



# CEPUTEC

LEARNER INFORMATION **HANDBOOK**

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# Welcome to CEPUTEC

As a Registered Training Organisation (RTO), we deliver Nationally Accredited Training and other specialised training focused on occupational health and safety, construction industry training, first aid and plant and equipment training.

Originally created to deliver industry specific training to members of the Plumbing and Pipe Trades Employees Union (PPTEU), CEPUTEC has since expanded to deliver training to learners from a whole range of industries.

CEPUTEC primarily delivers training at campuses of the Plumbing Industry Climate Action Centre (PICAC). There are five PICAC campuses, three in Victoria at Brunswick, Geelong and Narre Warren, one in New South Wales at Glenwood and, one in Queensland at Beenleigh. CEPUTEC also delivers training at worksite's by request and remotely.

At CEPUTEC, we believe that all learners (you) should feel comfortable while undertaking your training. It may

have been some time since you were last in a classroom, or your first time learning online so we keep our class sizes at a comfortable size and make sure you have enough opportunity to become familiar with the program to ensure an optimum learning experience.

We encourage you to take an active part in your training/learning and assessment process. What you put into it is what you will get out of it, but we will be there to guide you along the way.

All CEPUTEC trainers are highly skilled and with a wealth of industry experience that covers a wide range of workplaces and situations. They are professional, friendly, supportive, and dynamic individuals, well suited to deliver our courses.

The purpose of this handbook is to introduce you to the services available to you during your course and at CEPUTEC more generally. If anything is not covered on our website or in this document, feel free to contact us at [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au).

We hope you enjoy learning with us.

## What is Nationally Recognised Training?



The Nationally Recognised Training (NRT) logo signifies education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment. Where you see the NRT logo displayed alongside a course or Unit on the CEPUTEC website, it signifies that the training is Nationally Recognised and accredited by the Australian Skills Quality Authority (ASQA)





## GENERAL INFORMATION

### Our obligations to you

CEPUTEC has an obligation to provide quality training and assessment to you, the learner, in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

This includes providing adequate information prior to enrolment to help you make an informed decision, information and services to support your learning with us, issuing of the Australian Qualifications Framework (AQF) certificate documentation, and information about your rights and obligations as a learner.

### Attendance and Behaviour

Attendance at scheduled courses/classes is essential in ensuring that you gain the maximum benefit associated with your training and fulfil any attendance requirements of the course. You are responsible for notifying CEPUTEC if you are unable to attend a scheduled training session.

Appropriate and respectful behaviour and communication is expected from everyone at CEPUTEC.

CEPUTEC follows mandatory reporting of incidents regarding the collection, storage and sharing of inappropriate images as required under the state and territory laws of the jurisdictions in which we operate.

If a learner is found to have acted in a way that is considered misconduct, suspension or cancellation of their enrolment may result.

### Complaints and Appeals

Every learner has the right to make a complaint or appeal a decision.

CEPUTEC's complaints and appeals procedure is in place to ensure that a fair and equitable process is followed for any complaints or appeals.

Informal and formal complaints can be submitted to CEPUTEC relating to any concern you may have. This might include inappropriate behaviour, assessment decisions, or being treated unfairly, etc. All complaints are handled in confidence, recorded, and actioned via the Complaints and Appeals Register.

If you feel that you have been unfairly judged on a specified task, project, or assessment, you may have the assessment reviewed. You will be asked to submit an Appeal using the Complaints and Appeals Form which can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information.

More information contained in [Appendix B](#).

### Access, Equity and Anti-discrimination Commitment

Every learner must be treated fairly and without discrimination.

CEPUTEC works to foster an environment of equality and access in the training environment that is fair and conducive to learning at all levels.

Our training services are available to any person regardless of ethnicity, gender, marital status, sexual orientation, physical or intellectual impairment or political convictions.

All CEPUTEC staff are required to be aware of and understand access and equity issues and are required to demonstrate access and equity principles in all dealings with learners and other staff.

CEPUTEC has procedures in place to ensure any student concerns are dealt with immediately, appropriately, and confidentially.

If you feel that you have been discriminated against while learning with CEPUTEC, please speak with your trainer or another staff member or submit a complaint using the Complaints and Appeals Form which can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information.

More information contained in [Appendix B](#).

### Occupational Health and Safety

Every learner must be safe and feel safe while undertaking training.

CEPUTEC is built upon a philosophy of safety. It is in our DNA and is applied to everything we do.

CEPUTEC complies with all relevant state and territory Occupational Health and Safety legislation and delivers high risk training in accordance with state-based regulators such as WorkSafe.

Our trainers actively take steps to identify hazards that could cause harm in all environments in which we train. Where possible, action is taken to remove, or control hazards and any hazards found are reported to the appropriate on-site personnel.

Learners too must take responsibility for their own health and safety and that of their fellow learners, and CEPUTEC staff.

All learners must follow the safety rules, procedures, and instructions of the trainer or other CEPUTEC staff while on premises.

### Privacy and Personal Information

Every learner must have their privacy respected and be comfortable with how their personal information is used.

CEPUTEC is committed to protecting your privacy and personal information.

Information about a learner will not be disclosed to a third party without their consent, except as required by the Department of Industry, Innovation and Science, Government contracts or by law.

Please refer to our Privacy Policy which can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information.

More information contained in [Appendix A](#).

## Access to your Personal Record

Every learner has the right to access their personal record.

To access your personal record at CEPUTEC, please contact student administration via email at [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au) to make an appointment to view your file.

Access will be provided within two days of your identity being confirmed.

Please notify CEPUTEC promptly of any change of name, address, or your contact details. The accuracy of these details is important as they will be used to issue your statement of attainment (if applicable).

## Support services

Every learner should have the opportunity to advance through learning.

Learning is exciting, but it can also be challenging. To ensure you reach your full potential, our trainers will endeavour to support you while you complete your training.

CEPUTEC staff can offer professional and confidential advice in their individual areas of expertise and they will make every effort to provide a positive learning experience. This includes working with you to identify the learning styles that suit you best.

If you have specific learning needs or have any difficulties that may be interfering with your training, inform your allocated trainer/assessor or an admin team member to arrange a training plan/access to support mechanisms suitable to your needs.

To enable you to monitor and control your learning, you will be provided:

1. Detailed information regarding the learning objectives and clear explanations as to how successful achievement is recognised
2. Learning materials and activities that cater for a range of needs (educational background, life experience, English language ability, numeracy, culture, age, and disability)
3. Frequent, clear, and objective feedback as to your progress
4. Time and opportunity to correct misunderstandings and to practice partially mastered skills.

For more information about how we can support you throughout your training, please contact our Learning Support Officer on the details below.

Telephone: 1300 222 727 (ask to speak with CEPUTEC the Learning Support Officer)

Email: [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au)

## Pre-Training Review - Language Literacy and Numeracy

A pre-training review is the first step before you begin training with CEPUTEC.

The pre-training review consists of several questions and helps to get you enrolled into the 'right' course and ensure that you are making the best choice to meet your training needs.

If you have completed any previous accredited training, there may be the opportunity to apply for a Credit Transfer (CT).

If your work history indicates that you could apply for Recognition of Prior Learning (RPL), this is where it will be identified, and you will be informed of your options. (See the RPL and CT section below).

The review will help determine that your current Language, Literacy and Numeracy skills are at the level required for your chosen course. If it is assessed that you will need assistance to complete the training, we can develop or implement strategies to assist you.

We encourage learners with any concerns about their English language, reading, writing or maths skills to undertake Language, Literacy or Numeracy (LLN) training.

See more information about LLN training in the next section or contact the Learning Support Officer or your trainer for more information about the LLN programs available to you.

Telephone: 1300 222 727 (ask to speak with CEPUTEC the Learning Support Officer)

Email: [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au)

## Language, Literacy and Numeracy assistance programs

### Reading Writing Hotline

The Reading Writing Hotline and website provides a national service for adults seeking English language, literacy and numeracy information, advice, and support. The hotline provides information on:

- adult reading, writing and numeracy classes held locally across Australia or via correspondence
- adult language, literacy and numeracy learning resources
- Commonwealth-funded English as a second language programs for migrants
- literacy and numeracy in the workplace for employers.

Further information is available at the Reading Writing Hotline 1300 655 506 or website: <http://www.readingwritinghotline.edu.au/>

### Skills for Education and Employment (SEE)

The Skills for Education and Employment (SEE) program provides language, literacy, and numeracy training to eligible job seekers to enable them to participate more effectively in training or in the labour force.



### What kind of training is offered through the SEE program?

You can get up to 800 hours of free accredited training, starting at your own level and working at your own pace. Training is flexible with full-time or part-time hours and via face-to-face or distance training which allows you to still look for work or care for your family. A work experience component can also be included in some cases.

### Who is eligible?

You are eligible for the Skills for Education and Employment program if you:

- are 15 to 64 years old
- are registered as a job seeker with Centrelink
- are not a full-time student
- meet the rules on visa status and benefits.

### Where can you do training?

There are training organisations all around Australia that provide Skills for Education and Employment training. They are called 'providers'. Providers consist of community organisations, public training providers, such as technical colleges, private providers and universities.

For further information go to:

<https://www.employment.gov.au/skills-education-and-employment>

## Academic integrity and misconduct

Academic integrity refers to the principle that a student's work is genuine and original.

Most students conduct themselves with integrity and are disturbed when they observe others cheating.

The following definitions should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

### Plagiarism:

The act of presenting another persons' work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.

Specifically, it occurs when:

- Other people's work and/or ideas are paraphrased and presented without a reference
- Another students' work is copied or partly copied.

### Cheating:

To act dishonestly or unfairly during an assessment.

Academic misconduct is considered a serious offence. If you have been deemed to have intentionally plagiarized or cheated, it may result in being suspended, or permanently removed from the course.

To avoid plagiarism and/or cheating and its penalties, please note the following:

- Evidence of another student's physical work (photos/video) that are passed off as your own is regarded as cheating
- You must not copy someone else's work and present it as your own
- You must not substitute yourself with another person in any part of the assessment
- You may quote from someone else's work (for example from textbooks, journals, or other published materials) but you must always indicate the author and source of the material
- You should name sources for any graphs, tables or specific data, which you include in your assignment.

If you do not agree with a decision regarding academic misconduct, You can submit a complaint or appeal using the Complaints and Appeals Form which can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information.



## PLANNING FOR TRAINING

### Competency Based Training (CBT) and Assessment Process

Most training delivered by CEPUTEC is accredited, competency-based training (CBT).

CBT is an approach to vocational education and training that places emphasis on what a person can do in the workplace after completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the industry. Classroom/face-to-face, online, practical, work-based, and remote training delivery may be used to ensure best practice learning.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that you have the knowledge and skills to perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards.

Assessment methods may include written work, oral questions, practical demonstrations, role play and assignment/portfolio presentations.

If you have undertaken an assessment and it has been marked as NYC (Not Yet Competent), you will be allowed to re-sit the test/or have a re-assessment twice.

If deemed NYC on the third attempt, you may be asked to re-enrol into that unit/ subject. This will include re-training and therefore a re-enrolment fee for the unit in question. Refer to re-assessment fees for more information.

### Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence that meets CEPUTEC's criteria. The evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge.

Australian Qualifications and Statements of Attainments that have been issued by other Registered Training Organisations (RTOs) will be recognised by CEPUTEC where deemed equivalent.

To apply for a Credit Transfer (CT), students must be able to present their original Qualification or Statement of Attainment with national codes and titles that match the current course in which they are enrolled. A CT can only be awarded for an identical Unit of Competency.

To apply for RPL or CT, complete the RPL or CT Form which can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information.

## Training Evaluation

A feedback form will be given to you on completion of your training course. Feedback forms remain confidential and are only used for the purpose of improving the quality of our services to learners.

We welcome all feedback provided as it serves to improve our courses, delivery, and overall operations.

If you would like to submit any feedback, please complete the Feedback Form which can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information.





## COURSE INFORMATION

All participants will be provided with course information prior to enrolment, including content and expected vocational outcomes, any pre-reading or pre-training workbooks, equipment or appropriate clothing information such as PPE and, confirmation of where and when the training is to take place.

For further course details, entry requirements, tuition fees and related information please visit the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) and see the Courses page.

### Duration and Scheduling of Courses

The duration and scheduling of courses is provided on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Courses.

Enrolled learners will be provided with all details regarding their course including a Training Schedule and Training Plan.

### Enrolment Process

The enrolment process is completed by following these steps:

- Go to the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au))
- Select the course that you would like to enrol in from the Courses page
- Select 'Enrol' on the course page and complete the online form (online enrolment request)
- You will receive a conformation email that your online enrolment request has been received
- You may be requested to complete an additional enrolment form
- You will receive an email confirming your enrolment once all details have been checked
- If fees apply, an invoice will be sent to you to be paid in full prior to the commencement of the course
- You will be requested to bring photo identification to be sighted on the first day of attendance

Note: The information collected on the Student Enrolment Form is a federal requirement and is used for administrative and statistical purposes only and remains confidential.



## UNIQUE STUDENT IDENTIFIER

### What is a USI?

If you study any Nationally Recognised Training in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). The benefit of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You only have one USI number for your entire career.

You can access your USI account online from your computer, tablet or smart phone anytime.

To apply for your USI go to: <https://www.usi.gov.au/students/create-your-usi/> on a computer or mobile device.

Note: A USI must be supplied to CEPUTEC during enrolment so that a Nationally Recognised Qualification or Statement of Attainment can be issued to you.



## FEES, CHARGES AND REFUNDS

### Fees

For up to date course dates and fees, please refer to the Courses page on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)).

All fees are to be paid by Credit Card or directly into the account (Bank Transfer) as per the invoice.

Full fee payment is required by the end of a course and prior to CEPUTEC issuing a Certificate or Statement of Attainment. No certificate, statement of attainment, or Verification of Competency (VOC) will be issued without full payment of fees.

PPTEU members: PPTEU members will receive training free of cost for most courses and subject to some terms and conditions such as being a current, fully financial member.

For more information, contact CEPUTEC on 1300 222 727 or via email [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au), or speak to your PPTEU Rep.

### Re-Assessment Fees

If a student needs to re-sit a test or be re-assessed for a practical task, additional charges may be required to cover the cost of materials used. No fees will be charged on the first occasion. A fee of \$100 per unit of competency, plus materials may be charged on the second and final occasion.

Note: Following a third unsuccessful attempt, the learner will be required to re-enrol in the course (see Competency Based Training and Assessment Process) with applicable fees applying.

### Charges

- CI card: \$30
- Welding stamp: \$70
- VOC (verification of competency) individual unit: \$250

### Reprints

- Replacement Cards: \$20
- Replacement Certificate/Statement of Attainment: \$20

### Refunds

Due to non-delivery of course by CEPUTEC.

Tuition fees to be refunded in full if:

- The course is cancelled
- The course is postponed to a date that is untenable for the learner

### Based upon learner application

To apply for a refund for any reason, please complete the Application for Refund Form that can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information and email it to [enquiries@ceputec.com.au](mailto:enquiries@ceputec.com.au).

See table below for an overview of the CEPUTEC refund policy.



## Non-refundable

Tuition fees will not be refunded if:

- The learner has breached CEPUTEC's policies to warrant an expulsion from the course.

## Outline of course refunds

Refunds will be given to students who cancel based on the following:	
10 or more working days' notice is given	Full refund.
4-9 working days' notice is given	50% refund.
Less than 4 working days' notice is given including 'no shows'	No refund. *\$100 charge applies to PPTEU Members.
Withdrawal after the course start date	No refund of any paid and unused tuition fees. Refund of unused tuition fees due to extenuating circumstances may apply.
Course withdrawn/cancelled by CEPUTEC	Full refund.

\*PPTEU Members must provide card details at the time of enrolment to be authorised for a \$100 charge. The \$100 is not taken off the card at the time of enrolment. The card will only be charged if the member applies for a refund with less than 4 working days' notice or does not attend training.

## Extenuating circumstances

Learners may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be provided to support the Learner's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Training Operations Manager and shall be assessed on a case by case situation.

## Claiming a refund

Complete the Application for Refund Form found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information. Submit the completed form to [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au) as soon as practicable to inform CEPUTEC of your decision to withdraw.

Note: The time and date that the form is received will be used as the basis for applying the appropriate refund.

Applications for refunds are processed by CEPUTEC within 14 days from the date of application.

## Appealing refund decisions

Complete the Complaints and Appeals Form on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information. Submit the completed form to [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au) within 30 days of the refund decision.

Note: The availability of CEPUTEC's complaints and appeals policy and procedure does not remove your right to act under Australia's consumer protection laws.

## COMPLETING YOUR COURSE

### Issuing of Qualifications

You will be issued with a Certificate and Statement of Results or Statement of Attainment within 14 days of successful completion of a course, on the condition that all fees have been paid in full.

Note: Your USI must be supplied to CEPUTEC before a Nationally Recognised Qualification or Statement of Attainment can be issued.

### Issuing of Qualifications on withdrawal, cancellation, or transfer

Learners that withdraw, cancel or transfer from any course, will be issued with a Statement of Attainment for all units of competency that have been successfully completed, on the condition that all fees have been paid in full for those units of competency.

## CEPUTEC

### PRIVACY AND PERSONAL INFORMATION STATEMENT

CEPUTEC is committed to protecting the privacy of your personal information. This statement explains how your personal information is used and protected.

This statement only applies to CEPUTEC's databases and files and does not cover any State, Territory or Commonwealth Government database or file. You are advised to contact the relevant government agency for a copy of their privacy policy.

Where we use the words 'we' and 'us' in this document, it means CEPUTEC.

#### Your Personal Information

To provide you with training, employment, and associated services, we may need to collect personal information such as your name, address, work history, qualifications, USI, job seeker identification number, government benefit card, etc.

If you decline to provide your personal information, CEPUTEC may not be able to:

- provide the service you requested
- supply any certificates, Statement of Attainments or Verification of Competency documentation
- enter into a business relationship with you

#### Collection of personal information

Where practicable, we will endeavour to collect personal information directly from you.

Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies.

We may also need to collect personal information from other third parties with or without your direct involvement or consent, such as an employer.

#### Use and disclosure

We will only disclose personal information to a third party where one or more of the following apply:

- you have given consent (verbal or written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property, or personal safety of another person
- the assets and operations of the RTO business (CEPUTEC) are transferred

#### Access to personal information

You can access the personal information we hold about you, except when government legislation requires or authorises the refusal of access.

To access your personal information, you will need to contact the administration department in writing and specify the type/s of information you wish to view. You will be required to provide proof of identification.

#### Storage and security

We take reasonable steps to maintain the privacy and security of personal information. We ensure this by having such security measures as:

- storing electronic information on a secure server with restricted access
- storing paper-based documents securely on our premises

We take reasonable steps to destroy or permanently de-identify personal information when it is no longer required for any purpose.

Your USI is stored by the USI Registry System, along with some personal information, such as your name, date of birth and contact details such as a phone number and email address. The USI is held by the National Centre for Vocational Education Research (NCVER) in a separate database along with their training records.

#### Collection of personal information for the Unique Student Identifier (USI).

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988.

The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

#### Resolving privacy concerns

If you wish to raise a concern about a privacy matter, please contact CEPUTEC at [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au) or on 1300 222 727.

#### Further information:

##### USI's

<https://www.usi.gov.au/about/privacy-and-unique-student-identifier>

##### Privacy Act 1988

<https://www.oaic.gov.au/privacy/your-privacy-rights/>

## CEPUTEC

## COMPLAINTS AND APPEALS POLICY AND PROCEDURE

**Policy**

This policy/procedure supports the Standards for Registered Training Organisation's (RTO's) 2015 in providing a process for complaints and appeals to be heard and actioned. All complaints and appeals received by CEPUTEC will be viewed as an opportunity for improvement.

Despite all efforts by CEPUTEC to provide satisfactory services to learners, complaints may occasionally arise that require formal resolution. The following procedures provide you with the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to you.

CEPUTEC has a Complaints and Appeals Procedure for dealing with complaints about our organisation, third parties, staff or other learners as well as in cases where CEPUTEC is requested to review or reconsider a decision it has made (e.g. an assessment decision).

**Procedure****How to make an informal complaint**

Complaints are often informal in nature. You may have a complaint about a service, a facility issue or some behaviour you experienced at CEPUTEC that you don't want to formalise but that you want action to be taken for or simply to let us know.

You are welcome to talk to your trainer/assessor or another staff member about the issue at any time.

Our staff are instructed to take any informal complaint seriously and will make every effort to resolve the issue.

In some cases, the staff member may need assistance to resolve your complaint and will speak to the Training Operations Manager on your behalf or with you with your consent.

**Formal Complaints**

Any learner, potential learner, or third party may submit a formal complaint to CEPUTEC with the reasonable expectation that all complaints will be treated with integrity and privacy.

CEPUTEC will maintain a fair and equitable complaints and appeals process in response to allegations involving:

- The RTO
- Its trainers, assessors, and other staff
- A third-party providing services on behalf of the RTO, its trainers or assessor or other staff
- A participant (learner) of the RTO

To submit a formal complaint or appeal, please complete the Complaints or Appeals Form which can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information and state your case providing as many details as possible.

All formally submitted complaints or appeals are dealt with by CEPUTEC's Training Operations Manager. Complaints are to include the following information:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which lead to the complaint
- Attachments (if applicable)

Once a formal complaint is received it is entered into the 'Complaints Log Register' which is reviewed periodically by the CEO.

You may be assisted or accompanied by a support person, regardless of the nature of the complaint at any time throughout the process. You can also present your case in person if preferable. To submit your complaint in person, please contact the administration team on 1300 222 727 or at [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au) to arrange an appointment.

Once a complaint has been filed and logged in the 'Complaints Log Register' the Training Operations Manager shall notify the Director of the complaint and provide any further documentation related to the matter.

The Training Operations Manager will refer the matter to the appropriate staff to resolve or decide on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the Training Operations Manager shall inform all parties involved of any decisions or outcomes in writing. Within the notification of the outcome, the complainant will also be notified that they have the right of appeal. To appeal a decision CEPUTEC must receive, in writing, grounds of the appeal.

The Training Operations Manager shall ensure that CEPUTEC will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, CEPUTEC will immediately implement any decision and/or corrective and preventative action that is required.

Copies of all documentation, outcomes and further action required will be placed into the 'Complaints Register' by the Administration Officer and a copy placed on the students' file.

CEPUTEC will follow the principles of fairness and natural justice in dealing with all complaints.

## Appealing a Decision

To activate the appeal process the complainant is to complete a Complaints or Appeals Form which is found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information.

The appeal must include a summary of the grounds the appeal is based upon. The reason they feel the decision is unfair is to be clearly explained. Help and support with this process can be provided by the student administration department.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The CEO of the Plumbing Industry Climate Action Centre (PICAC) will assess the appeal and may organise a meeting or meetings with all parties involved to find a resolution to the matter. The PICAC CEO shall ensure that CEPUTEC acts on any substantiated appeal.

Appeals can be defined into one of the following categories and the procedures specified will be followed.

### General appeals

Where a complainant has decided to appeal a decision or outcome of a formal complaint, they are required to notify CEPUTEC in writing within 20 working days of the grounds of their appeal. Any supporting documentation should be attached to the appeal.

The learner must complete the Complaints or Appeals Form and lodge it with CEPUTEC via [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au). The administration manager shall add the details of the appeal to the 'Complaints Log Register'.

The PICAC CEO will be notified and provided with the documentation of the original complaint and the appeal and may make a decision based on the submissions or request a meeting or meetings with the parties involved to investigate the matter further.

The complainant will be notified in writing of the outcome with reasons for the decision, and the 'Complaints Log Register' updated.

If the complainant is not satisfied with the outcome, they can pursue the external appeals process outlined below. The complainant is required to notify CEPUTEC if they wish to proceed with the external appeals process.

### Assessment appeals

When a learner wishes to appeal an assessment decision, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor will complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the learner's satisfaction the learner may formally lodge an appeal by completing and submitting the Complaints and Appeals Form that can be found on the CEPUTEC website ([www.ceputec.edu.au](http://www.ceputec.edu.au)) under Learner Information. The form must be emailed to [enquiries@ceputec.edu.au](mailto:enquiries@ceputec.edu.au).

The appeal will be entered in the 'Complaints Log Register'.

The Training Operations Manager shall be notified and shall seek details from the assessor involved and any other relevant parties.

A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another assessor appointed by CEPUTEC.

The learner will be notified in writing of the outcome with reasons for the decision, and the 'Complaints Log Register' updated.

If the learner is not satisfied with the outcome, they can pursue the external appeals process outlined below. The learner is required to notify CEPUTEC if they wish to proceed with the external appeals process.

### External Appeals

If still dissatisfied with a decision by CEPUTEC following the completion of the complaints and appeals process, the learner may wish to refer the matter to an external independent/third party mediator.

- CEPUTEC acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant and the Internal processes have failed to resolve the matter.

Appeals can relate to assessment decisions, but they can also relate to other decisions, such as a decision to exclude a learner from a program.

Where a decision or outcome is in favour of the learner, CEPUTEC shall follow the required action and recommendation from the third-party mediator to satisfy the learner's appeal as soon as practicable.

### National Training Complaints Hotline

Anyone with a query or complaint about the VET training sector can call the National Training Hotline. The hotline directs complaints to the appropriate Commonwealth, State or Territory organisation for help.

The hotline also allows the Department of Education and Training to analyse complaint trends to quickly identify what further action and improvements are needed.

National Training Complaints Hotline  
13 38 73 8am to 6pm, Monday to Friday.

You can also send complaints via email following the process outlined at [www.employment.gov.au/email-complaints](http://www.employment.gov.au/email-complaints)

### National Registering Body – Australian Skills Quality Authority (ASQA)

To learn more about ASQA and its role in handling complaints about RTOs, please visit the ASQA website <https://www.asqa.gov.au/students/complaints-about-providers>





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