for an 8:00am start (unless otherwise specified) and students that arrive after 8:15am (or 15 minutes after the start time) will not be permitted.

Assessment

CEG – Training Partnerships uses a variety of assessment methods. You will be notified by your trainer at commencement of the training program of the conditions and methods of assessment details.

Where possible, the assessment process is as flexible as possible within the requirements of the units of competency and any licencing requirements. Assessment will usually involve assessment of knowledge and skills of the students against the unit of competency.

If a student is deemed Not Yet Competent, the trainer will discuss additional requirements with the student. The trainer will also discuss any further preparation required before reassessment.

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Fees, Cancellations and Refunds

Fees associated with full qualifications and short courses will be quoted upon application, please contact your local office for further information.

Full Certificate/Qualification training

Where a student/employer cancels the training prior to attending any training, they will be sent an invoice for \$500.00 to cover administration and resource costs.

Short or Day Courses with minimum/maximum student numbers

Cancellation for a course must be within 24 hours of the course commencing, if cancellation is not done within 24-hour notice period, the client will be charged as attending the training, and if pre-paid no refunds will be made.

CEG – Training Partnerships reserves the right to cancel or amend a course; we will endeavour to give as much notice as possible to affected students. In the event that we need to cancel a course we will offer another mutually convenient time, or a full refund of the course fee.

CEG – Training Partnerships will not be held liable for any losses experienced by the customer arising from such cancellation(s).

Employers/students may apply for a refund upon cancellation from a course. In the case of a request for refund, administration fees and payment for training undertaken will be taken from the fee prior to refunding it to the employer. Refund applications must be in writing and within 4 weeks of withdrawal from a course. If outside cancellation and refund application timeline no refunds will be applicable.

CEG – Training Partnerships will consider fees adjustment due to the individual person's ability to service fees. An application in writing needs to be sent to the Training Manager before adjustments can be considered for approval.

A qualification or statement of attainment earned will not be issued until all fees associated with the Qualification or statement of attainment have been paid.

National Recognition

CEG - Training Partnerships recognises the units of competency in Statements of Attainment and Qualifications delivered by any other Registered Training Organisation.

Recognition of Prior Learning

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Students who consider that they already possess the competencies identified in all or part of any course/qualification offered by CEG - Training Partnerships are encouraged to seek formal recognition.

The Recognition of Prior Learning (RPL) process can also include Credit Transfer and is determined on an individual basis of the competencies obtained by a client through:

- Previous formal training;
- Work experience; and/or
- Life experience.

The focus of this process is what has been learned previously rather than how, where or when it was learned and focuses on both the demonstration of competence and the currency of that competence to industry standards.

If any student has gained competencies at work or elsewhere, which are relevant to the course/qualification in which they are participating, then status for such units will be granted

Credit Transfer

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Issuance of Qualifications, Statements of Attainment & Certificates of Attendance

CEG – Training Partnerships will issue certification documentation within 30 calendar days of the student being assessed as competent once the student has successfully completed the training, all course fees have been paid and their USI has been verified.

Upon successful completion of nationally accredited short courses, students will be issued with an electronic Statement of Attainment (SoA).

Students who have successfully completed a Qualification will be issued with a certificate and a copy of the academic record, listing units of competency completed. In case of partial Qualification completion, student will be issued with a Statement of Attainment (SoA) of units of competency completed.

Upon successful completion of non-accredited courses, students will be issued with a Certificate of Attendance.

Students wishing to access their current records may do so by contacting CEG – Training Partnerships' head office. If a student requests a copy or reprint of any documents, an administration and reprint fee may apply.

In the event a Statement of Attainment or Qualification Parchment has been lost or damaged, CEG – Training Partnerships will reissue the Statement of Attainment or Qualification Parchment. A reprint and Administration fee may apply.

Harassment and Intimidation

It is the policy of the CEG - Training Partnerships to maintain a learning environment free from all forms of harassment or intimidation. Not only is harassment a violation of our policy, it is unlawful under both Federal and State laws.

Unwelcome sexual advances, requests for sexual advances, request for sexual favours and other verbal or physical conduct of a sexual nature are serious violations of our policy and will not be condoned or permitted. Racial actions either by verbal or physical conduct are serious violations of our policy and will not be condoned or permitted.

Any student who is subjected to sexual harassment or intimidation by a fellow student, or CEG - Training Partnerships personnel should follow the complaints procedure outlined below. All complaints of harassment will be promptly, confidentially and sensitively investigated.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved contributes. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

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Complaints and Appeals Process

In the event of a student wishing to lodge a complaint, a formal or informal approach will initially need to be made by the student (or a nominated representative chosen by the student) to the student's trainer/assessor who will attempt to find a resolution.

If, however, the complaint involves the client's trainer/assessor, a formal complaint in writing must be made by the student (or a nominated representative) to the CEG - Training Partnerships Compliance Manager on 08 8645 6816 or via email ceg-tp.compliance@ceg.net.au.

All attempts will be made to resolve the complaint internally through a reconciliation process with all parties involved. If, however, the complaint cannot be resolved internally, those involved will be consulted as to the selection of the appropriate legal/impartial body to act as an objective and impartial arbitrator. Those involved may be represented by a third party in any subsequent discussion if they so wish.

In the event of a student wishing to appeal their assessment a fair and impartial appeals process is available to students within 28 days after the student has been formally issued with the results of their assessment.

Any student wishing to appeal their assessment result must first discuss the issue with the trainer/assessor. If the student wishes to proceed further with their appeal, after discussions with the trainer/assessor, a formal request must be made in writing to the CEG - Training Partnerships Compliance Manager outlining the reason(s) for the appeal. The CEG - Training Partnerships Compliance Manager will implement a formal Appeal Process and will record the appeal in writing. Every effort will be made to settle the appeal to everyone's satisfaction.

An independent person or panel will hear each appeal. Each appellant will have an opportunity to formally present their case and will be given a written statement of the appeal outcomes, including reasons for the decision.

Should the outcome of an appeal not be acceptable to the student, they will be informed, in writing, of the opportunity to lodge a complaint with the Training Advocate.

Nothing in this policy precludes an individual to address their complaint with the:

Office of the Training Advocate

Contact Details are as follows:

Office Hours: Monday to Friday 8:30am – 5:30pm

Phone (toll free): 1800 006 488

The above 1800 006 488 phone service is monitored after hours in urgent circumstances – in urgent circumstances please leave a message so an office can contact you as soon as possible

Email: trainingadvocate@sa.gov.au

Physical Address:

Ground Floor

55 Currie Street (Entrance doors at Bus Stop W1 on Currie Street)

Adelaide SA 5000

Postal Address:

GPO Box 320, ADELAIDE SA 5001

Disciplinary Procedures

All students are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during their training and assessment and to adhere to the Student Code of Behaviour.

Any breaches of this Code of Behaviour will result in the student needing to attend a counselling meeting to address the breach. Further breaches will result in the student needing to attend a meeting with the Training Manager and asked to "show cause" as to why they should not be excluded from further participation in the program.

In the event that a student has committed three breaches of the Student Code of Conduct CEG - Training Partnerships will issue the student and their employer (if applicable) with a formal final warning in writing and a time frame to rectify the issue. Further breaches may result in training services being withdrawn.

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Request for Extension

CEG – Training Partnerships understands there may be special circumstances for wanting to extend the duration of your studies.

Students who wish to request an extension must complete a Request for Enrolment Extension Form. If the reason for extension request is deemed frivolous or vexatious then this may be denied. into the classroom and will have to defer their training. Refunds will not be applicable in this instance.

Support Services

CEG - Training Partnerships provide adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

CEG - Training Partnerships have staff who are able to help you with a wide range of services and issues. These may include some of the following:

- ATM access
- Advocacy and mediation
- Childcare
- Counselling and guidance
- Educational support for students with a disability
- Health services
- Learning support
- Student allowances and benefits

Special Needs

Should you have any special needs that will assist you in participating in this study program please identify these to your:

- trainer: where such need relates to your attendance, study time, access to materials to assist in your learning; and/or
- program coordinator: where such need relates to mobility support or dietary requirements.

Marketing of Training and Assessment Services

CEG - Training Partnerships markets and advertises its products and services in an ethical manner.

CEG – Training Partnerships accurately represents the services it provides and the training products on its scope of registration. We also accurately represent recognised training products and services to prospective students and clients.

CEG – Training Partnerships gains written permission from students or clients before using information about that student or an organisation in any marketing materials.

CEG – Training Partnerships distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party.

No false or misleading comparisons are drawn with any other training organisation or qualification.

Australian Apprenticeships / Contracts of Training

An Australian Apprenticeship / Traineeship is a combination of practical paid work and structured training that is agreed upon between a student and his or her employer in the form of a Training Contract. The Training Contract system is a pathway for people to learn job skills through structured work-based training. Under this system, the student and the employer sign a contract. People who enter into a Training Contract are called a student. Under the contract, the student agrees to undertake the training necessary to achieve competence in a given field. Training usually involves on-the-job instruction, but off-the-job training may apply.

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Our Approach to On-job Training

When conducting on-job training and assessment in the workplace, CEG - Training Partnerships always:

- Negotiates the delivery and assessment strategy with the employer and trainee
- Ensures that training and assessment activities are integrated into the workplace routine of the trainee
- Schedules trainer/assessor workplace visits to ensure the minimum disruption of the workplace

All CEG - Training Partnerships students are provided with a comprehensive induction program during the initial workplace visit by the CEG - Training Partnerships trainer/assessor.

During the initial visit, students are provided with their Learning Resources and Student Handbook that forms the basis of the induction program conducted by the trainer/assessor. This visit also confirms the students Training Plan, study targets for each period between subsequent visits and a schedule for those visits.

Subsequent workplace visits by CEG - Training Partnerships trainer/assessors will focus on monitoring student progress, assessing competency achieved and/or verifying assessment outcomes to date, addressing problems that may have occurred and reviewing the ongoing training plan/study targets.

The final workplace visit by the CEG - Training Partnerships trainer/assessor to a student undertaking on-job training performs two functions. This visit may include many of the activities outlined above for a monitoring and assessment visit but also includes a number of elements related to the completion of the course and issuing a Qualification Parchment to successful students.

Our Approach to Off-job Training

CEG - Training Partnerships delivers off-job training using self-study learning manuals, mini lectures and group training sessions located in regional centres that are accessible to students undertaking the training. In addition, one-on-one telephone and/or email support is provided to students as required

All students are provided with a comprehensive induction program during the first training session that they attend, during this session the trainer will also confirm the students Training Plan and training schedule. During this training session, students are provided with their Learning Resources, which forms the basis of the training session series for the Unit of Competency they are undertaking.

During training sessions, Trainers will:

- Introduce students to the content of the study program for the next fortnight
- Assess progress of students since last training session
- Provide opportunities for discussion of relevant and or current topics related to the previous fortnight's study program
- Enable small groups to workshop case studies or issues related to the previous fortnight's study program
- Present additional learning activities to those available in material previously supplied
- Clarify issues or areas of difficulty experienced by the training session group as a whole

Assessment of a student's progress is conducted in accordance with the relevant National Training Package guidelines. Wherever possible assessment tasks will relate to existing work-based activities or based on assignments that relate to the workplace.

CEG – Training Partnerships wishes you all the best in your future studies!

