



Student & Employer Handbook

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About Us...

C.I.T.S. is a Registered Training Organisation (ID 6039) that delivers training and assessment for the Transport & Construction Industries. C.I.T.S. is accredited with VicRoads to conduct Heavy Vehicle Licence training and testing and Worksafe to conduct a range of equipment and High Risk Work assessments. A full list of our training courses can be obtained from any of our trainers or any C.I.T.S. administration office.

Our website also has information regarding course information.
www.citstraining.com.au

C.I.T.S. has training and assessment strategies for every course on the scope of registration. C.I.T.S. will ensure that the service delivered is consistent with these strategies and in line with the National Training Package requirements at all times.

Code of Practice...

Quality Assurance and Improvement:

C.I.T.S. has clearly documented policies and procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction. C.I.T.S. has a continuous improvement policy and register that is consistently updated and adhered to.

C.I.T.S. shall ensure that all staff are familiar with and comply with all policies and procedures.

C.I.T.S. will maintain a learning environment that is conducive to the success of trainees. C.I.T.S. has the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

C.I.T.S. will maintain systems for recording and archiving trainee enrolments, attendance, completion, assessment outcomes, recognition of prior learning, grievances, qualifications and statements of attainment issued.

C.I.T.S. will treat all personal records of clients confidentially.

CODE OF PRACTICE (Cont)

Guarantee:

C.I.T.S. will:

- treat all clients and colleagues fairly and reasonably at all times
- maintain adequate and appropriate insurance, including Public Liability and Workcover;
- advise the State and Federal Training Authorities in writing within 10 working days of any change to the information contained in the application for registration;
- allow the State and Federal Training Authorities or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration;
- supply the State and Federal Training Authorities with delivery details for each course and module in the scope of registration, including trainee information in accordance with AVETMISS requirements;
- in the event of C.I.T.S. ceasing operations, all records of student results will be sent to the State and/or Federal Training Authorities for archiving.
- In the event of C.I.T.S. ceasing operations, or other foreseeable circumstances that C.I.T.S. will not be able to honour its obligations for the delivery of training or the conduct of assessment, all students currently completing any training courses will be given a pro rata refund and a Statement of Attainment for all completed units.

Work Ethic Detail:

C.I.T.S. will, at all times, operate it's business in an appropriate manner. All C.I.T.S. staff will act in an honest and appropriate manner with clients and other providers.

Fair Trade:

C.I.T.S. will ensure that all business practices will be inline with 'fair trade practices'.

Occupational Health & Safety:

C.I.T.S. shall ensure that all staff and students are provided with a safe working / learning environment and conditions. Management is responsible for ensuring all staff are familiar with the Occupational Health and Safety Act and abide by its guidelines. Management and staff of C.I.T.S. shall be familiar with the Occupational Health and Safety Act and are to ensure a safe environment for themselves, co-workers, course participants and any other personnel on the premises.

CODE OF PRACTICE (Cont)

Staff:

C.I.T.S. will ensure that all trainers and assessors will adhere to the National Standards for trainers & assessors, and will have:

- demonstrated competencies at least to the level of those being delivered;
- demonstrated achievement of at least Certificate IV from the Training Package for Training and Education or has demonstrated the equivalent competencies; and
- industry experience that is current and relevant to the particular course or units that they are involved in delivering.
- C.I.T.S. will ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Marketing:

C.I.T.S. will market their Vocational Education and Training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

C.I.T.S. will not state or imply that courses other than those on the scope of registration are recognised by the Australian Skills Quality Authority.

C.I.T.S. will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of trainees.

Course Information:

Full information regarding our courses are held in the administration office of each of our depots and on the www.citstraining.com.au website.

Course Delivery:

C.I.T.S. will, prior to course commencement, give trainees all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Trainees will also be given access to a current copy of the course curriculum.

C.I.T.S. will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, the national guidelines for customising courses.

In the event of C.I.T.S. ceasing operations, all students currently completing any training courses will be given a pro rata refund and a Statement of Attainment for all completed units.

CODE OF PRACTICE (Cont)

Training Environment:

C.I.T.S. will comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

C.I.T.S. will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Credentials, Certificates and Statements of Attainment:

C.I.T.S. will issue certificates and/or statements of attainment to trainees who satisfactorily complete the requirements of the training packages, units of competence or accredited courses on Scope of Registration. Certificates and Statements of Attainment will include the provider's name, the name of the person receiving the credential, the name and number of the course, the number of the credential, the date issued and the signature of an authorized company representative. Where appropriate, units completed and/or national competencies achieved will be identified.

C.I.T.S. will recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations (RTO's).

If a student requires a Certificate or Statement of Attainment to be re-issued at a later date you are required to contact the Hamilton Head Office on 03 55711660 and provide your full name, date of birth and a confirmation of course information and relevant dates of the course. There is no charge for a re-printed certificate. All re-printed certificates will be processed and sent to the student via mail within 2 weeks of receiving the request.

C.I.T.S. has clearly documented procedures for managing and monitoring all training operations and reviewing student satisfaction.

Fair Testing:

C.I.T.S. staff will not administer the VicRoads final test on any direct family members, e.g. spouse, partners, sons, daughters, brothers, sisters, mothers and fathers.

CODE OF PRACTICE (Cont)

Student Enrolment and Selection:

Students are selected for courses by demonstrating a genuine interest in the area and a determination to complete the course.

Enrolment of trainees will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the training package.

C.I.T.S. will provide accurate, relevant and up-to-date information to students prior to commencement in their course. This will include, but not be limited to:

- Access to the code of practice;
- certification to be issued to the trainee on completion, or partial completion of the course;
- competencies to be achieved during training;
- assessment procedures;
- arrangements for the recognition of prior learning;
- recognition of qualifications issued by other RTO's
- complaints, grievances and appeals procedure;
- facilities and equipment;
- trainee support services;
- application process, enrolment form and selection criteria;
- fees and costs involved in undertaking training;
- Fees, charges and refunds policy
- Managing minors.

If you would like more information or a copy of the full policy of any of the above, please contact your trainer or the administration staff at the office where you are completing your course.

Access and Equity:

C.I.T.S. will ensure that trainee application and selection processes are explicit and defensible and comply with access and equity principles. All staff and clients are treated with equal merit and equal availability of all activities. This includes, but is not limited to, the following groups of people:

- People with a disability
- Indigenous people
- Women
- People from non-English speaking background and
- People in rural and remote areas.

CODE OF PRACTICE (Cont)

Complaints, grievances and appeals

C.I.T.S. has a fair and equitable process for dealing with complaints, grievances and appeals. Our process is detailed further in this manual.

Fees, charges and refund Policy:

C.I.T.S. has a full reasonable fees, charges and refunds policy. Our process is detailed further in this manual.

C.I.T.S. Vision:

As a leading training provider we will be recognised for the outstanding quality and content of our services, which are provided by highly innovative, professional and friendly staff.

C.I.T.S. Mission:

We will...

Respond to the changing needs of our clients as they are the focus of everything we do.

Strive to improve the delivery of customer focused training courses and services meeting national standards in a safe and friendly environment.

Continuously seek innovative improvements and upgrade the excellent standards we provide by utilising our wealth of experience in all areas of our business.

C.I.T.S. Values:

- Quality
- Passion
- Integrity
- Enthusiasm
- Teamwork

VET – What is it?...

Vocational Education and Training (VET) is ‘education and training for work’. It exists to develop and recognise the competencies or skills of learners.

It has traditionally been seen as post-secondary, non-university education and training, focusing on apprenticeships. But reforms in the past decade now see vocational education and training programs offered in secondary schools, stronger links with university study options and six levels of qualifications offered in most industries, including high growth, new economy industries.

We take a competency based approach to the delivery and assessment of our courses. Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training.

Competency-based training programs are often comprised of modules broken into segments called learning outcomes, which are based on standards set by industry, and assessment is designed to ensure each student has achieved all the outcomes (skills and knowledge) required by each module.

Ideally, progress within a competency-based training program is not based on time. As soon as students have achieved or demonstrated the outcomes required in a module, they can move to the next module.

Providers of learning and assessment services in Victoria are registered with the either Victorian Registration & Qualifications Authority (VRQA) or Australian Skills Quality Authority (ASQA) and are regularly audited for service quality. All training providers are listed on the National Training Information Service website www.training.gov.au.

Training providers have a Scope of Registration. This is a list of training packages, units of competency and/or accredited courses that the provider is approved to deliver. A training provider can only deliver the courses, units or packages that are listed on their scope of registration as shown on the NTIS website.

Training packages provide the central system ‘architecture’. Training Packages specify the competencies that must result from the provision of learning services, industry requirements for assessment, and the qualifications that result from competence. In industry areas where there are not yet Training Packages, accredited courses are used instead. A full list of training packages and accredited courses can be viewed on the NTIS website.

A Training Package describes the skills and knowledge needed to perform effectively in the workplace. They do not prescribe how an individual should be trained. Teachers and trainers develop learning strategies – the “how” – depending on learners’ needs, abilities and circumstances.

What are the Standards for NVR Registered Training Organisations?...

The Standards for NVR Registered Training Organisations replace the former AQTF standards for RTOs and are now the standards, known as the NVR Standards, guiding nationally consistent, high-quality training and assessment services in the vocational education and training (VET) system. Download the NVR Standards from the Australian Skills Quality Authority (ASQA) website at www.asqa.gov.au

All trainers and assessors must adhere to the NVR Standards at all times when working with C.I.T.S.

Australian Qualifications Framework...

The Australian Qualifications Framework (AQF) is a single, coherent framework for qualifications from Senior Secondary Certificates through to Doctoral Degrees.

The Framework links together all these qualifications and is a highly visible, quality-assured national system of educational recognition which promotes lifelong learning and a seamless and diverse education and training system.

It covers qualifications issued by secondary schools, vocational education and training (VET) providers and higher education institutions. All qualifications are nationally-recognised.

Within the framework, there are six VET qualifications available: Certificates I, II, III and IV; Diploma and Advanced Diploma.

Enrolment & Induction...

Information on course content and resources are made available to students at the time of enrolment. Students are given this student handbook before beginning a course to outline the assistance available through C.I.T.S., Fees & Charges along with some other useful information.

Course participants are asked to complete an enrolment form upon commencement of the training. Proof of eligibility for course (i.e. drivers licence, proof of age / residency) must be given at this time.

If at any stage you want further information regarding any of our training, assessment, student services please contact your trainer, the administration centre or any C.I.T.S. employee. We are all willing to help in any way possible.

Training Plans....

All students will have a Training Plan. A training plan is a proposed plan for the course or qualification you are studying. Training Plans are individual and created in consultation with the CITS, your employer and yourself. If at any stage during your training you wish to alter your training plan please feel free to discuss your options with your trainer and we will do everything we can to develop a plan to suit your needs.

Course Information...

A full list of our courses is available from the reception desk of all our offices or on our website www.citstraining.com.au.

Language, Literacy & Numeracy Assessment...

C.I.T.S. acknowledges that all Vocational Education & Training Courses it delivers include Language Literacy & Numeracy tasks. As a result C.I.T.S. trainers provide materials, resources and assessment tasks at a level of complexity required in the workplace for that competency only. Trainers also provide opportunities for repeated and supported practice such as verbal testing procedures etc.

C.I.T.S. staff have links to specialist language literacy and numeracy agencies and support services and can refer students to those which are appropriate to their needs.

Please contact one of our employees if you have any queries or concerns!!

Flexible Learning & Assessment Procedures...

C.I.T.S. is receptive to requests for flexible delivery of training and assessment. C.I.T.S. will do its best to provide flexibility in access to course materials and assessment tasks. C.I.T.S. training and assessment may be carried out at a number of locations including schools and workplaces, during day and / or evening classes or via recognition of prior learning. Students who are unable to access C.I.T.S. courses are offered guidance on alternative training and referred to appropriate services.

Licensing Requirements...

C.I.T.S. is an approved provider of VicRoads Heavy Vehicle Testing and have Worksafe approved assessors to conduct Forklift / Crane / Dogging and Elevated Work Platform licenses.

If you have any queries regarding the assessment procedures for any of these licensing types please contact our administration staff, or alternatively visit the appropriate websites:

VicRoads – www.vicroads.vic.gov.au

Worksafe – www.worksafe.vic.gov.au

Fees, charges & refunds...

A full list of C.I.T.S. fees & charges can be obtained from the reception desk of any of our offices. All trainees will be notified of the fees that they will be charged prior to commencement of training course. For your information, regarding refunds...

Fee Protection

C.I.T.S. does not collect more than \$1,500 in prepaid fees (fees in advance) from any individual students at any time for any course. As such, no further fee protection arrangements are required and have not been implemented. The requirements that apply to prepaid fees include all fees you are required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.

Refunds

- C.I.T.S. agrees to refund, within 14 days, without deduction, all fees where the student's application for enrolment is refused by C.I.T.S.
- C.I.T.S. agrees to refund, within 14 days all fees paid less a \$300.00 administration charge, where the student is prevented from attending the course and gives more than 48 hours notice. Management may agree to waive the 48 hour notice period if the student has a valid reason (such as emergency, illness etc) for cancelling at late notice or not attending the course. The student may be offered to defer to a later course or receive the refund amount agreed to by Management.
- C.I.T.S. agrees to refund, within 14 days, without deduction, all fees where C.I.T.S. cancels the course or where the commencement of the course is postponed or suspended by C.I.T.S. for more than four weeks. C.I.T.S. will inform the student of the conditions to suspend or cancel the student's enrolment in writing as well as verbally.
- C.I.T.S. agrees to refund, within 14 days, without deduction, all fees where the student or the student's representative cancels the course booking if more than 7 days notice is given.
- C.I.T.S. will charge an administration fee of \$300 per student for any course booking cancelled by the student or student's representative if less than 7 days notice is given.
- Where the student decides to withdraw from the course after the course has commenced, C.I.T.S. will charge the full cost of the course to the student or the student's representative. Management may agree to waive this fee under extenuating circumstances or provide a pro-rata refund as agreed by Management.

For a copy of the full policy please contact C.I.T.S. administration

Occupational Health & Safety...

C.I.T.S. requires operations at its workplace to be carried out in a safe and healthy manner.

C.I.T.S. ensures that safe working areas, safe systems of work together with safe material handling procedures and protective equipment are standard at all workplaces.

In order to achieve these goals, C.I.T.S provides adequate safety and health training to management and the workforce. All work is performed with the minimum of risk to

health and safety by providing adequate information, instruction, training and supervision to employees in safe and healthy methods of work.

C.I.T.S expects all staff and students to take reasonable care of their own health and safety and that of other workers in the workplace and to comply with C.I.T.S's health and safety requirements.

Also, C.I.T.S ensures that all employees of subcontractors employed and students at our workplaces are provided with a safe and healthy environment.

Complaints Process

All complaints shall follow the below procedure:

- a) Made in writing within 5 days of the incident using the Complaints and Appeals Form (CAF)
- b) A submitted CAF will constitute a formal complaint from the participant
- c) The Compliance Manager must be informed of receipt of all complaints
- d) The Compliance Manager may delegate responsibility for the resolution of the complaint
- e) In the case of a complaint, the Compliance Manager will initiate a transparent, participative investigation to identify the issues
- f) Assessment complaints will be processed in accordance with the Appeals Procedure - Annex A
- g) Complaints where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be assessed by the Compliance Manager
- i) The Participant will be advised in writing of the outcome of their complaint
- j) If the outcome is not to the satisfaction of the Participant, they may seek an appointment with the Compliance Manager
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint
- l) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

Appeals

All appeals shall follow the below procedure:

- a) Be made in writing within 5 days of notification of the assessment decision using the CAF
- b) A submitted CAF will constitute a formal appeal from the participant
- c) The Compliance Manager shall be informed of receipt of any appeal
- d) The Compliance Manager may delegate responsibility for the resolution of the appeal
- e) In the case of an appeal, the Compliance Manager will initiate a transparent, participative process to deal with the issues at hand
- f) Appeals will be processed in accordance with the Appeals procedure – Annex B
- g) Appeals where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be endorsed by the Compliance Manager
- i) The participant will be advised in writing of the outcome of their appeal

- j) If the outcome is not to the satisfactory of the participant, they may seek an appointment with the Compliance Manager
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal
- l) All appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

IMPORTANT:

If the student accesses the RTO's complaints and appeals process, any suspension or cancellation of enrolment from the RTO cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

For a copy of the full policy please contact C.I.T.S. administration

C.I.T.S. Privacy Policy...

Protecting your privacy and your personal information is an important aspect of the way the C.I.T.S. creates, organises and implements our activities on-line and off-line. Our privacy policy supports and endorses the state and national privacy regimes. We will only collect personal information from you with your prior knowledge and consent. You can access our website home page and browse our site without disclosing personal information.

We will only use personal information provided by you for the purposes for which it was collected. We will not disclose your personal information to a third party.

We ensure that your personal information will not be disclosed to other State institutions and authorities except if required by law or other regulation.

We have implemented technology and security policies, rules and measures to protect the personal information that we have under our control from: unauthorised access, improper use, alteration, unlawful or accidental destruction and accidental loss.

We will remove personal information from our system where it is no longer required (except where archiving is required).

Mutual Recognition Policy...

C.I.T.S. will ensure that an individual's learning and skills are recognised, irrespective of how or where they have been acquired. C.I.T.S. acknowledges and supports Mutual Recognition as one of the most important features of the Australian Quality Training Framework. We will accept the credentials issued by any other Registered Training Organisation based in any Australian State or Territory.

Skills Recognition Assessment...

Skills Recognition includes:

- Recognition of Prior Learning (RPL)
- Recognition of Current Competencies (RCC)
- Credit Transfer (CT)

Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired.

It includes competencies gained through formal study, work experience and other 'life' experience.

C.I.T.S. aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

Recognition of Current Competencies (RCC) is the recognition of competencies acquired and held through prior learning, formal training, work experience or life experience. It is the equivalent to assessment against a unit of competency.

Credit Transfer (CT) is where a student holds a statement of attainment for a unit which is equivalent to a unit offered within the course being studied. The student will need to provide CITS with a copy of the statement of attainment and then will be awarded a "CT" result for that unit.

Recognition Of Prior Learning (RPL) Process...

RPL recognises what a trainee has already learned from other courses, from life experience, from work experience and from any training provided at work and measures it against a course criteria. If what a trainee has learnt at work or elsewhere is relevant to the course, they may not have to do those parts of the course again.

Trainee approaches C.I.T.S. via the administration office or their trainer / assessor for an initial discussion and collect an RPL Application Form.

Modular descriptions containing learning outcomes and performance criteria and/or competency standards will be made available to those students who request them.

Trainee is to complete the formal RPL Application Form detailing any experience which is relevant, including validated experience, former training etc.

C.I.T.S. may request that the trainee attends an interview with course and RPL experts to assess knowledge and demonstrate skills or to gain further information with respect to the RPL Application form.

The RPL panel is to make a decision based on the information provided in application process and interview.

Once a decision has been made the trainee is to be informed within 48 hours.

Evidence on the RPL application is to be kept documented in the trainees file. The following information is to be kept:

Signed RPL Application Form including signed response from Compliance Manager as to what RPL has been granted for.

Statement of Attainment issued, and copy kept on file, outlining exactly what modules have been recognised.

Student Access to Records...

Students may access their own personal training and assessment records upon request. If you wish to obtain access to your records please follow the following steps:

- Contact C.I.T.S. Compliance Manager (Kerri Holmes) via email on kerrih@citstraining.com.au or via phone on 03 55711660.

- You will be required to provide identification that will be matched with the evidence obtained in your enrolment form at time of training.
- Your records will be made available for you to view at C.I.T.S., 42 Fenton St, Hamilton within 5 working days.
- A copy of your records can be made available if required and posted to you within 10 working days of making the request. No mandated assessment tools will be available as a copy.
- There is a nominal administration charge of \$10 to cover photocopying and postage if you wish to obtain a copy of your records.
- NO CHARGE will be charged for you to view your records at CITS Hamilton.

National Centre for Vocational Education Research (NCVER)

The National Centre for Vocational Education Research (NCVER) is a not-for-profit company owned by state, territory and federal ministers responsible for training.

It is a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training (VET) nationally.

Students may receive information in the form of surveys from NCVER during your studies. Please complete these surveys and return as they provide vital statistics.

Student Support Services...

If you wish to obtain further information about support services available to you please contact your trainer who may refer you to Kerri Holmes – Compliance Manager at the Hamilton Office. If you wish to contact Kerri directly please contact her via email on kerrih@citstraining.com.au or via telephone on 03 55711660.

The following support services are available if students have any special needs or require assistance:

Services for students at Hamilton

Centrelink

Address: 86 French Street, Hamilton 3300

Tel: 131021

Fax: 55517099

Website: <http://centrelink.gov.au>

Centrelink may charge additional fee's for some services. Please contact this service provider for a full list of fees and charges.

Nearest Aboriginal Cooperative

Winda Mara Aboriginal Corporation

Address: 21 Scott Street (PO Box 42), Heywood 3304

E-mail: wmac@windamara.com

Tel: (03) 5527 2051

Fax: (03) 5527 2052

Winda Mara may charge additional fee's for some services. Please contact this service provider for a full list of fees and charges.

Counselling Support Services

General counselling support is available from:

Frances Hewett Community Centre

Address: 2 Roberts Street, Hamilton 3300

Tel: 55518450

Frances Hewett Community Centre may charge additional fee's for some services. Please contact this service provider for a full list of fees and charges.

Hamilton Community Psychiatric Services (for serious psychiatric concerns)

This is a free service to persons with psychiatric problems. If after the initial assessment the person is deemed not to need psychiatric assistance, the Service has a range of alternative options.

Address: 12 Foster Street, Hamilton 3300

Tel: 55518418

Accidents/Incidents

Incident forms are available from Reception Desk at C.I.T.S. offices or see your trainer.

First Aid

Please see your instructor or any staff member if you have any need for first aid. First Aid Kits are available in all C.I.T.S. offices.

Health Care

Medical Services in Hamilton are provided by:

Hamilton Medical Group

Address: Foster Street, Hamilton 3300

Tel: 55722422

Address: 2 Roberts Street, Hamilton 3300

Tel: 55518450

Hamilton Medical Group may charge additional fee's for some services. Please contact this service provider for a full list of fees and charges.

Emergency Housing Assistance

Salvation Army Social Housing Service Hamilton Accommodation Program (SASHS) may be able to assist with housing information and referral; crisis and transitional accommodation; and financial help to establish housing.

Address: 42 Brown Street, Hamilton 3300

Tel: (03) 5572 5822

Fax: (03) 5572 4186

SASHS may charge additional fee's for some services. Please contact this service provider for a full list of fees and charges.

Services for students in Ballarat

For assistance in the Ballarat Region there is a Ballarat Community Resource Centre which lists all local services online – www.bcrc.ballarat.vic.au If you do not have access to the internet please see one of our staff and we will assist you in any way possible.

Please be aware that some services will incur additional fee's. Please ensure that you contact the service provider for a full list of fees and charges.

Services for students in Other areas

Please see one of our staff members who will be able to assist you in finding information on support services. Alternatively phone Kerri Holmes on 55711660 and she will offer assistance.

Please be aware that some services will incur additional fee's. Please ensure that you contact the service provider for a full list of fees and charges.

Student Responsibilities...

All students are required to sign in and out each day of their course. Sign in and out will normally be at the front reception of the Training Centre, or onsite. Please approach your trainer if you are unsure of where to sign in and out.

Disciplinary Procedures...

All students have a right to a safe and positive learning environment. You are responsible for helping to keep it that way. You are expected to:

- respect other people's rights
- follow reasonable instructions
- behave in a manner conducive to a positive and safe learning environment.

Some examples of misconduct are:

- swearing or making offensive gestures
- threatening, intimidating or harming others
- being affected by alcohol or unauthorised drugs

Staff may ask you to leave an area if you are behaving inappropriately and all training will be suspended. If a criminal activity has been performed, the police will be notified.

If any damage has been made to C.I.T.S. or another students property the student responsible for the damage will incur all related costs.

You will receive course specific details in your personalized confirmation letter when your booking has been confirmed. If you have any questions or need any clarification please contact any C.I.T.S. office.

Further information / Comments / Suggestions...

Please feel free to approach your trainer or any other member of staff if you have any queries or concerns during your training at C.I.T.S.. We are here to help.

If you have any suggestions on ways in which we could improve our service to you, our customer, please notify us either by filling in the comments section on the feedback forms or alternatively speak to us in person. All comments, suggestions and ideas for improvement are taken very seriously. We aim to continue to improve our service to you and provide the highest quality training services possible.

Thank you for attending C.I.T.S., we look forward to working with you.

C.I.T.S. Contact Information

If you have any questions regarding the information contained in this manual please contact us

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