



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 learners 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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CLET prides itself on being one of the leading registered training organisations in Australia for RPL for police, military, and emergency services. With a focus on quality outcomes, CLET strives to ensure that all interactions with CLET are positive.

As a private provider of training and assessment services, CLET can accommodate individual learner 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

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Mission Statement

- To recognise existing skills and knowledge in Australia's workforce
- To offer support and hope to Australia's front-line workers
- To lead in the quality provision of flexible training and assessment
- To enhance eLearning and achieve outcomes in a technologically advanced world
- To develop learners intellectually and personally
- To prepare learners 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 learners 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.

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 learners are well informed on the options that are available to meet their individual training needs.

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

CLET is firmly committed to providing equal employment opportunities and educational outcomes for all staff and all learners. We recognise that these achievements are dependent on the elimination of any form of 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 learners are not subject to any form of 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 or assessment process through to your completion.

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Assisting Equity Groups

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

We address support via several functions including:

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

Fees Protection

CLET is a financially viable company. 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 learner has commenced study in their chosen qualification or course.

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. 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 learner/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.

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Quality Procedures

Quality oversight includes assuring that CLET complies with the *Standards for Registered Training Organisations (RTOs) 2015*. This compliance is reached through the implementation of quality measures that ensure learners are provided with training and assessment that is done well and meets all requirements of the training product as well as the needs of the learner and associated industries. At CLET, doing things well always results in meeting compliance requirements.

Quality Administration

The Director 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;
- Applying to the registering body for any extension to scope of registration.

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 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. CLET also self-monitors to constantly improve practices and training and assessment practices, processes, and tools.

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Internal Audits

To ensure compliance with the *Standards for Registered Training Organisations (RTOs) 2015* and to support the annual declaration of compliance, CLET's Director will review CLET's compliance with the VET Quality Framework and Conditions of Registration at least annually.

The Director 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 Director will report compliance and non-compliance issues and steps to be taken to ensure compliance

The Director will implement the CLET audit checklist based on the requirements of the VET Quality Framework

Where policies and procedures are lacking or are no longer appropriate to CLET operations, the audit report recommendations are actioned by the Director or her delegate.

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

Legislative Compliance

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.

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

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

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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 training and employment and does not accept any form of discrimination. This ethos is promoted in its principles throughout the organisation. As a 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 learners.

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 learners and prospective learners about 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.

Complaints, Concerns and Appeals

As a 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.

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CLET will carry out the complaint, concern handling process and appeal process in accordance with the published policies and procedures, considering 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 learner.

Students Results

Students that have been deemed Not Yet Satisfactory on any 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 Satisfactory or Not Yet Satisfactory at task level and Competent or Not Yet Competent at unit level.

Students that have been deemed Not Yet Competent at the expiration of the time for the course will be presented with options to transfer to a new course or offered a Statement of Attainment for units completed.

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 act 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
- CLET 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 always treated fairly by CLET and to be paid on time.

Marketing of Training and Assessment Services

CLET will market its services with integrity and accuracy, avoiding vague and ambiguous clauses.

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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.

CLET has in place policies and procedures to ensure that staff, learners, 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 learner enrolments, attendance, completion assessment outcomes (including Recognition of Prior Learning), qualifications issued, complaints, concerns, appeals and the archiving of records.

If CLET ceases operation, all records of learner 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

Qualification certificates and records of result and/or Statements of Attainment issued by CLET will be in accordance with regulatory requirements for the issue of testamurs. This includes the physical format of the documentation as well as assurance that testamurs will only be issued to learners who satisfactorily complete the requirements of the enrolled qualification.

Reissuing Qualifications

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

Training Environment

CLET undertakes to (if and when relevant):

- Comply with all laws relevant to the operation of a training premises including work health and safety and fire safety regulations
- Ensure the training premises are of adequate size and have adequate heating, ventilation, cooling and lighting; and

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- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

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.

CLET has implemented a staff development policy which allows staff to participate in professional development of their choosing and as often as they see fit. In some instances, this development is funded by CLET and in others, time off work is permitted to support development.

Performance Management System

CLET interacts with its staff daily and monitors performance through daily tasks, client satisfaction, and staff satisfaction.

CLET has a highly experienced team and no formal performance management system is implemented as it is deemed unnecessary.

Overall review of performance occurs annually and rewards issued accordingly.

Provision of Training and Assessment Services

CLET adopts 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 learners.

To do this, CLET maintains a learning environment that is conducive to the success of learners. CLET maintains its capacity to deliver courses, for which it has been registered, provide adequate facilities and use methods appropriate to the learning needs of learners.

CLET monitors and measures the performance of its learners.

CLET ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of learners and will provide training for its staff as required.

Assessment practices are in line with the national assessment principles and rules of evidence.

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Provision of Information

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

Recruitment of Learners

Recruitment of learners will be always conducted in an ethical and responsible manner. All prospective learners that wish to enrol in a course must complete the online enrolment form

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

- learner details,
- course selection,
- employment background,
- education background,
- learner origin,
- reasons for applying for enrolment,
- learner special needs,
- learner declaration,
- payment details terms and conditions of enrolment.

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

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 learners 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 learners in any training course.

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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 learners with suitable prior qualifications or experience once the RPL process has been completed.

All learners 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 learners, prospective learners, 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.

Record Keeping

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

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

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

Rights and Responsibilities of Training Providers

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- 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 learners 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 appropriate version control procedures.

CLET undertakes to ensure the provision of:

- Support for learners as documented in Learner Information Booklet;
- 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.

Learner Support Services

CLET has fulltime learner support with a focus on helping learners with study support and assistance. Learner support is available by learner message and phone but also by appointment. If the learner support officer is not available and the matter is urgent the learner may also speak with the relevant trainer and assessor.

Learner Safety

CLET training and assessment centres are currently online.

CLET 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.

Learner Information

- A fees and refund policy is outlined in the Learner Information Booklet
- A complaint procedure for training and assessment is available on the website here: <https://www.clet.edu.au/terms-and-conditions/>

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- Withdrawal arrangements for learners: learners may withdraw from any course at any stage without prejudice; and
- CLET is committed to ensuring learners have adequate language, literacy or numeracy skills to comfortably undertake training. The CLET Learner Information Booklet details how this will be measured.

The information provided to learners 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 methods
- 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.

Learner Rights and Responsibilities

Learners are protected under legislation governing registered training organisations.

Learners 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
- To have the training delivered with appropriate resources and facilities that meet the requirements of the training course
- To have the training delivered in a comprehensive and modern online environment that supports flexible but effective learning.
- 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 the course.

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

- Deliberately endangers the health and safety of another learner or trainer
- Deliberately falsifies or changes documents and/or assessment and training outcomes either personally or via another person/s
- Divulges personal and confidential information pertaining to another learner's documents and or assessment and training outcomes
- Refuses to abide by the learners' responsibilities as outlined in the Learner Information Booklet
- Breaches the rights of copyright owned by CLET on any material that is given to the learner for use during the course
- Prevents in any way another learner from completing or continuing their training / course in the reasonable peace and privacy assured them by CLET
- 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.

Similarly, any trainer employed by CLET that violates any learner rights or engages in any activity that causes disadvantage to any learner will be subject to dismissal. Learners should take note of all complaints procedures and whenever in doubt should contact CLET 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.

Learner Support Services

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

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

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

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

Phone: 1300 760 605

Email: support@clet.edu.au

External Welfare Services

Given the nature of the learner group that CLET supports, mental health support is important. Whilst CLET does not offer this directly, the following are a list of appropriate mental health support services for this client base.

Lifeline	13 11 14	www.lifeline.org.au
Fortem	1300 339 594	www.fortemaustralia.org.au
Soldier On	1800 011 046	www.soldieron.org.au
Beyond Blue	1300 224 636	www.beyondblue.org.au
Beyond Blue Suicide Callback	1300 659 467	
Blue Hope	1300 002 583	www.bluehope.org.au
DVA	1800 838 372	www.dva.gov.au

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