



RTO #31254

CLET TRAINING

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CODE OF PRACTICE

We strive to ensure that our standards of quality are in compliance with the VET Quality Framework and Conditions of Registration

This Code of Practice has been developed to provide students and clients with a commitment to the maintenance of high standards in the provision of vocational training and assessment and other client services.

The Code of Practice is available to all clients and is enforced by all at CLET

This document is in support of CLET policies and procedures in accordance with the Standards for Registered Training Organisations (RTOs) 2015 and pursuant to the National Vocational Education and Training Regulator Act 2011

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CODE OF PRACTICE

CLET prides itself on being one of the leading registered training organisations in Australia. With a focus on quality outcomes, CLET strives to ensure that all students, clients and stakeholders have a positive experience during all interactions with CLET.

As a private provider of training and assessment services, CLET is able to accommodate individual student and client needs and individually tailor services for the best outcome for each person.

With a solid team of dedicated trainers and assessors, administrators and web developers, CLET is committed to making every experience, from visiting the website to receiving a qualification, a problem free and rewarding event.

We encourage enquiring minds, and are happy for interested parties to ask the hard questions. Here at CLET compliance and quality outcomes are at the forefront of our working day, and we strive to deliver what we promise.

We trust your CLET experience will be rewarding.

Kate Martin
Director

Mission Statement

- To lead in the quality provision of flexible training and assessment
- To generate knowledge and skills development at all levels
- To enhance e-learning and achieve outcomes in an international internet environment
- To develop students intellectually and personally
- To prepare students effectively for career and job outcomes

Access and Equity

CLET has a commitment to the principles of access and equity in vocational training and assessment giving practical expression to the VET Quality Framework and its goal of improving the knowledge, skills and quality of life for all Australians.

And having regard to the particular and different needs of target groups and enabling students to successfully gain skills, knowledge, experience and qualifications for all types of employment irrespective of their age, colour, disability, family responsibilities, gender, race, religion, and sexuality.

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In keeping with this commitment CLET will strive to ensure that its training and assessment programs are relevant, fair and inclusive. CLET will achieve this by promoting education to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options that are available to meet their individual training needs.

CLET will implement fair educational programs and geographic resource allocation practices to maximise the participation of target groups. CLET will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.

CLET is firmly committed to providing equal employment opportunities and educational outcomes for all staff and all students. We recognise that these achievements are dependent on the elimination of sexual harassment from the working and learning environment. CLET recognises that it is the legal responsibility of management to take all reasonable steps to ensure that staff and students are not subject to sexual harassment.

We are committed to providing a friendly, educational environment for your time at CLET.

We guarantee you of our full support for the entire duration of your course of study through to your completion.

How do we assist people from equity groups?

Our college environment is friendly and very supportive of all students.

We address support via a number of functions including:

- Provision of a welcoming and supportive environment
- Diversity in recruitment and selection
- Offering flexibility in training and assessment

Fees Protection

CLET warrants that it maintains appropriate retained funds in its bank account to enable continuance through to completion of the training and/or assessment once the student has commenced study in their chosen qualification or course. These funds are maintained in a separate account from that of operational account. Funds are released to the operational account at start of each training semester.



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Risk Management

The *National Vocational Education and Training Regulator Act 2011* place a major focus on Risk Assessment. Risk assessment will determine the level of Regulatory Intervention utilising a Risk Assessment Framework (NVETRA Act 2011, s190 pg129). The NVR will complete risk assessment of RTOs at initial, renewal to registration and scope application.

The NVR will use a range of indicators to assign RTO's a risk rating. CLET is committed to presenting as a low risk RTO, although there has not been any confirmation of the level from ASQA.

Quality Assurance Policy

The quality procedures for the training function clearly identify the lines of responsibility and processes for managing, monitoring and improving all training and support operations and for reviewing student/client satisfaction.

Reporting relationship

The Training Manager is responsible for, and reports directly to the Director of CLET for all training and training related issues. Trainers report directly to the Training Manager.

Quality procedures

Trainers employed by CLET must have as a minimum:

- Hold the most current Certificate IV in Training and Assessment from the relevant TAE Training and Education Training Package or equivalent and
- Be able to demonstrate vocational competencies at least to the level of those being delivered and
- A qualification or competencies to the level being delivered and
- Be able to demonstrate current industry skills directly relevant to the training/assessment being undertaken and
- Continue to develop their VET knowledge and skills as well as their industry currency and trainer/assessor competence and
- Any special qualification/s and experience specified in the curriculum concerned.

From time to time, CLET may employ specialist trainers, experts in their field, who will train under the direct supervision of an appropriately qualified Trainer/Assessor.

Appropriately qualified staff will assess each course applicant to ensure their suitability and capacity to benefit from the Training Program.



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All students will be provided with the information listed above, and receive an orientation program prior to commencement of Training Program.

Students and staff will participate in ongoing evaluation of each course for the purpose of improvement and meeting client satisfaction. Such an evaluation will be undertaken after commencement and at the conclusion of each Training Program.

The Training Manager, will update the Director of their findings, and will review a summary of the results of each evaluation.

The Training Manager together with the Director, will determine any action to be implemented as a result of evaluation.

The Training Manager will ensure that:

- All staff are fully prepared for their duty and have access to the current Training Packages, all the necessary course material, facilities, equipment and support resources; and
- Training and assessment occurs in accordance with the requirements of the accredited course/endorsed Training Package or customised course.

Quality administration

The Training Manager is responsible for (not exhaustive):

- Maintenance and safe backup of records and the record keeping system, qualifications issued, RPL applications, complaints, concerns, appeals and evidence of quality practices
- Ensuring full AVETMISS reporting capability (as required)
- Compliance with the VET Quality Framework and Conditions of Registration
- Achievement of the requirements of training contracts
- Selection of training staff and maintenance of relevant records;
- Professional development;
- Developing Training and Assessment Strategies and aligning them to the needs of clients
- Assessment, including RPL validations
- Assessment moderations and evaluation strategies;
- RPL assessments; and
- The maintenance of the Scope of Registration including obtaining copyright clearances and ensuring courses are current;
- Advise registering body that has registered it that CLET has commenced operations in any other State or Territory within 21 days of commencing the interstate operations and/or within 3 months of ceasing delivery and/or assessment in a location the state or territory of registration;
- Applying to the registering body for any extension to scope of registration.



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Continuous Improvement Policy

This policy describes the process by which CLET will develop and implement written procedures relating to continuous improvement of its systems including processes, products and services as they relate to compliance with the VET Quality Framework for NVR Registered Training Organisations. CLET collects and analyses stakeholder and client feedback and satisfaction data on the services it provides and uses the information to review its policies and procedures, and make changes, improvements if warranted.

Internal audits

- The Director and Training Manager will organise the conduct of an internal audit of CLET every 12 months as a minimum or more regularly as required, to ensure compliance with the VET Quality Framework and Conditions of Registration
- The Training Manager will report compliance and non-compliance issues and steps to be taken to ensure compliance
- The Training Manager must conduct random VET Quality Framework and Conditions of Registration audits
- The Training Manager will implement the CLET audit checklist based on the requirements of the VET Quality Framework and the performance agreements associated with State government funded Training
- The Training Manager will advise all personnel of the date and purpose of the audit to ensure that all necessary documentation is available for audit
- Where policies and procedures are not being adhered to, the Training Manager will take appropriate action to ensure those policies and procedures are followed in the future
- Where policies and procedures are lacking or are no longer appropriate to CLET operations, the audit report recommendations are referred to the Director for review
- CLET's Director will review CLET's compliance with the VET Quality Framework and Conditions of Registration at least annually.

Outcomes from the internal audit will be placed on the continuous improvement register for actioning.

Compliance with Commonwealth, State/Territory Legislation and Regulatory Requirements

The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational training and assessment.

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CLET identifies and complies with Commonwealth and/or State/Territory legislation on:

1. Vocational training and assessment
2. Work Health and Safety
3. Privacy
4. Workplace harassment, victimisation and bullying
5. Anti-discrimination, including equal opportunity, racial vilification, and disability discrimination (not exhaustive)

CLET ensures that its policies and procedures meet the requirements of Commonwealth or State/Territory legislation which are relevant to CLET's operations.

National Recognition

CLET recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia. The policy on National Recognition clearly states the recognition and application process. Recognition is granted by direct recognition of the competency unit completed at another RTO. The applicant must provide original testamurs for verification prior to acceptance of recognition.

CLET will record this as a credit transfer against the relevant unit(s).

Equal Opportunity

CLET is committed to promoting equal opportunity in its education and employment and does not accept any form of discrimination. This ethos is promoted in its principles throughout the organisation. As a NVR RTO, CLET uses a systematic and continuous improvement approach to this policy and will monitor and develop in line with feedback from management, industry, staff and students.

Fees, Charges and Refund Policy

The VET Quality Framework and Conditions of Registration require that RTOs protect fees paid in advance and have a fair and reasonable refund policy.

CLET is committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regard to fees charged, protection of fees and refunds where warranted.

Class Schedule

Students are not required to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day.

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Complaints, Concerns and Appeals

As an NVR RTO, CLET provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. CLET will act on each substantiated complaint or concern or appeal.

CLET will carry out the complaint, concern handling process and appeal process as quickly as possible given the individual circumstances of the complaint, concern or appeal. CLET will act on each substantiated issue. This process will be at no cost to the student.

Students deemed not yet competent

Students that have been deemed Not Yet Competent on their final assessment task will be provided the opportunity to submit their work for reassessment following feedback from trainers and assessors to help reach competency.

The result will be graded as either Competent or Not Yet Competent.

Students that have been deemed Not Yet Competent at the expiration of the time period for the course, have the option to re-enrol in the course if they wish to re-attempt, fees will apply.

Confidentiality in complaints

A conflict often arises when people want to make complaints but do not want the people about whom they are complaining to know. On the other hand, it is difficult for an employer to take action against an alleged discriminator/harasser unless it can put full details of the complaint to them.

CLET wants to prevent any discrimination, harassment, victimisation, vilification or bullying occurring and to stop any discriminatory, harassing, victimising, vilifying or bullying conduct. It also wants to give workplace participants an opportunity to discuss any issues impartially and confidentially, otherwise workplace participants may not feel free to seek assistance or obtain information.

CLET also has legal obligations outside anti-discrimination laws to ensure a safe workplace and a safe system of work. In trying to balance these competing considerations, CLET will respect a wish for confidentiality, to the extent possible. For example, CLET may not take specific action against the alleged discriminator/harasser because the substance of the allegations cannot be established/validated and procedural fairness cannot be afforded. In these types of situations, CLET would only be able to take general preventative action and monitor the situation.

However, there will be times when this may not be possible and due to the nature of the complaint CLET may be required to act on the information provided.



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Customer Service Code

Our customer is the most vital element of our business, and we seek to understand, anticipate and be responsive to our customer needs.

CLET is committed to:

- Answering the telephone within three rings
- Answering the telephone politely, stating our name with the CLET greeting
- Recognising that customer complaints are our opportunity to show outstanding service in dealing with these complaints, efficiently, effectively and in a friendly manner
- Constantly thinking of different ways to assist and attain our customers with our new ideas to ensure our training is more effective
- Recognising that each customer contact is our opportunity to forge a positive and ongoing relationship, as well as demonstrating our abilities to assist and provide outstanding service

Internal customer service policy

All members of CLET have the right to be treated with respect, be free from sexual and racial harassment and rude or impolite behaviour.

- It is the responsibility of all employees to represent CLET in a positive light in all circumstances and maintain the confidentiality agreement as prescribed in the contract of employment
- It is important to maintain a respectful rapport with all external clients, agencies and competitors
- The employer has the right to expect that work be completed within a timeframe to the required standard and
- The employee has the right to expect to be treated fairly at all times by the employer and to be paid on time.

Marketing of Training and assessment Services

CLET will market its educational services with integrity and accuracy, avoiding vague and ambiguous clauses. No false or misleading comparisons will be drawn with any reference to the provider or course.

Work Health and Safety Policy

Providing and maintaining a healthy and safe work environment is a leadership responsibility. Ongoing support of CLET's Health and Safety program is the responsibility of everyone.

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CLET has in place policies and procedures to ensure that staff, students, visitors and guests are provided with a safe environment in accordance with the *Work Health and Safety Act (2011)* or its successor.

Administration

CLET will maintain systems for recording student enrolments, attendance, completion assessment outcomes (including Recognition of Prior Learning), qualifications issued, complaints, concerns, appeals and the archiving of records.

In the event that CLET ceases operation, all records of student achievement of awards (Certificates or Statements of Attainment issued) for all training covered by the registration, will be forwarded in the appropriate format to the regulatory body.

Qualifications testamur

Acknowledgement of source: The text in this section and the Protocol for Defining the Statement of Attainment was sourced directly from the National Quality Council – Special Bulletin, 2nd August 2011 and AQF 2013 [regarding protocol for statement of attainment].

The RTO will:

- *Issue testamurs to students who satisfactorily complete the requirements of the enrolled course*
- *All vocational education and training qualifications will include the following elements:*
 - *name, code and logo of the issuing body;*
 - *name of person receiving the qualification;*
 - *awarded AQF qualification by its code and full title;*
 - *date issued;*
 - *authorised signatory;*
 - *the AQF logo or the words, 'The qualification is recognised within the Australian Qualifications Framework;*
 - *the Nationally Recognised Training (NRT) logo*
 - *the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities, e.g. within User Choice contracts); and*
 - *the issuing organisation's seal/ watermark or corporate identifier.*

A record of results will be issued together with the qualification.

The following elements are included as applicable:

- *industry descriptor, e.g. Engineering;*
- *occupational or functional stream, in brackets, e.g. (Fabrication);*
- *where relevant, the words, 'achieved through Australian Apprenticeship arrangements' and*
- *where relevant, the words, 'has been delivered and assessed in <insert language>;*

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- where the qualification is from a Training Package, include the words, 'A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au>'.

Accept and mutually recognise the qualifications and Statements of Attainment awarded by any other Australian Registered Training Organisation.

Protocol for Defining the Statement of Attainment

Statements of Attainment are issued in the vocational education and training sector by Registered Training Organisations to students who have completed accredited units or skill sets within AQF qualifications or a short course accredited by a course accrediting body, which does not meet the requirements of a full AQF qualification.

Statements of Attainment include the following features:

- name and code of the issuing RTO
- name of the person who achieved the competencies or modules
- date issued
- a list of competencies (or modules where no competencies exist) showing their full title and the national code for each unit of competency
- authorised signatory
- the Nationally Recognised Training (NRT) logo
- the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities, e.g within User Choice contracts)
- the words 'A statement of attainment is issued when an individual has completed one or more accredited units'
- the words *These competencies form part of [code and title of qualification(s)/course(s)]* (this is optional, where applicable)
- the issuing organisation's seal/ watermark or corporate identifier.

A Statement of Attainment will normally consist of a single page: it may run on to a further page where there is a long list of competencies (or modules).

Statements of Attainment which describe the completion of a short course accredited by a course accrediting body, which does not meet the requirements of a full AQF qualification includes the words: *These competencies/ modules were attained in completion of [insert code] Course in... [insert full title–note this is only for accredited courses titled 'Course in..']*

Statements of Attainment issued to recognise achievement of a skill set identified in a particular Training Package contains the name of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

Statements of Attainment awarded for a skill set identified by an RTO as meeting enterprise needs may include additional brief information reflecting its identified purpose.

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Students who complete part of the requirements of an AQF qualification in which they are enrolled will receive a record of results.

Reissuing qualifications

If the certificate or statement of attainment is misplaced or damaged, the student or prior student may contact CLET to order a *replacement*. CLET will re-issue a replacement of the certificate or statement of attainment or academic transcript.

Students or prior students making requests for replacement certification must undergo an identity confirmation check.

Training Environment

CLET undertakes to:

- Comply with all laws relevant to the operation of a training premises including occupational health and safety and fire safety regulations
- Ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting; and
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Performance Management System

CLET has implemented a staff development policy which allows for accurate measurement of each member of staff's effectiveness, and ability to provide service to the internal and external clients within the resources and constraints that preside.

The concept of this system will highlight where a process has fallen or not met expectations due to a variety of reasons including, but not limited to:

- Lacking skill base of the employee;
- The process was not complete;
- The procedure no longer meets the requirement; and
- A lack of understanding in the processes.

Once this has been highlighted a process of rectifying the issue would be implemented resulting in and not limited to the following possible remedies:

- Implementing a training and development program; and
- Evaluation of the procedure.

The aim of the program is to adjust policy and processes in meeting the needs of the employer, employee, and the requirements of the clients. Within this realm CLET is committed to the development of all staff within the area of duty. The area of duty is the development of the

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skills and abilities for individuals to be able to carry out the assigned tasks and duties within their Position Description.

Staff development policy

CLET is committed to the training and development of all employees for the betterment of individuals, clients, and the company as a whole.

Provision of Training and Assessment Services

1. CLET will adopt policies and management practices which maintain high quality professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students.
2. CLET will maintain a learning environment that is conducive to the success of students
 1. CLET will have the capacity to deliver courses, for which it has been registered, provide adequate facilities and use methods appropriate to the learning needs of students.
 2. CLET will monitor and assess the performance of its students.
 3. CLET will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and will provide training for its staff as required.
 4. Assessment practices will be in line with the national assessment principles

Provision of information

CLET will supply accurate, relevant and up-to-date information to prospective students covering, but not limited to, the matters listed in this code. CLET will supply this information to students before it enters into written agreements with students and will review regularly all information provided to students to ensure its accuracy and relevance.

Recruitment of students

Recruitment of students will be conducted at all times in an ethical and responsible manner. All prospective students that wish to enrol in a course must complete the Student Enrolment form

The Student Enrolment form has been comprehensively developed to ensure that any specific client needs are captured, once the prospective student completes the enrolment form and then submits the document, it will be reviewed and analysed by the Student Administration for any specific actions required to meet the client needs. The Student Enrolment form includes requests for information regarding:

- student details,
- course selection,
- employment background,
- education background,
- course credit,

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- student origin,
- reasons for applying for enrolment,
- student special needs,
- emergency contacts,
- student declaration,
- payment details terms and conditions of enrolment.

Once the student enrolment form has been vetted and approved by the admissions officer, enrolment will be confirmed with the student.

Offers of course placement will be based on an assessment of the extent to which qualification proficiency and aspirations of the applicant are matched by the training opportunity offered.

CLET will ensure that suitably qualified staff and/or agents assess the education background of the intended students, and provide for the training of such staff and agents, as appropriate. CLET observes all modern practices concerning Equal Opportunity issues and makes no discrimination on the basis of age, race, gender, or religious preferences in the application and enrolment of students in any training course.

Recognition of Prior Learning

Assessment including Recognition of Prior Learning (RPL) is conducted in accordance with the principles of assessment and the rules of evidence. CLET will approve Recognition of Prior Learning (RPL) to students with suitable prior qualifications or experience once the RPL process has been completed.

All students will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills, or where credit or credit transfer may apply.

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal study, work experience, employment and other life experiences.

Privacy policy

CLET will ensure that it respects the privacy of students, prospective students and employers by implementing the *Privacy Act 1988* (Cth) and the Australian Privacy Principles ('APP') which is outlined in Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth).

CLET collects personal information solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework administered by the Australian Skills Quality Authority who is the National VET Regulator.

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Record Keeping

CLET will keep complete and accurate records of the attendance and progress of all students, as well as financial records that reflect all payments and charges and the balances due. Copies of these records will be provided to the student upon formal request.

In the case of an employer providing financial support for training, financial details will not be provided to student.

Retrieval of records will be available for a period of 30 years from the date of graduation.

Rights and Responsibilities of Training Providers

CLET will:

- Maintain adequate and appropriate insurance including public liability and work cover
- Advise ASQA in writing within 10 working days of any change to the information contained in the Registration/Endorsement application; and
- Allow ASQA or its agent's access to training records, delivery locations, staff or students for the purposes of auditing performance or verifying compliance with the conditions of registration.

CLET is committed to the ongoing continual improvement of its organisation and as such provides considerable information to assist in ensuring that every possible support is provided to persons undertaking training with the organisation. CLET uses strict version control procedures.

CLET undertakes to ensure the provision of:

- Support for students as documented in Student Rights and Responsibilities;
- Quality of training and trainers commensurate with course level and content;
- Accredited training that is Competency Based and has a Competency Based Assessment procedure; and
- A step-by-step RPL process and policy.

Student Support Services

CLET will provide adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression, will include adequate support services in terms of academic, personal and career counselling, should any physical training be conducted.

CLET has fulltime student support with a focus on helping students with study support and assistance. Student support is available by student message and phone but also by appointment. If the student support officer is not available and the matter is urgent the student may also speak with the Training Manager or trainer and assessor.

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Student safety

CLET training and assessment centres are currently online.

CLET Head Office is open from 8am to 4pm Monday to Friday and outside hours by mobile phone.

Students currently do not attend any physical locations for CLET training or assessment.

Student information

- A fees and refund policy is outlined in the Student Information Booklet
- A complaint procedure for training and assessment is outlined in our code of practice
- Withdrawal arrangements for students: (students may withdraw from any course at any stage without prejudice and may arrange suitable entry and exit points for any course with the Training Manager); and
- CLET is committed to providing assistance to students with language, literacy or numeracy difficulties. The CLET Student Information Booklet details how students can access this assistance.

The information provided to students will be accurate, relevant and up-to-date. This will as a minimum include:

- Scope of Registration
- Application processes and selection criteria
- Facilities and equipment
- Competencies to be achieved during training
- Assessment procedures
- Qualifications to be issued on completion or partial completion of a course; and
- Student support services.

Policies and Procedures for:

- Recognition of Prior Learning
- Student Complaints, Concerns and Appeals
- Fees and Refunds.

Student rights and responsibilities

Students are protected under legislation governing Training Providers.

Students are entitled to the following for all accredited training undertaken:

- To receive Competency Based Training and Assessment at the AQF level enrolled
- To receive Training and Assessment in line with the VET Quality Framework

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- To have the training delivered in comfortable, well, appointed accredited venues with appropriate resources and facilities suit the needs of the training course, if relevant
- To have the training delivered in a comprehensive and modern online environment that supports flexible but effective learning.
- To receive Equal Opportunity practices from the Training Provider
- To receive support in learning by having an accessible contact person and number who will assist in clarifying any assessment and pre session tasks; and
- To have the trainer hold the appropriate qualifications and industry current experience relating to the level of your course.

Students, in turn, are expected to behave appropriately and will have their training terminated if they:

- Deliberately endangers the health and safety of another student or trainer
- Deliberately falsifies or changes documents and/or assessment and training outcomes either personally or via other person/s
- Divulges personal and confidential information pertaining to another student's documents and or assessment and training outcomes
- Refuses to abide by the students responsibilities as outlined in "The Rights and Responsibilities of Students"
- Breaches the rights of copyright owned by CLET on any material that is given to the student for use during the course
- Prevents in any way another student from completing or continuing their training / course in the reasonable peace and privacy assured them by CLET's Code of Practice
- Commits Plagiarism
- Cheating

The consequences of being caught plagiarising or cheating may include:

- repeating the entire unit,
- suspension from course and
- possible cancellation of course.

At induction, and during the courses, students are provided training on how not to plagiarise or cheat.

Similarly, any trainer employed by CLET that violates any student rights or engages in any activity that causes disadvantage to any student will be subject to dismissal. Student should take note of all complaints procedures and whenever in doubt should contact the Training Manager to arrange a confidential interview to discuss their concern or complaint.

Training resources

CLET has a comprehensive range of available resources, and brochures to support the delivery of assessment and training for all programs offered.

This document is in support of CLET policies and procedures in accordance with the Standards for Registered Training Organisations (RTOs) 2015 and pursuant to the National Vocational Education and Training Regulator Act 2011



RTO #31254

CLET TRAINING

Where experience is acknowledged!

Welfare and Counselling Support Services

CLET has fulltime student support with a primary role of student support; this person also monitors the online student environment.

The primary point of contact for students who require support is to contact student support through the internal messaging system.

In cases where our staff is unable to help the student, the student may be referred on to an external Counselling service. The college is not liable for external counselling costs. The following are student's primary contacts at the campus:

Student Support – online at www.clet.edu.au

Phone: 1300 760 605

Email: support@clet.edu.au