



CLET  
TRAINING  
RTO #31254

STUDENT  
INFORMATION  
BOOKLET



RTO #31254

# CLET TRAINING

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## WELCOME TO CLET TRAINING

CLET Training is a registered training organisation (RTO #31254) and prides itself upon delivering courses that are founded upon:

- Extensive experience
- Up to date resources
- Informed learning strategies and delivery methodologies
- Modern online study environments

### *Flexible Delivery*

Flexible delivery means that a range of learning strategies is available in a variety of learning environments and/or scheduling. Training is adjusted to suit individual learning styles, interests and training needs, with an aim of enhancing accessibility to education/training.

Courses are offered through a variety of methods including a comprehensive online course management system and face-to-face workshops.

### *Qualifications Offered*

CLET has a wide range of courses available across several Training Packages. All courses are nationally recognised and can be viewed on the website at [www.clet.edu.au](http://www.clet.edu.au)

Study areas include:

- Crime and Justice Studies
- Public Safety (Emergency Management)
- Government Investigations
- Legal Services

Plus, further recognition of prior learning (RPL) opportunities in:

- Business
- Business Administration
- Community Services
- Work Health and Safety
- Project Management
- Quality Auditing
- Leadership and Management
- Security Operations



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## *Employment Opportunities*

All College courses are nationally recognised and provide access to several vocational outcomes. Some of the common job outcomes for CLET specialty areas include:

- Police officer
- Border Force officer
- Business manager
- Security officer
- WHS officer
- Security manager
- Project Manager
- Government Investigator
- Private Investigator
- Mining

## *Units Offered*

Each qualification has a number of units. The specific units are available on the CLET website at [www.clet.edu.au](http://www.clet.edu.au)

*NB: All study courses are registered for training and assessment.*

Depending on your requirements you may elect to enrol in a full qualification or an individual unit of competency.

## *Course Structure*

The courses may be studied in full or as individual units. There are exit points in several qualifications, or the capacity to continue studies to a higher level.

## *Entry Requirements*

CLET provides a range of training programs with varying entry requirements. Some may have specific entry requirements that include competency pre-requisites, health and fitness and/or prior or concurrent work experience. Specific details are available on the website at [www.clet.edu.au](http://www.clet.edu.au) or by phoning 1300 760 605.



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## *Technical Requirements*

Most importantly all students must have access to a computer with the following specifications and software/accessories:

- Windows PC / Laptop / Tablet
- Windows 7 (or higher)
- Latest version of Chrome
- Microsoft Office (2010 or higher)
- Latest Adobe PDF Reader

## *Apple Mac PC's*

- Mac OS X 10.6 (or higher)
- Latest version of Chrome or Safari
- Microsoft Office for Mac (2010 or higher)
- Latest Adobe PDF Reader

## *Android*

- Android Latest
- Latest version of Chrome

## *iPhone & iPad\**

- iOS Latest
- Latest version of Chrome or Safari

\* Students using an iPad or iPhone will need to upload documents from a Laptop, PC or have a Dropbox account.

Firefox Browser does not support all software provided inside CLET online Study Cloud.

CLET technical staff are available if any assistance is required.

## *Enrolling in a Course*

Once you have selected your professional development pathway, you can go ahead and enrol. It is as easy as opening the website at [www.clet.edu.au](http://www.clet.edu.au) and completing the online enrolment form for your chosen career path.

Our friendly staff are waiting for your enrolment and can help you with any queries you may have regarding course programs, qualifications available and cost. For course program, individual units of competence, full qualification, RPL or assessment, enrolment is required.



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## *Course Changes*

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, we make every effort to inform course Students prior to the commencement of training.

Where nationally recognised programs are changed in line with changes to competency standards, a transition phase is provided to allow existing Students to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

## *Course Materials*

Course materials are available, and each Student will receive access to a set of course materials, including readings and reference materials as required. CLET also has a comprehensive online learning management system, called Study Cloud, that provides electronic resources for all units, including power points with audio, online web books, videos and other assessment support tools.

## *Accidents and First Aid*

CLET is an online College and therefore does not have any physical or face to face interaction with students. CLET does have staff policies and procedures for office safety, and any student who may attend the CLET offices is protected by these.

## *Assessment*

In accordance with the Australian Quality Training Framework, the CLET assessment processes will be valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and Students will be encouraged to participate in collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications. It is the responsibility of the Trainer/Assessor to ensure that the Student is given every opportunity to demonstrate that they can meet the required performance standards. The assessment process your Trainer/Assessor uses must conform to the following principles:

### *Validity*

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.



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Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

## *Reliability*

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor or another occasion:

- Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## *Fairness*

Assessment is fair if it does not disadvantage any applicant in relation to another:

- The individual learner's needs are considered in the assessment process.
- Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.
- The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

## *Flexibility*

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.



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## *Qualified Trainers/Assessors*

As part of these Standards, CLET's courses are delivered by trainers and assessors who either hold the units they are assigned or have the vocational competencies at least to the level being delivered and assessed, plus current industry skills directly relevant to the training and assessment being provided, and current knowledge and skills in vocational training and learning that informs their training and assessment.

In addition, CLET training and assessment is only conducted by our staff that hold a one or more of the following:

- Certificate IV in Training and Assessment
- Diploma of Vocational Education and Training
- Bachelor of Adult and Vocational Education

Plus, CLET trainers and assessors undertake professional development in the fields of:

- knowledge and practice of vocational training, and
- learning and assessment, including competency-based training and assessment

## *Recognition of Prior Learning*

*Definition:*

- Recognition of Prior Learning is an evidentiary process that matches the outcomes Students have achieved through previously unrecognised learning and/or life/work experience against the outcomes of the specific competencies
- Assessment is the process of collecting evidence and making judgements on a student's achievement of the performance requirements set out in a competency standard
- Recognised learning includes achievement of nationally endorsed competency standards or accredited course evidenced by a qualification or Statement of Attainment
- Unrecognised learning includes programs that do not lead to achieving nationally endorsed competency standards or accredited course outcomes (eg. Statement of Attendance, workplace mentor program etc)

*Benefits:*

RPL creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills.

The following are benefits stemming from the use of RPL for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held. Thus, prevents costly retraining



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- Enables credit towards qualifications
- Creates opportunity to access education, training and employment opportunities for the individual
- Provides an indication of any gaps in skills and knowledge of employees

## *The Assessment Process:*

- The Trainer/Assessor is responsible for determining the extent of RPL and applying the process
- Students should apply directly to Student Administration for RPL via the Student HUB, and a Trainer/Assessor will provide information about the best or most appropriate means of demonstrating competence.

## *Credit for Prior Studies*

Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by CLET.

## *Language, Literacy and Numeracy*

Students will be required to complete a short language, literacy and numeracy questionnaire prior to commencing units of competency. The questionnaire is designed to identify students who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a Student has been identified with potential support needs, the Trainer/Assessor will discuss how best CLET can provide support to the Student to ensure success. There are several assessment options available in these circumstances.

## *Support Services Information*

Support services, welfare and guidance information for all students is available. Please see the Support Services Reference Guide at the end of this document.

## *Privacy Policy*

Students can be assured that personal information provided to CLET will be given maximum protection and made available only to authorised users such as employers where a contract (eg. Training Contract) exists, or to government agencies to meet government reporting requirements, for research, audit, moderation and evaluation purposes.

## *Copyright*

The law requires copyright loyalty payments for the reproduction of a considerable amount of publishable material, notably books.



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For study and research purposes, Students are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible; however, permission must be sought.

## *Discrimination and Harassment*

CLET aims to provide an environment free from discrimination and harassment for both Students and staff. Discrimination and harassment come in many forms and may relate to gender, age race, religion, sexual preference or disability. If necessary, please contact Management to obtain confidential support and information about options to deal with such situations.

## *Discipline/Student Conduct*

Students are expected to behave in a manner which is courteous, safe and not disruptive within training and assessment activities conducted by CLET. The following are examples of unacceptable behaviour or actions:

- Negative, disrespectful and/or inappropriate comments or abuse towards CLET and/or staff
- Any misuse, legal or illegal, of any vehicles or property of CLET;
- Any unsafe or illegal practice;
- The possession of alcohol or prohibited drugs;
- The conduct of business for private gain;
- Dishonesty in training and assessment activities;
- Damage of equipment;
- Obstructive behaviour;
- Disorderly, disruptive or harassing behaviour;
- Non-payment of fee requirements
- Discrimination towards any other person

Gross misconduct may result in suspensions or expulsion from CLET training and assessment programs.

## *Complaints and Appeals*

Students have the right of appeal to Management against decisions of CLET staff. If you wish to lodge an appeal, please contact the College directly on 1300 760 605. Students must lodge any appeals against their assessment decision within 14 days of being advised of results using the Complaints and Appeals Statement (*see end of booklet*).



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Students also have the right to expect open, fair, and effective complaints procedures. The complaints and appeals process is available when a person wishes to lodge a formal complaint because of:

- a decision which affects them/or their interest;
- unacceptable behaviour (eg. harassment, discrimination, victimisation)

## *Complaints and Appeals Process*

Students have the right of appeal to Management against decisions of CLET staff. If you wish to lodge an appeal, please contact the College directly on 1300 760 605. Students must lodge any appeals against their assessment decision within 14 days of being advised of results using the Complaints and Appeals Statement (see end of booklet).

Students also have the right to expect open, fair, and effective complaints procedures. The complaints and appeals process is available when a person wishes to lodge a formal complaint because of:

- A decision which affects them/or their interest;
- unacceptable behaviour (eg. harassment, discrimination, victimisation)

Please see the complaints and appeals policies and procedures on the website at [www.clet.edu.au](http://www.clet.edu.au) for more information.

## *Work Health & Safety*

The Workplace Health & Safety Act and associated regulations applies to all staff and Students of CLET. All employees, and Students, have the primary responsibility to ensure that they work safely, without risk of injury to themselves, fellow workers/Students or others in the workplace or public.

## *Course Registration and Fees*

- Depending on the course you wish to attend the course costs will vary from individual units of competence to a full qualification
- For detailed course fees and a quotation, please contact CLET or attend the website at [www.clet.edu.au](http://www.clet.edu.au)
- Enrolments are not confirmed until payment of the deposit or authorised purchase orders are received;
- All enrolments received are firm enrolments (tentative enrolments are not accepted)
- Your enrolment will be acknowledged, and all enrolments confirmed in writing via SMS text message or email. Additional confirmation in writing by mail is available upon request.
- All cheques should be made payable to College for Law Education and Training.



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- Payment Plan instalments are deducted on the 10<sup>th</sup> of each month. A tax invoice is available at the end of your payment plan by request.

## *Refunds*

Course fees become due and payable in full on the course commencement date. Payment plans are offered as a convenience by College management and do not negate a student's liability for the full fees at the course commencement date.

### *Refund Policy:*

The refund policy explains that no refund of fees will be made after the course commencement date:

*CLET will make a full refund of all fees paid should a course be discontinued by CLET or become unavailable for delivery or assessment by CLET. In this instance, should the student desire to take an alternative course offered by CLET, the fees paid will be fully transferrable to that course. In the event of a course for which the student has sought enrolment being unavailable or no acceptable alternative course is available, all fees paid are fully refundable.*

In no instance will refunds be payable because the industry provider of the vocational outcome has changed their education entry requirements.

Should a student cancel their enrolment with CLET the following conditions will apply regarding a refund of fees paid:

*The \$200 enrolment administration fee is non-refundable in any instance. Cancellation by a student prior to the commencement date of their enrolled course will result in a full refund of fees paid to date minus the enrolment administration fee.*

No refunds will be given for cancellations or discontinuations after the course commencement date or after exclusion for unsatisfactory attendance or behaviour.

Notification for cancellation of enrolment in a course with CLET must be given in writing. [Contact us](#) or via internal message in the CLET online course management system is acceptable. All requests for cancellation will be processed within four weeks and any resulting refund will be paid within one week of the claim being agreed.

### **For RPL:**

The RPL assessment process is available without cost and therefore refunds are not usually needed. If for any reason a refund is required, a request can be made in writing to [accounts@clet.edu.au](mailto:accounts@clet.edu.au) and will be considered on individual merits. Factors influencing refunds will include the capacity to return the qualification to CLET and the period of time since its issue (giving more time for it to have been distributed and not capable of full recall).



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## *Access and Equity*

The Management and staff of CLET are responsible for ensuring access and equity for all Students. This ensures all Students are treated equally and fairly and have equal access to participation in training. Selection of Students into courses is based on Students meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis, and no potential Student will be discriminated against for any other reason.



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## GENERAL INFORMATION

### *Location:*

CLET's Head Office is located online and can be contacted via the website: [www.clet.edu.au/contact-us](http://www.clet.edu.au/contact-us), email 24/7 or phone during business hours.

Enrolled students can send a message 24/7 to all CLET staff via the Student Messaging System inside Study Cloud.

### *Opening Hours:*

CLET's head office is open from 8am to 4pm, Monday to Friday.

### *Contact Details:*

Phone 1300 760 605

Email: [info@clet.edu.au](mailto:info@clet.edu.au)



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## *COMPLAINTS AND APPEALS STATEMENT*

Feedback from students, positive or negative, is highly valued and assists CLET to strive for excellence through constant evaluation and continuous improvement.

To address a complaint, or appeal an assessment, RPL or Credit Transfer decision, students or clients are advised to refer to the following Complaints and Appeals Process:

### *Complaints and Appeals Process*

1. Students should discuss the complaint or appeal with the relevant Trainer/Assessor or Tutor.
2. If the complaint or appeal is not addressed to the satisfaction of the student, the student is advised to complete a Complaint and Appeals Statement.
3. The Course Co-ordinator or Management is to evaluate the Complaints and Appeals Statement in accordance with CLET Policies and Procedures, conduct enquiry where necessary and address the complaint or appeal.
4. The student will be offered an opportunity to present his/her case and may wish to ask a support person to attend.
5. If the complaint or appeal is not addressed to the satisfaction of the participant, the matter is to be referred to an external source.



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## **Complaints and Appeals Statement** (to be completed and returned to Course Co-ordinator)

Student Name: [Click here to enter text.](#)

Student Number: [Click here to enter text.](#)

Date: [Click here to enter a date.](#)

Type of complaint or request for appeal: [Choose an item.](#)

Please provide a detailed explanation of the basis and nature of your complaint or appeal:  
[Click here to enter text.](#)

Signature: [Click here to enter text.](#)

### **(office use only)**

Statement received: [Click here to enter a date.](#)

Outcome and reason for decision:  
[Click here to enter text.](#)

Response/outcome provided to student in writing: [Click here to enter a date.](#)

Matter referred to external source: [Choose an item.](#) [Click here to enter text.](#)

Matter finalised: [Click here to enter a date.](#)



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## *SUPPORT REFERENCE GUIDE*

### *Language Literacy and Numeracy*

Should a student or potential student be identified with language, literacy or numeracy support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students are to be referred to an external agency for support. Assistance to the student, and liaison with the external agency will be provided, where applicable, to identify the specific support requirements. Costs will be borne by the student.

### *Learning Support*

Should a student or potential student be identified with learning support requirements which are considered to be sufficient that the student is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, students will be advised to contact an external agency to address the issue. Assistance to the Student, and liaison with the external agency will be provided, where applicable, to identify the specific support requirements. Costs will be borne by the student.

### *Disability Support*

Should a student or potential student identify themselves with a disability, trainers will liaise with the student and relevant disability support agencies/workers to address the delivery and assessment requirements of the student through customization of the program. If however, CLET is unable to accommodate the needs of the student, CLET will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the student.



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## *Social Support*

Where social or personal circumstances may affect a student's learning experience, CLET will support the student where possible, including referral to the following organisations:

Centrelink	131 021
Crisis Care	07 3235 9999
Emotions Anonymous	0500 567 766
Mental Health Association	07 3271 5544
Wesley Mission	1800 021 821
Women's Domestic and Family Violence	1800 811 811
St Vincent De Paul	07 4032 3201
Life Line	07 4053 5044
Kids Helpline	1800 551 800
Alcoholics Anonymous	07 4051 2872