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Student Handbook



v8.2

RTO 88148

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Welcome

Cple (RTO 88148) has created this handbook to act as your guide to help you navigate your learning experience and make an informed decision before enrolling with us. We want to make sure you have all the information you need for studying with us, understand what you can expect from us, and what we will expect of you. The handbook outlines or refers to our terms, conditions, and policies.

We urge you to read through this document before enrolling into your qualification and refer to it throughout your enrolment should you have any questions. In this document, you will find detailed information and links to our policies and guidelines, contact details, resources, and forms.

We're very excited to have you as a student and hope that your educational experience with the Cple is better than you ever expected.

Further information regarding all policies, procedures and qualification specific detail can be found on our website:
<https://www.commsatwork.org/services/about-cple/>



About Us

Communities at Work's Centre of Professional Learning & Education (Cple) (RTO 88148) is a Registered Training Organisation located within the Canberra region. We deliver nationally recognised qualifications in Business, and Early Childhood Education and Care. We are a not-for-profit RTO meaning all fees and funding are channelled back into the Canberra community.

Cple is a student-focused RTO that places the student's needs and learning styles at the heart of what we do. Our team believes in a holistic support model that is tailored to each individual person. Cple (RTO 88148) is registered with the **Australian Skills Quality Authority**, and has a current Training Initiative Funding Agreement via **Skills Canberra**.

We've been recognised for our excellence in vocational education and training at the ACT Training Awards, winning the **ACT Small Training Provider of the Year 2025!** We offer flexible study options that we can tailor to meet each student, and their workplace needs. This is inclusive of both online, and/or face-to-face support options. Students can enrol anytime throughout the year with Cple as we implement a 'rolling intake' model.

Compliance Requirements for RTOs

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), Cple (RTO 88148) has an obligation to ensure the quality and support we provide to students through our administration and training services meet the requirements of the Standards for Registered Training Organisations 2025, which are part of the VET Quality Framework. To ensure compliance is upheld in the delivery of our training and assessment, Cple has developed internal policies, procedures, and systems that guide our compliant operations. We are also required to participate in audit processes with our State Training Authority, Skills Canberra (STA), and ASQA upon their request. This is a condition of our registration as an RTO.

In addition, we must ensure that any third parties who have any involvement in your qualification agree to a third-party arrangement with Cple and will comply with training requirements accordingly. If at any time our students feel we have not met our obligations as an RTO, they have the right to make a complaint following our Grievances and Complaints Policy located on our website.

A number of legal and regulatory obligations govern this agreement. These legal obligations include but are not limited to:

- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Work Health and Safety Act 2011
- Anti-discrimination laws such as the Racial Discrimination Act 1975, Sex Discrimination Act 1988, and Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Student Identifiers Act 2014
- Australian Standards AS 4390 Records Management
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Fair Work Act 2009
- Children and Young People Act 2008
- Working With Vulnerable People (Background Checking) Act 2011
- Copyright Act 1968
- National VET Data Policy & Data Provision Requirements 2020
- Standards for Registered Training Organisations 2025

Cple Business Hours & Contact Information

Cple provides our students with an online learning platform, allowing them to study anytime, anywhere. At the same time, we understand the value of trainer and assessor support and are happy to answer any questions outside of the optional face-to-face support sessions we provide. Trainer/Assessor standard contact hours are from 9:00 am to 5:00 pm; however, these differ between individuals. Cple trainers work in both full-time and part-time capacities. Upon enrolment, students will be advised of their assigned Cple trainer and assessor's available days. Cple is closed during ACT public holidays. We are also closed over the Christmas period. Students will be advised of dates via an announcement in Canvas in December of each year.

Trainer/Assessors

Students will generally be allocated one Trainer/Assessor to support them in their learning journey. While we understand that consistency is key and do our best to maintain this for our students at all times, students may be re-allocated a trainer during times of unforeseen circumstances such as changes to the Cple team or increased workload where additional trainers may be required to support one another. Cple will advise students of any changes to their assigned trainer and assessor allocations. Once a student's enrolment has been confirmed, the student will be provided with their Trainer/Assessor's contact information. The Trainer/Assessor will arrange an induction meeting with the student.

RTO Administrator

Our RTO Administrator is available to help students with non-academic and administrative queries and will endeavour to respond to their enquiries/requests as soon as possible, within a maximum of five (5) business days. Students can contact our RTO Administrator at **admin@cple.com.au** or **02 6293 6220**.

Cple (RTO 88148)

☎ (02) 6293 6220

✉ admin@cple.com.au

🌐 commsatwork.org/cple

📍 **Gungahlin Office:** 47 Ernest Cavanagh St, Gungahlin ACT 2912

📍 **Tuggeranong Office:** 245 Cowlshaw Street, Greenway ACT 2900

📮 **Postal:** PO Box 1066, Tuggeranong ACT 2901



Enrolment Process

The enrolment process will be conducted over various stages with representatives from Cple. These stages include:

- Pre-enrolment conversations and/or attendance to an information session
- Completion of the Pre-enrolment Skills Assessment
- Completion of enrolment paperwork, including any relevant documentation for qualification funding
- Completion of funding application and/or sign-up processes (if applicable)
- Confirmation of enrolment.

Throughout the pre-enrolment process, Cple will provide students with information around their rights and responsibilities. Various documentation will be gathered to assess eligibility for the elected qualification.

Students will be required to:

- Complete and meet the assessment criteria of a Pre-enrolment Skills Assessment
- Provide Cple with necessary documentary evidence such as transcripts of previous qualifications completed, photo ID and evidence
- Confirm citizenship or permanent residency, employment and residency status.

Cple will ensure you are provided relevant information at each stage of the enrolment process, including notifying you if you are eligible to enrol with us or not.



Cple Enrolment Eligibility Criteria

Each qualification and funding option includes varying eligibility criteria. Please refer to the Course Guide for your chosen qualification for this information.

General eligibility for enrolment with Cple includes:

- Meeting eligibility requirements for funding arrangements that apply to the qualification
- Meeting any prerequisite qualifications required for entry
- Meeting any age requirements that may be in place for a particular funding arrangement
- Meeting the pre-enrolment skills requirements for the qualification
- Agreeing to the Cple policies, procedures, codes of conduct and terms and conditions of enrolment
- Understanding of the delivery and assessment requirements of training and administration services.

USI

Unique Student Identifier

Students undertaking nationally recognised training such as a VET qualification are required to have a Unique Student Identifier (USI). This is a reference number made up of numbers and letters which creates a lifetime record of your study history.

Under the Unique Student Identifiers Act 2014, RTOs must ensure that all enrolled students have a valid USI. This means that students must either:

- Provide us with their USI, or
- Provide us with permission to access or create a USI on their behalf.

If students need to apply for a USI or have forgotten their USI, please visit: <https://www.usi.gov.au>.

Cple is unable to process a student's enrolment without a USI.

Cple is committed to ensuring that its enrolment processes are fair, equitable, and consistent with the Australian Core Skills Framework levels (ACSF), workplace performance, and national training package and funding requirements. Only applicants who meet the entry and eligibility requirements for a qualification will be considered for enrolment admission.



Confirmation of Enrolment

Students will receive written confirmation of enrolment via email and an attached letter, upon finalisation of the process by our RTO Administrator. This letter can be used as evidence of formal enrolment, for example, if an employer requires this.

If a student requires confirmation of enrolment for support services such as Centrelink, Cple will evaluate if they have been actively participating in the qualification before issuing such a confirmation.

All students enrolled in a qualification must show learning engagement, interaction, and participation relevant to the unit of competency and/or module, which must exceed mere login and browsing of the learning materials, to be considered as actively participating in the qualification. Students must be actively completing and submitting assessments and engaging in regular communication with their Trainer/Assessor

Pre-enrolment Skills Assessment

The Pre-enrolment Skills Assessment is a mandatory, initial skills assessment that students will be required to complete in line with the Australian Core Skills Framework (ACSF) during the pre-enrolment process. Cple will assess the outcomes of a student's language, literacy, numeracy and digital (LLND) capability levels, prior to their formal enrolment with us, to ensure they have the adequate skills to complete the qualification. Please refer to the relevant Course Guide for your chosen qualification for detailed information regarding the entry requirements for the qualification.

In the event a prospective student presents with an ACSF score lower than the entry LLND requirements, they will be permitted to re-sit the LLND assessment. If upon sitting the assessment for a second time, results are not at the ACSF level required, they may be required to access LLND support networks prior to enrolment for the sake of skill development.

Cple recognises that whilst effective training and assessment support will occur during enrolment with us, tutoring services are outside of the scope of our service provisions.

Cple may refer you to the following LLND networks:

- **Navitas English Canberra:** offer free LLN development classes for eligible candidates.
- **CIT:** offer various courses which will develop reading and writing skills.
- **The Reading and Writing hotline:** is a resource that offers support in developing LLN skills in all areas.
- **BBC Skillswise:** is a website whereby you can engage in activities to practise and develop your LLN skills.
- **Be Connected:** The Be Connected program, is designed to increase the confidence, skills, and online safety of Australians.

Upon engagement with these LLND supports, Cple encourages individuals to re-apply for enrolment.

Further information can be found in the **Pre-enrolment Skills Assessment Policy and Procedure** located on our website.

Support for Students with Additional Needs



Cple promotes, encourages, and values equity and diversity for students. We will ensure services are provided fairly and equitably to all who enrol with us. 'Additional Needs' may include, but are not limited to:

- Language challenges
- Literacy challenges
- Numeracy challenges
- Computer literacy challenges
- Cultural challenges
- Workplace and study environment challenges
- Disability

During the pre-enrolment stage, Cple asks prospective students to disclose on their enrolment form any disabilities or specific learning requirements that may impact their ability to undertake the course. This is to ensure that Cple is able to support the student. If prospective students disclose any learning challenge or disability, the enrolment will be reviewed by the RTO Manager, who will determine whether enrolment will or will not commence based on the support services that Cple can offer. If Cple approves the enrolment, students will be provided with an individual support plan.

After enrolment, if a student advises Cple that an undisclosed learning challenge or disability affects their study, they will be contacted to obtain further information and work with a Cple Trainer and Assessor to complete an individual support plan. Cple will determine additional support that may be required or provided.

Reasonable adjustments may be provided for students with disability or learning difficulty/s according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that students are not presented with barriers to demonstrating achievement in the study program.

Students with a disability are required to have the ability to fulfill the core requirements of the units of competency to attain the relevant qualification. Cple cannot make reasonable adjustments to any of its services which:

- Compromise the level of skills and knowledge expected within a unit of competency
- Compromise the integrity of the qualification
- Require costs or resource provisions outside of our capacity.

Please refer to our **Access and Equity Policy** located on our website for further information.

Fees & Refunds

Cple is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as administrative services and training and assessment services.

Please refer to our website and the Course Guide for your chosen qualification for information regarding fees related to your enrolment.

Cple offer multiple funding options dependent on the student's eligibility, and the current ACT and Australian Government funding availability. Detail regarding these options are located within the Course Guide within the Fees section.

Cple have multiple payment plan options to support students. The Course Guide includes details regarding payment plans.

Students may be eligible for a Fee Concession or Waiver depending on their chosen funding, and personal circumstances. Details regarding eligibility for Fee Concessions and Waivers can be found in our Fees and Refunds Policy located on our website.

Please refer to our **Fees and Refunds Policy** located on our website for detailed information regarding the following:

- Schedule of fees and charges
- Refunds
- Statutory cooling off period
- Payment terms and conditions
- Fee waivers and concessions including eligibility
- Limiting fees being paid in advance (limits to Cple)
- Miscellaneous charges
- Complaints about fees or refunds
- Our guarantee to clients





Refunds

Student Administration fees are non-negotiable and will be charged in all cases, even if there is no completion of a qualification.

Any request for refunds of charges outside of the student administration fees must be made in writing via email to admin@cple.com.au. Students will be required to complete a Refund Request Form and should state their reasons for requesting the refund and attach any relevant documentary evidence such as a medical certificate. Students will be advised of the outcome of their request for a refund in writing within ten (10) business days. All refunds will be processed within thirty (30) business days of the date of the outcome of the request.

Refunds will not be issued to students after qualification commencement in the case of:

- Change in employment status
- Moving outside of the ACT Region
- Change of mind outside of the statutory cooling off period
- Lack of progress towards qualification completion.

Students who cancel their enrolment after their training has commenced and have engaged in training and assessment services with Cple, will not be entitled to a refund of their fees. An exception to this policy is where Cple fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

Discretion may be exercised by the Chief Executive Officer of Communities at Work in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. The Chief Executive Officer may authorise a refund of tuition fees if the circumstances require it.



Statutory Cooling Off Period

Students who give notice to cancel their enrolment within ten (10) business days from the date of completion of their enrolment checklist, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Please refer to our **Fees and Refunds Policy** located on our website for further information.

Additional Requirements for Government-Funded Students

Please refer to the Course Guide for your chosen qualification for detailed information regarding Government funding eligibility.

Training Plan

Students enrolled into a qualification under User Choice or Skilled Capital subsidised funding arrangements, will receive a training plan upon enrolment into the chosen qualification. The Training Plan is a document which outlines details of unit of competency, start and end dates of the qualification, and other important information. Cple may reference the Training Plan when determining if a student is progressing satisfactorily.

The Training Plan will be emailed to the student upon enrolment, and it is essential that they fill, sign, and submit this document as quickly as possible. Failure to complete and return the training plan to Cple within the timeframe allotted will result in our inability to offer training and assessment services.

Cple recommends that students print and retain a copy of their Training Plan for their reference. The signed Training Plan is likewise mandatory for Cple to process your qualification. A copy of the completed training plan will be emailed to the student within ten (10) business days of completion.

Please refer to our **Training Plan Policy & Procedure** located on our website for further information.

To discuss or request a copy of your Training Plan, please email: admin@cple.com.au

Qualification Time Limits for User Choice and Skilled Capital Funding

Cple (RTO 88148) expects students to consistently progress so that they can complete their qualification by the end date indicated on their Assessment Schedule which is based on their training contract with Skills Canberra. All qualifications will expire post the end date stated in the training contract.

Cple will cancel a student's enrolment unless they have applied for and been granted an extension (extensions are approved by Skills Canberra and therefore NOT guaranteed).

User Choice Funding Requirements

Under the ACT Standards Compliance Guide for Australian Apprentices, Cple has additional responsibilities for students enrolled with us under User Choice funding arrangements whereby they are classed as an Australian Apprentice (Trainee).

Employer Resource Assessment

Cple is responsible for ensuring that the quality of training being offered is in accordance with the training package requirements. To ensure an employer is able to provide a trainee with adequate facilities, training opportunities, supervision, and range of work suited to their needs, Cple will assess an employer's training resources to ensure they meet the requirements of ACT Standards for Delivery of Training. This process is completed via an Employer Resource Assessment Form which has been developed by Cple. This form is completed prior to a trainee's enrolment into the qualification.

If the employer is unable to provide the training resources necessary for a trainee to achieve the outcomes of the qualification, Cple will review the application for enrolment and where possible, work with the employer to explore the provision of alternative arrangements such as a temporary workplace transfer or engagement in a work placement. Where there are areas of great concern, Cple will be unable to commit to a trainee's enrolment and will advise the student, their employer, as well as Skills Canberra immediately.

If suitable arrangements are agreed to, an Employer Resource Assessment Form will be completed by all parties and retained by Cple for compliance purposes.

Updating User Choice Training Plans

Cple must "review and update your training plan to ensure it remains current, at least once within each 12-month period, or earlier as required throughout the term of the training contract" (ACT Standards Compliance Guide). As per our Training Plan Policy & Procedure, Cple trainer and assessors will update all training plans to reflect progress during each workplace visit. On average this will be every 3 months. Updated training plans will be emailed to students and their employers.

Training Record Book

The Training Record Book (TRB) is a tool used for tracking progress. Under an Australian Apprenticeship (Traineeship) Cple has an obligation to provide formal training, and the employer has an obligation to provide training in the workplace (informal training and learning). The purpose of a training record book is to record this training. As the trainee progresses through the qualification, this document will be used by Cple Trainer and Assessors, the employer, and the trainee to agree to completion and competence in the units within the qualification. The TRB will be completed upon the submission of a unit or module's last assessment and used by Cple trainer and assessors to mark the trainee as competent within the qualification assessment requirements.

Student, Employer and RTO Obligations for User Choice Funding

As an Australian Apprentice (Trainee) who has been signed to an Apprenticeship/Traineeship contract by an employer, **trainees must understand and abide by the following:**

- Your training contract is a legally binding agreement between yourself, your employer, and the applicable state training authority. You must work with Cple and your employer to achieve completion and follow all instructions given.
- You must learn and work to develop the skills and knowledge required for meeting workplace and qualification expectations and requirements.
- You must undertake the training delivered to you on the job, and study and undertake all learning and assessments assigned in your qualification with Cple.
- You must comply with the terms and conditions of your contract, including scheduled start and end dates.

An employer's obligations under the training contract include:

- To employ and train the trainee as agreed to in the training contract and Training Plan.
- Provide the trainee with appropriate facilities and assign competent supervision in the workplace to assist them in the training stipulated in the training plan.
- Allocate the trainee time to study and attend training.

Cple's (RTO 88148) obligations under the training contract include:

- Providing trainees with training and assessment in accordance with the Training Plan.
- Ensuring that the employer and the trainee are updated on progress against the training plan.

- Notifying the trainee, their employer, and Skills Canberra regarding any issues that may affect the successful completion of the Training Contract.
- Explaining and offering Recognition of Prior Learning (RPL) and credit transfer.
- Ensuring that in developing the training plan, the workplace requirements are taken into consideration and the trainee and their employer understand the relationship between work tasks to be performed and the units of competency to be achieved.
- Identifying in the training plan, any units of competency that are required in achievement of the qualification that cannot be achieved in the workplace due to the work of the organisation and how these will be delivered and assessed by Cple.
- Identifying in the training plan any units of competency that are required to be delivered fully in the workplace, who will deliver the training and how these are to be monitored and assessed.
- Providing the trainee and their employer with details of how they can access Cple's training and assessment appeals and complaints policies and procedures.

Students will not be permitted to proceed to the next Canvas course until all assessment requirements within the Canvas course they are enrolled within, have been completed in full. If students would like to access a specific Canvas course prior to completion of the course they are enrolled within, they are to speak with Cple staff and submit the request in writing via email to admin@cple.com.au for consideration.

Fees and charges may be incurred to Fee for Service students, in the event of an early release of a Canvas course. Cple will advise of any fees and charges which may apply prior to the release of the Canvas course to ensure informed consent and completion of the relevant payment plan documentation.

Qualification Timeframes

Upon enrolment, Cple will provide you with an Assessment Schedule that will be based on your individual support plan, funding timeframes, and workplace requirements if applicable. Please refer to the Course Guide for your chosen qualification for detailed information regarding Units of Competency, course structure, and standard timeframes.

Qualification Extensions

Due to the structure of funding arrangements as determined by Skills Canberra, not all funding arrangements are eligible for an extension of the training contract.

- Students enrolled into their qualification under Fee for Service and User Choice arrangements **ARE** eligible to request an extension to their training contract.
- Students enrolled into their qualification under Skilled Capital arrangements **ARE NOT** eligible to request an extension to their training contract.

Eligible Extensions

User Choice and Fee for Service students who are unable to complete their qualification by the allocated end date, must put their request for extension in writing at least eight(8)weeks prior to their contract end date. Requests must be made in writing via email to admin@cple.com.au and must be made within this timeframe for consideration to be given.

The student's email must outline the following:

- A detailed outline of the reason for the need for extension,
- The time frame needed for extension,
- Strategies the student will put into place to ensure that the qualification will be completed within the extension timeframe requested.

Cple will review the information provided by the student to determine if the extension will be granted. When evaluating if an extension will be granted to a student, the following requirements will be considered:

- The student's current engagement levels in the qualification,
- The student's overall progress within the qualification and if completion is realistic within the allocated extension time frame,
- Preferences of the student's employer with regards to if there is a willingness and or desire to extend the student's training contract,
- Skill and knowledge levels currently demonstrated by the student and if competency can and will be achieved within the extension timeframes,
- Funding arrangements the student is enrolled within and the processes that need to be actioned in light of these funding arrangements (e.g.; Contract variations in AVETARS if the student is enrolled under User Choice funding arrangements)
- Qualification transition arrangements and timeframes.

Students will receive written notice via email of the outcome to their extension request within fifteen (15) business days of their request. Outcomes are subject to approval as per funding arrangements and may require submission of certain documentation.

Ineligible Extensions

Skilled Capital funded students who are unable to complete their qualification by the allocated end date, are to speak with Cple about possible re-enrolment options. Due to the nature of these funding arrangements, extensions of time cannot be given. In such cases, enrolment under a different funding arrangement, such as Fee-for-Service, may be determined in order to maintain enrolment with Cple. Situations will be reviewed by Cple on a case-by-case basis.

Qualification Suspensions

Due to the structure of funding arrangements as determined by Skills Canberra, students enrolled into their qualification under User Choice arrangements are the only category of enrolled students who are eligible to request a suspension of their training contract.

User Choice students who wish to suspend (defer) their studies, must put their request in writing via email to **admin@cple.com.au**.

The student's email must outline the following:

- A detailed outline of the reason for the need for suspension/deferment,
- The time frame needed for suspension/deferment,
- A date for return to study.

Cple will review the information provided by the student to determine if the suspension/deferment will be granted. When evaluating if a suspension/deferment will be granted to a student, the following requirements will be considered:

- The student's current engagement levels in the qualification,
- The student's overall progress within the qualification and if completion is realistic within the allocated extension time frame,
- Preferences of the student's employer with regards to if there is a willingness and or desire to defer the student's training contract,

- Skill and knowledge levels currently demonstrated by the student and if competency can and will be achieved upon a return to study,
- Funding arrangements the student is enrolled within and the processes that need to be actioned in light of these funding arrangements (e.g.; Contract variations in AVETARS if the student is enrolled under User Choice funding arrangements),
- Qualification transition arrangements and timeframes.

Students will receive written notice via email of the outcome to their suspension/deferment request within fifteen (15) business days of their request. Outcomes are subject to approval as per funding arrangements and may require submission of certain documentation.

Qualification Progression Expectations

All students enrolled with Cple (RTO 88148) must regularly log in to Canvas and undertake their learning to sufficiently progress through their qualification and complete by their assigned assessment due dates and qualification end date.

Cple requires students to be responsible for their own qualification progression and are required to be proactive in reaching out to their Cple trainer and assessor should they have any difficulties. Cple will support students to progress through the qualification by regular contact through various communication channels such as emails, phone calls, SMS, face-to-face support sessions, and MS Teams.

Cple will monitor student progression, and if no assessment is submitted over sixty (60) calendar days, we reserve the right to cancel the student's enrolment due to lack of progression.

Qualification Updates

Cple (RTO 88148) regularly reviews all qualification materials to make sure they are up-to-date, relevant, and in line with industry and regulatory requirements. Updates to materials and assessments during a student's course of study may occur as a result, however will be avoided where possible. For example, changes to assessments that a student is currently engaged within will be delayed until their completion, where possible.

Cple will notify students of any significant changes to qualification materials via announcements in Canvas fourteen (14) calendar days prior to implementation.

Suspended Qualifications and Transition Periods

From time to time, qualifications and units of competency are changed due to emerging industry and sector requirements. When qualifications or units of competency are upgraded, the 'old' qualification/units of competency is called 'superseded' and they are allocated a 'teach out' date. These changes are outside of Cple's control, however we have policies and procedures in place which limit the impact to our students. Please refer to the **Transition of Training Product Policy and Procedure** located on our website for detailed information.



Learning Content & Assessments

Please refer to the Course Guide for your chosen qualification for detailed information regarding the delivery mode, course structure, Units of Competency and assessment requirements for your qualification.

Learning Materials Via Canvas

All qualification learning and assessment materials will be issued to students via our online Learning Management System, Canvas. Our online learning content includes:

- Required learning and reading materials
- Qualification assessment tasks documents
- Webinars

Upon enrolment, students will be issued with access to Canvas to commence their studies. Access to the Canvas homepage for Cple can be found here:

<https://commsatwork.instructure.com/login/canvas>

Units of Competency contained within the qualification being studied will be offered to students via a number of 'Canvas courses'. Each Canvas course includes one or more units of competency with all learning and assessment materials supplied within each to complete the expectations contained within the training package requirements.

Students will be required to engage with all learning and assessment materials in order to ensure all due dates are met as set by Cple. Assessment submissions are to be made within the Canvas LMS.

Cple trainer and assessors will have access to a student's Canvas profile in order to view their engagement in the system as well as mark all assessment submissions made within the system.





Work Placement – Required for Early Childhood Education Qualifications

Work placement is a mandatory assessment requirement for the Early Childhood Education and Care qualifications, with recommended minimum hours. Cple will inform students if their qualification includes this requirement before they enrol.

During work placement, students apply the skills and knowledge they have learned throughout their qualification in a real-life workplace, after completing all theory assessment tasks. They must be supervised by a Workplace Supervisor nominated by the host workplace. This experience is designed to provide valuable industry insights and a safe environment for students to further develop the skills and knowledge needed for their future job roles.

Students are responsible for finding a suitable workplace to complete their work placement. If they are unable to do so, Cple can assist by providing potential options. To receive this assistance, students must provide Cple with a list of host organisations that have rejected their placement requests.

Once enrolled, students will gain access to a Course Overview on Canvas which includes comprehensive instructions and the Work Placement Handbook.

Several clearance checks, such as a Working with Vulnerable People Check, are required by Early Childhood Services. Students must apply for these checks themselves and may incur fees. They are also responsible for providing evidence of these checks to the workplace.

As explained in the Canvas Course Overview, students must notify their Cple Trainer/Assessor once a placement is secured. Cple must approve the location before the placement begins. Trainer/Assessors will work with the Workplace Supervisor to monitor the student's progress, validate practical skills, and complete the required assessment documentation.

Assessments

Assessments are an essential part of engaging in study and must be completed successfully to progress through and complete a qualification. Assessment is integral to a student's learning experience and helps consolidate and integrate new knowledge and develop practical skills by gathering, consolidating, and discussing evidence about learning.

To be awarded a Nationally Recognised Qualification, students must demonstrate that they have achieved competency in all aspects of the qualification. Evidence of competence is assessed through assessment tasks that have been set up in Canvas (LMS) as well as through workplace assessment where required. Competency is the ability to apply knowledge and skills to meet a particular standard of performance required in the workplace and transfer and apply those skills and knowledge to new situations and environments

Assessment Standards

Cple (RTO 88148) will comply with the assessment guidelines defined in the relevant nationally endorsed Training Package, or companion guides. Cple ensures that a vocationally competent trainer and assessor determines the competency assessment and that each qualification and its assessments undergo validation reviews. Assessments may be improved from time to time and added to your qualification to ensure the most up-to-date assessment activities are being assessed.

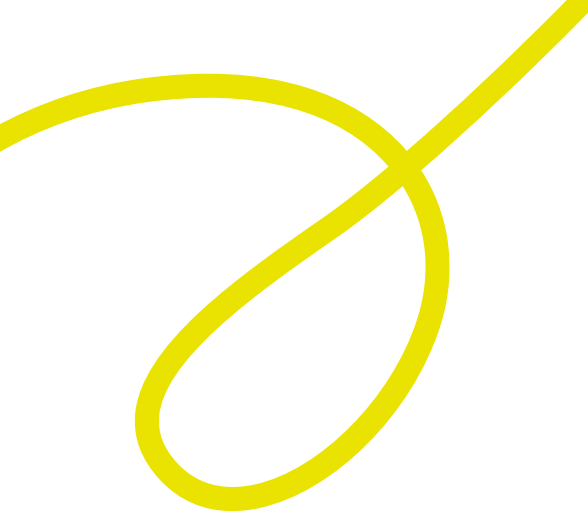
Cple assessment systems are designed to ensure students are assessed under the Principles of Assessment, Rules of Evidence and recognises alternative assessment pathways such as Recognition of Prior Learning (RPL). Assessment tools are mapped to all areas of one or more units of competency to ensure compliance and integrity.

Principles of Assessment

- **Fairness** – assessment accommodates the needs of the VET student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary.
- **Flexibility** – assessment is appropriate to the context, training product and VET student, and assesses the VET student's skills and knowledge that are relevant to the training product, regardless of how or where the VET student has acquired those skills or that knowledge.
- **Validity** – assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting.
- **Reliability** – assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.

Rules of Evidence

- **Validity** – assessment evidence is adequate, such that the assessor can be reasonably assured that the VET student possesses the skills and knowledge described in the training product.
- **Sufficiency** – the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product.
- **Authenticity** – the assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student.
- **Currency** – the assessment evidence presented to the assessor documents and demonstrates the VET student's current skills and knowledge.



Methods of Assessment

Methods used by Cple to assess students' knowledge and skills include:

- **Written questions:** These assess students' understanding of the knowledge. They are in the form of questions, scenarios, case studies and other written accounts of tasks or activities.
- **Portfolios and projects:** These involve the collection of evidence from a workplace demonstrating skill, knowledge and understanding.
- **Role plays:** Students may be required to record themselves and others, undertaking a defined scenario or role-play demonstrating skills developed during the study.
- **Verbal Assessments:** Students may have structured interviews with their trainer and assessor. The nature and scope of the assessment will be provided before the assessment.
- **Workplace Assessments:** Workplace assessments are a core part of Structured Workplace Learning

Submitting Assessments

Students will be provided with instructions on how to submit their assessments in Canvas (LMS) upon enrolment with us. If students have any concerns or questions about assessment submission, they can contact their Cple Trainer/Assessor or email admin@cple.com.au.

Assessment Marking and Feedback

Assessments will be marked by a Cple trainer and assessor within ten (10) business days. During this process you will receive feedback via written, and or verbal means. If you need further clarification, you should contact your Cple Trainer and Assessor, who can help you understand the assessment feedback.

Students will receive formal and informal feedback throughout their enrolment via:

- Oral feedback during face-to-face classes, phone conversations, and workplace observation tasks,
- Written feedback on summative assessments submitted in Canvas,
- Written feedback and guidance provided via email correspondence,
- Documented feedback in the assessment record tool for each assessment task within each module. These are completed by trainer/assessors and uploaded into Canvas.

Assessment Judgements

Assessment-based outcomes are:

Satisfactory (S): when the student has demonstrated the knowledge and skill required in the assessment task to 'pass' the requirements,

Not Yet Satisfactory (NYS): when the student has not yet demonstrated the knowledge and skill required in the assessment task to 'pass' the requirements,

Competent (C): when the student can demonstrate competency in all assessment outcomes. This result is issued after all individual assessment tasks have been marked as satisfactory,

Not Yet Competent (NYC): when the student has not yet demonstrated competency in all assessment outcomes.

A student is deemed to be Competent when all assessment outcomes, including work placement, have been completed to a competent level within a Unit of Competency.

Reassessment & Resubmission

Students will have up to three attempts to complete each assessment task satisfactorily. If students are required to resubmit an assessment, they may be required to:

- Resubmit incorrect answers to questions (such as written tasks and case studies) or,
- Resubmit part or all of a project, depending on how the error impacts the total outcome of the task, or,
- Redo a role play after being provided with appropriate feedback about their original performance, or,
- Be observed a second (or third) time undertaking any tasks/activities that were not satisfactorily completed the first time, after being provided with appropriate feedback.

Where students are required to resubmit an assessment task, they will be given a due date for the resubmission and be provided with guidance regarding which components need to be resubmitted. For example, they may:

- Be given 10 days in which to resubmit incorrect responses to written tasks, projects, and so on,
- Be provided with feedback about performance in a role play and then be required to complete the role play again at a future meeting with a Cple Trainer/Assessor,
- Need to complete workplace-based tasks again during a workplace visit or have additional workplace observations scheduled (where applicable)

If after the third attempt, students have not completed an assessment task satisfactorily, Cple will review the student's results to determine alternative arrangements and additional support where possible. Supports may include:

- Making it mandatory for students to attend face-to-face support sessions,
- Working with a student's employer for possible allocation of time for face-to-face support with a Cple trainer assessor,
- Applying for additional support funding for the purpose of one-to-one study support sessions with the student (NB: sessions will be capped based on the funding amount allocated to Cple).

If there is still the inability by the student to demonstrate the required competencies after supports have been issued, the result of NYC (Not Yet Competent) will be granted. Cple reserves the right to reconsider the student's suitability in the enrolled qualification and cancel the student's enrolment. Certification policy and procedure will be enacted to ensure that all completed units of competency up to the point of withdrawal are recognised and certified via a statement of attainment (where applicable). Refunds for fees and charges issued in such circumstances are not applicable.

Appealing an Assessment Decision

Students have the right to make an appeal about academic issues. Academic appeals refer to a decision that affects the student's academic progress or achievement. Please refer to the **Appeals Policy and Procedure**, and **Appeals Form** located on our website for details regarding this process.

Academic Misconduct

Cple values empowerment and growth and expects its students to accept responsibility for their own actions and work performance. Therefore, academic misconduct of plagiarism, cheating or collusion, in any form, will not be tolerated.

Academic Misconduct:

Academic misconduct means seeking to obtain academic advantage by dishonest or unfair means, or knowingly assisting another student in doing so. Academic misconduct may include, but is not limited to:

- Plagiarism or assisting another student to commit plagiarism,
- Cheating,
- Collusion,
- Taking unauthorised information, materials or aids into an assessment activity,
- Submitting assessment responses that have already been assessed for another Unit of Competency/module,
- Falsifying or fabricating information or data,
- Failing to give accurate acknowledgement to others works (referencing) when instructed,
- Tampering or attempting to tamper with assessment items, results or academic records,
- Discussing practical workplace assessments already undertaken with another student, prior to them undertaking the same assessment activity.

Plagiarism:

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

Cheating:

Cheating is copying; sharing or doing someone else's assessment work such as assessment answers, essays and tests.

Collusion:

Occurs when a student uses another student's work without adequately crediting the other student's work whether the other student has given consent or not to use the work or not. Unintentional collusion can arise from group activities; study groups; and group-based assessments where students are unsure about the boundary between what Cple Trainer/Assessors consider acceptable group work and collusion.

Cple has a no tolerance policy for academic misconduct in any form. When submitting an assessment task, students will be required to sign a declaration that the work is their own and they have not cheated or plagiarised the work or colluded with any other students. When submitting an assessment item, it is expected, students are to act with Integrity at all times and only submit authentic work that is their own or that has been appropriately referenced.

Use of Generative Artificial Intelligence in Training & Assessment

Generative AI (GenAI) in this context is defined as AI systems capable of generating text, images, code, audio, or other content (e.g., ChatGPT, Gemini, Midjourney, GitHub, Microsoft Copilot).

Cple acknowledge that students and Trainers/Assessor have access to AI tools and can not enact a strict removal of its use. Therefore, Cple have taken the approach of educating both students and staff around appropriate use of the tools to ensure we maintain academic integrity.



For student use, **acceptable use** includes:

- Using GenAI to support learning (e.g., summarising content, generating examples)
- Brainstorming or ideation in assessments, with proper attribution and then re-writing and summarising in their own words and applying their own personal experiences
- Participating in training and using resources for responsible GenAI use
- Disclosing any use of GenAI in assessments
- Ensuring final submissions reflect their own understanding, experiences and effort.

For student use, **prohibited use** includes:

- Submitting AI-generated content as original work without disclosure
- Using GenAI to generate assessment answers or complete tasks on their behalf
- Circumventing learning outcomes or assessment integrity
- Inputting personal, sensitive, or confidential data into GenAI tools.

Cple will continue to engage in evaluations, reviews and learning regarding the use of AI. Cple incorporate practical assessments within all units of competency to ensure student's own knowledge and skills are authentically assessed in accordance with the Principles of Assessment, and Rules of Evidence.

Cple also actively review student's work in a manner which aids AI detection. When detection occurs, Cple Trainer/Assessors engage in discussions with the student regarding appropriate AI use. They also request students resubmit assessments where inappropriate AI use is identified.

Please refer to the **Academic Misconduct Policy and Procedure** located on our website for detailed information regarding academic misconduct and the procedure that will occur should Cple identify that a student has not adhered to this policy.

Recognition of Prior Learning (RPL)

RPL is about the student proving that the knowledge, skills and experience they have matches a unit or qualification. The student drives the RPL process by collating evidence to demonstrate their current knowledge, current skills and current experience that are relevant to the qualification they are seeking. Once the evidence has been collated by the student and submitted, Cple will consider the evidence of skills and knowledge the student has provided, matching this evidence against the relevant qualification. Please refer to our **Recognition of Prior Learning Policy and Procedure** located on our website for detailed information.

During the RPL process, the student will be asked to:

- Provide details about how current and previous employment, previous training and other learning relates to the unit requirements,
- Complete a self-evaluation of the knowledge and skills they possess against the unit criteria, and provide evidence of the completion of those competencies.

RPL is not necessarily a quick process. A student is required to collate and coordinate evidence to show they have sufficient, valid and current knowledge and skills equivalent to the qualification they are enrolled in. Your skills will be assessed against industry standards. This is done by a Cple Trainer and Assessors.

The RPL Process

During the RPL process, students will be asked to:

- Perform tasks or jobs,
- Talk about and explain how work roles and responsibilities are completed,
- Provide samples of work.

A visit to the student's workplace may be organised so that they can demonstrate their abilities. Students may need to provide job descriptions, references or performance appraisals. Cple trainer and assessors will consider the students skills and knowledge and match them against a suitable qualification.

RPL Guidelines

- Students are encouraged to apply for RPL before commencing a qualification. The Cple enrolment form allows students to flag their intentions to apply for RPL.
- Students are unable to apply for recognition for units of competency or for qualifications which are not included in Cple's scope of registration.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may be awarded to students for a whole unit of competency or for part of a unit of competency with gap training and assessment to be completed for the rest of the remaining evidence required.
- Where the RPL process results in the student already holding 80% or more of the required unit of competencies within a qualification, Cple will consult with the student and where applicable, their employer, to reassess enrolment into the qualification level to either;
 - Select a higher level or different qualification, or
 - Document the decision to continue with the enrolled qualification.

Evidence of this discussion and decision will be retained.

Where the student is not eligible for RPL and does not meet the requirements, they will be required to complete the unit or qualification via traditional training and assessment pathways

RPL Fees

For students enrolled under User Choice and Skilled Capital funding arrangements, there is no additional cost for the RPL process. Additional costs for Fee for Service students do apply. However, under Government funding, only 50% of units can be achieved via RPL pathways. Please refer to your qualification outline brochure for fees associated with this assessment pathway.



Applying for RPL

In order to make an initial assessment for RPL, prospective and existing students can send an email to admin@cple.com.au and provide the following documents:

- Current resume outlining your work history, skills and knowledge,
- Job description,
- Transcripts of qualifications completed,
- Any professional development, training that has been attended.

Cple will make contact to seek further information for the sake of making a decision around RPL application approval. The number of units for RPL may increase or decrease throughout the RPL process as Cple trainer and assessors make outcomes of the students prior and current skills and knowledge. Students will be informed of all assessment outcomes during this process

Credit Transfer (CT)

Credit transfer (CT) is the process of granting a student with a credit result for relevant, accredited study they have previously completed with Cple or another RTO. Cple does not require students to complete any unit of competency in which they have previously been assessed as competent, unless a regulatory or licence condition requires this; e.g. if a unit of competency is superseded and an RTO can no longer deliver or assess it. Students must provide Cple with original or certified copies of their qualifications, certificates or statement of attainments in order to be granted Credit Transfer.

Students will be required to complete a Credit Transfer Application form with a Cple representative upon enrolment. Cple will award a student with a credit transfer result once the evidence has been authenticated. Students will be informed if their application has been successful and will be issued with an assessment feedback form outlining the units of competency credited.

Credit Transfer Fees

There are no fees associated with the Credit Transfer Application Process.

Please refer to our **Credit Transfer Policy and Procedure** located on our website for further information

Guidelines for Credit Transfer

- Students cannot apply for Credit Transfer for units of competency or qualifications which are not included in Cple's scope of registration.
- Credit Transfer can only be awarded for whole units of competency.
- Students are required to present their statement of attainment or qualification certificate to Cple upon enrolment. Evidence must satisfy the requirements by being authentic, belonging to the student, and having been issued by an RTO within Australia.
- Cple will verify any qualification certificates and statements of attainment by the RTO it was issued by. In doing so, students may need to complete a release of personal information form for this purpose.
- Statements of attainment or qualification certificates should be in the correct format as described in the Australian Qualifications Framework (AQF). If copies are submitted, they must be certified as true copies of the original not an unofficial copy.
- Where the Credit Transfer process results in the student holding 80% or more of the required unit of competencies within a qualification, Cple will consult with the student and where applicable, their employer, to reassess enrolment into the qualification level to either;
 - Select a higher level or different qualification, or
 - Document the decision to continue with the enrolled qualification

Evidence of this discussion and decision will be retained.

Where the previously attained qualification, certificate or statement of attainment is not eligible and/or does not meet the AQF or the unit of competency standards, students will be directed to either apply for Recognition of Prior Learning (RPL) or will be required to complete the unit or qualification via traditional training and assessment pathways.

Completion & Certification

Cple (RTO 88148) will issue all Australian Qualifications Framework (AQF) certification documentation within thirty (30) calendar days of a student successfully completing all qualification requirements, including:

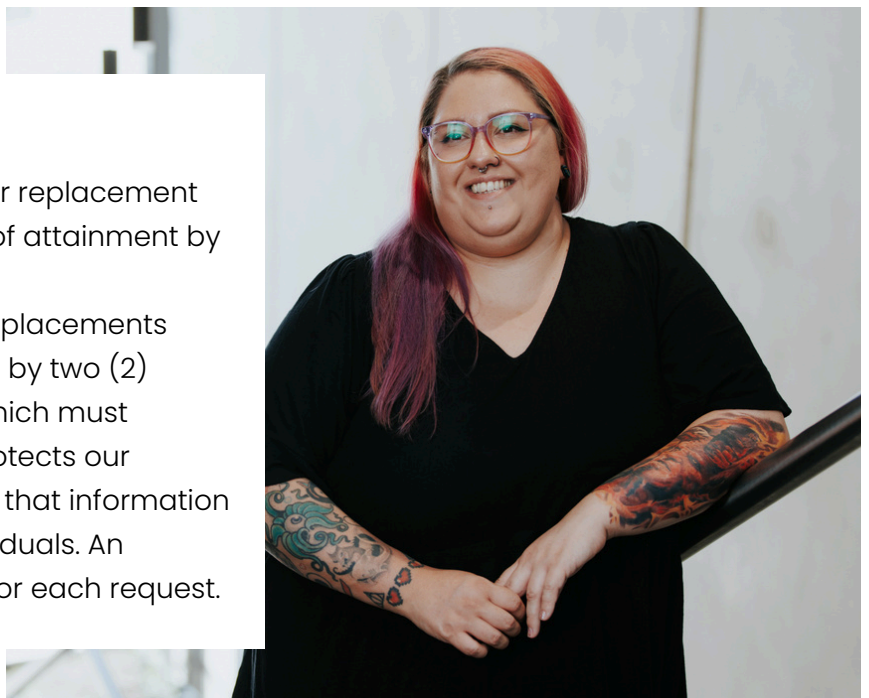
- Successfully completing all assessments and work placement requirements (where applicable),
- Having been deemed to be competent in all areas of study,
- Meeting all financial obligations,
- Having obtained a unique student identifier (USI).

The Australian Qualifications Framework (AQF) certification documentation may consist of either:

- **A Testamur:** Students who successfully complete all qualification requirements will be issued with a certificate of completion,
- **A Record of Results:** for Nationally Recognised Training qualifications only. This record follows AQF guidelines and is a list of the competencies students have achieved,
- **A Statement of Attainment:** when a student has completed one or more units of competency from a Nationally Recognised Training qualification

Certification Re-Issue

Students can request an additional or replacement copy of their testamur or statement of attainment by emailing our RTO Administrator at admin@cple.com.au. Requests for replacements must be in writing and accompanied by two (2) pieces of identification – one (1) of which must contain a photo. This requirement protects our student's right to privacy by ensuring that information is disclosed only to appropriate individuals. An administrative fee of \$50.00 applies for each request.



Protecting Our Students

Privacy and Confidentiality

Cple (88148) collects information from students throughout their enrolment to ensure compliance is upheld for relevant national, state, and territory laws and reporting requirements for agencies or statutory bodies. Information is gathered under these laws to satisfy the requirements of government funding bodies, and for research, statistical, quality improvement, and internal management purposes. When collecting personal information, Cple will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001, and the relevant state privacy legislation. Please refer to our Privacy Policy located on our website for detailed information regarding how we ensure our clients privacy is protected.

Child Safe Environment Statement

Cple is committed to the safety and wellbeing of all children and young people accessing our services. All Cple staff with access to students or student records are cleared to work with children. All Cple staff hold a valid and current Working with Vulnerable People Check. Cple adhere to the ACT Child Safe Standards and have embedded these practices throughout our policies and procedures.

Drugs and Alcohol

Cple has a zero-tolerance policy on illegal drugs and alcohol. Any person found to be in possession or under the influence of illicit drugs and/or alcohol will be asked to either discontinue contact (if online or on the phone) or leave the premises (if engaging in face-to-face learning and support). In some cases, prescription drugs may affect a student's performance. Please discuss this with Cple before the enrolment process or during the completion of a qualification (if applicable).

Records Retention Policy

Cple collects student's personal information for the sake of reporting and over the course of student progress, creates and maintains records related to enrolment, progress, communications, and certification. Please refer to our Retention of Record Management Policy and Procedure located on our website for further information.

Third-Party Arrangements

If Cple has qualification related Third Party arrangements, it will provide details of the third party to all students. Cple do not currently have any existing third-party arrangements.



Behaviour & Code of Conduct

Please refer to Cple's **Code of Conduct** located on our website for detailed information regarding roles, rights and responsibilities of Cple staff and students.

Harassment and Discrimination

Cple is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. Cple will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social, or psychological abuse by a Cple staff member or student. Bullying falls under work health and safety legislation.

If students feel harassed, victimised, or bullied, and do not feel comfortable confronting the individual responsible, students should lodge a complaint as per our Complaints Handling Policy and Procedure. Alternatively, students can have a discussion with their assigned Cple trainer and assessor to explore different options to resolve the issue.

Equal Opportunity

The principles and practices adopted by Cple aim to ensure that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with us.

All people will be treated courteously throughout the process of enquiry, selection, and enrolment and throughout their participation in a qualification. All complaints will be handled as efficiently and fairly as possible as per policies and procedures.

Cple provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge, and experience through education and training opportunities.

Please refer to our **Access and Equity Policy and Procedure** located on our website for further information.

Complaints & Appeals

Cple (88148) acknowledges that complaints, appeals, and feedback are integral components for our continued and effective improvement as an RTO. We are committed to ensuring any type of feedback regarding the RTO (good or bad), our trainers and assessors, or other staff is acknowledged, recorded, and considered, and will be actioned in a fair and timely manner.

Cple requests for students to register their complaints via the 'Get In Touch' contact portal at <https://www.commsatwork.org/about-us/contact-us/>

Capturing information registered through a dedicated system allows Cple to continuously improve on the delivery of administration and training services, performance, and policies. Using this register can capture complaints and feedback so they can be identified and monitored to allow for improvement on service delivery and increase in client satisfaction.

In investigating complaints, Cple shall apply consistency and the principles of natural justice. Complaints should be easy to report and dealt with in a fair, sensitive, and timely manner.

Complaints and appeals may be made in relation to any administration and training services, activities, and decisions including but not limited to:

- The application and enrolment process,
- The quality of training and assessment provided,
- Training and assessment matters, including student progress, assessment, and outcomes,
- Trainers and assessors and any other staff,
- Other students,
- Access to records,
- The way someone has been treated,
- Bullying and harassment,
- Fees charges and refunds,
- Privacy and confidentiality,
- Lack of support from RTO

All complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, or as soon as practicable. Students can access Cple's **Complaint Handling Policy and Procedure** through our website.

Where a student chooses to access these policies and procedures, Cple will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Resolving Issues Before They Become a Complaint

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the people involved. It is often the case that complaints can be avoided by proper communication and respect between the people involved. Most issues can be resolved without the need to draw on formal complaint procedures. It is expected that informal resolution of any issue is attempted before other more formal action is taken. If the issue of concern cannot be resolved informally, the complainant may request that their complaint is dealt with as a formal complaint.

Lodging a Formal Complaint

A formal complaint can be lodged via Communities at Work's 'Get in Touch' contact portal, in person, email, or phone. For complaints that are received in person, email, or phone, it is the responsibility of Cple staff to record the complaint into the 'Get in Touch' contact portal to be actioned and monitored. The contact portal compiles a register of feedback and complaints of Cple's training and administration services.

When making a complaint, the complainant is asked to provide as much information as possible to enable Cple to investigate appropriately and determine an appropriate action and solution. This should include:

- The issue – what happened and how it affected you,
- Any evidence you have to support your complaint,
- Details about the steps you have taken to resolve the issue,
- Suggestions about how the matter might be resolved

Complaints will be investigated by the RTO Manager or Communities at Work's Chief Executive Officer where appropriate, and a proposed resolution provided. Additional information may be requested from the complainant and others involved with the issue as required.

In the event a complaint cannot be resolved to the satisfaction of the complainant, the complaint will be escalated to the Chief Executive Officer of Communities at Work, and the Communities at Work Education Committee

External Review

A complainant who remains unsatisfied with the processes applied by the Cple (RTO 88148) may also refer their grievance to the Australian Skills Quality Authority (ASQA), Cple's regulator. Students are to be advised that ASQA will require the students to have exhausted all avenues through Cple's internal complaints handling procedures and their State Training Authority (STA) before taking this option.

Skills Canberra (STA)

📍 GPO Box 158 CANBERRA ACT 2601

☎ 02 6205 8555

✉ skills@act.gov.au

Australian Skills Quality Authority (ASQA)

📍 GPO Box 9928 MELBOURNE VIC 3001


☎ 1300 701 801

✉ enquiries@asqa.gov.au

Support Services

We are committed to ensuring that our students get all the support they need to be successful in their studies. Students have the option to access external support throughout their enrolment.


Lifeline

 13 11 14

 <https://www.lifeline.org.au/>


Anyone can call Lifeline. The service offers counselling that respects everyone's right to be heard, understood, and cared for.

Headspace

 <https://headspace.org.au/services/work-and-study-support/online/>


Headspace Work Study Online Support has helped thousands of young people across Australia, including with managing mental health alongside your work or study.


Communities at Work Support Services

 <https://www.commsatwork.org/services/community/support-services/>

Communities at Work supports the most vulnerable and disadvantaged in our Canberra community, by providing essential supports including food, clothing and crisis support to those in need.


Centrelink

 13 10 21

 <https://www.servicesaustralia.gov.au/education>


If you are completing a full-time course, you may be eligible for benefits through Centrelink Apprentice

Connect Australia Providers (for User Choice students only)

 <https://www.act.gov.au/skills/students/australian-apprenticeships#Apprentice-Connect-Australia-Providers>

The support services include assessment, mentoring and personal support, and engagement and Apprenticeship technical support services delivered by Providers to Australian Apprentices, their employers, and to prospective Australian Apprentices and employers.

Fair Work Australia

 1300 799 675

 <https://www.fairwork.gov.au/>

Fair Work Australia is the national workplace relations tribunal. It is an independent body with the power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment, and other workplace matters.

Notification of Changes

In accordance with the Outcome Standard 2.1 from the Standards for RTOs 2025, all students will be informed of the following changes as soon as practicable:

- Changes to available educational and support services
- New third-party arrangements and changes to existing third-party arrangements
- A change in ownership
- Any other matter which may impact the student.

Notifications of the above will occur via announcement in Canvas or via email, depending on the nature of the change.

Amendments to the Handbook and Cple Policies & Procedures

Cple may amend this handbook and related policies from time to time. All current versions will be posted on our website with notifications of relevant updates made in Canvas for all existing students enrolled with us.



Cple (RTO 88148)

Please contact us if you have any further questions regarding studying with Cple

☎ (02) 6293 6220

✉ admin@cple.com.au

🌐 commsatwork.org/cple

📍 Gungahlin Office: 47 Ernest Cavanagh St, Gungahlin ACT 2912

📍 Tuggeranong Office: 245 Cowlshaw Street, Greenway ACT 2900

📮 Postal: PO Box 1066, Tuggeranong ACT 2901



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