

# Student Information Guide



**COMTECH**  
TRAINING

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| Provider Details  |                       |
|---|-----------------------|
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## Contents

|   |           |
|---|-----------|
| <b>Provider Details .....</b>                                     | <b>2</b>  |
| <b>Version Control.....</b>                                       | <b>2</b>  |
| <b>Mission statement .....</b>                                    | <b>5</b>  |
| <b>1. Welcome to Comtech .....</b>                                | <b>5</b>  |
| <b>2. Before you enrol.....</b>                                   | <b>5</b>  |
| <b>3. How Do I Enrol?.....</b>                                    | <b>5</b>  |
| <b>4. What is my USI .....</b>                                    | <b>6</b>  |
| <b>5. What If I Have Credit or Relevant Experience? .....</b>     | <b>7</b>  |
| 5.1 Recognition of Prior Learning (RPL)/Credit Transfer(CT) ..... | 7         |
| 5.2 RPL Evidence required .....                                   | 7         |
| 5.3 RPL Assessment procedure .....                                | 8         |
| 5.4 Accepted evidence .....                                       | 8         |
| 5.5 RPL Fees.....   | 8         |
| 5.6 Credit Transfer – (CT).....                                   | 9         |
| 5.7 Credit Transfer Procedure and checklist .....                 | 9         |
| 5.8 Credit Transfer Assessment Procedure .....                    | 10        |
| <b>6. Fees, Charges &amp; Refunds.....</b>                        | <b>10</b> |
| Before you enrol & at enrolment: .....                            | 10        |
| <b>7. Fee Concessions.....</b>                                    | <b>11</b> |
| 7.1 Concession Eligibility .....                                  | 11        |
| 7.2 Fee Concession Process.....                                   | 12        |
| <b>8. What happens if the course is cancelled?.....</b>           | <b>12</b> |
| 8.1 Course Cancellation policy .....                              | 12        |
| 8.2 Unforeseen and unexpected circumstances .....                 | 12        |
| 8.3 Can I get a refund? .....                                     | 13        |
| 8.4 ELearning Course Enrolment and Cancellation policy.....       | 13        |
| 8.5 What if I cancel my enrolment in an eLearning course:.....    | 13        |
| <b>9. Support as a Comtech Student.....</b>                       | <b>13</b> |
| 9.1 Disclosing Disability .....                                   | 13        |
| 9.2 Suitability Discussion: .....                                 | 14        |
| 9.3 Free Advice .....   | 14        |
| 9.4 What if I have a disability?.....                             | 15        |

|            |  |           |
|------------|--|-----------|
| 9.5        | Guidance and Counselling .....                                     | 15        |
| 9.6        | What if I think I am being discriminated against or bullied? ..... | 15        |
| 9.7        | How do I complain or lodge an appeal? .....                        | 16        |
| 9.8        | Our responsibilities to you as a Comtech student .....             | 16        |
| 9.9        | What are your responsibilities as a Comtech student? .....         | 17        |
| 9.10       | I have a medical condition; do I need to tell you? .....           | 17        |
| <b>10.</b> | <b>Training, Assessment and Completion – TBC .....</b>             | <b>17</b> |
| 10.1       | Assessment Methods .....   | 18        |
| 10.2       | Assessment Completion .....  | 19        |
| 10.3       | Assessment Resubmission .....                                      | 19        |
|            | Statement of Authorship, what does this mean? .....                | 19        |
| <b>11.</b> | <b>My records and certificates .....</b>                           | <b>19</b> |
| 11.1       | How do I obtain my certificate? .....                              | 19        |
| 11.2       | What if I lose a certificate? .....                                | 20        |
| <b>12.</b> | <b>Code of Practice .....</b>                                      | <b>20</b> |
|            | <b>How do I contact Comtech? .....</b>                             | <b>21</b> |
|            | <b>Training Sites .....</b>  | <b>21</b> |
|            | <b>Appendix .....</b>  | <b>22</b> |
|            | <b>Complaint Form .....</b>  | <b>22</b> |
|            | <b>Notes .....</b>   | <b>25</b> |

## Mission statement

***“To provide quality telecommunications training and assessment services to recognised national standards, responsively, reliably, flexibly and nationally to meet client need.”***

### 1. Welcome to Comtech

Comtech is a national Registered Training Organisation (RTO) (RTO CODE 90933) as licensed by the Australian Skills Quality Authority (ASQA) with our national office located at Unit 6/7-9 Underwood Road, Homebush, NSW 2140 with training locations throughout Australia;

**QLD:** Construction Training Centre, Building 4, 460-492 Beaudesert Road, Salisbury, QLD 4107

**VIC:** 200 Lorimer Street, Port Melbourne, VIC 3207  
62 Murray Road, Preston, VIC 3072

**SA:** Construction Industry Training Centre, 491-499 South Road, Regency Park, SA 5010

**WA:** 223 Star Street, Welshpool, WA 6106

### 2. Before you enrol

As a registered RTO with ASQA, Comtech is committed to providing training of the highest standard which is compliant with the National Standards for Registered Training Organisations 2015. All Comtech instructors/assessors are highly trained and experienced in both instruction and assessment and hold, as a minimum, the nationally recognised Certificate IV in Training and Assessment. In addition, they bring to the classroom a wealth of personal work experience in the telecommunications industry.

Before you commence your training with us, we are obliged to provide you-the student, with all of the information and advice you may need so that you can make a clear and fully informed decision.

In this student guide we will set out to you, how you enrol with Comtech, Comtech fees charges and refund policies, the duration of the course, the type of training and assessment and your qualification. We will also set out our obligations to you, what support is available to you as a student, your complaints and grievance procedures and what we expect from you as a student of Comtech.

### 3. How Do I Enrol?

1. Having considered all the aspects of your course, prior to enrolment you will be required to complete your pre enrolment form and your **LLN – Language, Literacy & Numeracy (LLN) Assessment**.

The aim of this assessment is to ensure that you have the required level of ability so as to commence your chosen course. Upon completion the assessment results will be compared to the required level for your chosen course.

Where a student does reach the required LLN requirements, the student can then continue to complete their Enrolment form.

If the student does not reach the required LLN requirements, the student will be referred to an LLN Support officer to develop a support plan as required.

**3.2 Suitability Discussion:** Where a student does not meet the required LLN requirements, students must attend for a detailed discussion with Comtech Training officer. The discussion will identify if the student has proficient ability with regards to language, literacy and numeracy and also a student's expectation from the course they wish to commence.

**3.3** You will also be required to provide the following;

- Your Unique Student Identification Number or USI
- 2 forms of valid Identification and proof of residency
- Any evidence of recognised prior learning

**3.4** Before and at your enrolment, we will provide to you the following;

- Complete details of your course, including all units, both core and elective
- How long your course will take
- Training and learning procedures used during your course
- Any materials/equipment/health and safety clothing which may be required
- Assessments and projects
- The fees payable and all government subsidies which may be available to you
- All supports available to you
- Your obligations as a student with Comtech including our complaints and appeals process

**NOTE: Enrolment or registration is not complete until the required fees are paid.**

**NOTE: Your application form must have your handwritten signature and you must also consider and sign the Comtech Privacy Policy.**

**NOTE: Enrolment or registration will not be complete until the signed Code of Conduct is returned**

## 4. What is my USI

Your USI is a unique 10-digit number made up of letters and numbers as provided by the Australian Government. This number is unique to each student, is nationally recognized and is mandatory for all students to supply to Comtech upon enrolment. Your USI creates a secure online record of all your recognized training and qualifications gained in Australia and all transcripts from 2016. This number can be accessed online at any time and is free to create.



If you are a new or continuing student undertaking nationally recognised training you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. For more information, please visit: [usi.gov.au](http://usi.gov.au), <http://www.usi.gov.au/create-your-usi/> on your PC or mobile device or contact them at Email: [usi@education.gov.au](mailto:usi@education.gov.au) Phone: 1300 857 536

## 5. What If I Have Credit or Relevant Experience?

### 5.1 Recognition of Prior Learning (RPL)/Credit Transfer(CT)

- Comtech is obliged to provide RPL/CT to students for units of competency as previously completed by a student with another training provider. If after assessment of evidence RPL/CT is granted to a student this will reduce the learning a student will undertake in completing their training with Comtech.
- Each student is advised to bring to the attention of Comtech staff, their previous qualifications before they commence their training. Where a student presents evidence of completion of a unit or qualification, Comtech will assess the evidence as to suitability and authenticity.
- RPL/CT will be considered before a student commences their training with Comtech, however an application for RPL/CT can be made at any stage during a student's training with Comtech.
- **Recognition of Prior Learning (RPL)** is an assessment on an individual basis of a student's skills and knowledge obtained by the student through previous training, work experience and or life experience. All of the evidence as presented by a student will be evaluated by Comtech in a fair manner and the authenticity and validity of the evidence as presented assessed.
- RPL is used to determine the advanced standing, within a training program, that a student may be awarded as a result of their experience.

### 5.2 RPL Evidence required

- Comtech assessors must be assured that where a student is seeking RPL that the student has the skills, knowledge and attributes as described in the module, or the unit of competency they intend to undertake.
- All evidence provided by a student to Comtech for RPL assessment will be considered as per the rules of evidence as set out in Standards for Recognised Training 2015, where each assessor will consider the evidence on the basis of validity, sufficiency and the authenticity of the documents as provided.
- **National Recognition** - Comtech will accept qualifications and/or statements of attainment of qualifications or part thereof completed at other training providers and recognise that these are part of the Australian Qualification Framework and will ensure these form part of the RPL/CT assessment process.
- **Evidence may include, but is not limited to;**
- Industry certificate or 'ticket'.
- Resume/CV.
- Statutory declaration stating a student's prior learning and or experience.
- Assessment Documentation.
- Academic Testamur and or Transcript from registered RTO.

- Letter of reference from employer setting out examples of work completed.
- Reference or a letter of reference from State or Territory Association in relation to qualifications held.
- Overseas certificate/logbook/training program completion certificate.

### **5.3 RPL Assessment procedure**

1. On receipt of RPL enquiry, administration will advise the student as to the evidence as required which must be submitted by the student as to the RPL query.
2. Administration will send the student an RPL assessment form for completion.
3. Student to complete the Assessment form and return with all the required evidence, in advance of commencement of their training.
4. Student will arrange to meet with Assessor to consider the RPL assessment and the evidence as provided.
5. Assessor will consider all of the evidence.
6. The evidence will be verified and considered if sufficient so as to consider if a student has completed a unit or qualification, which is mapped against the training packages [www.training.gov.edu.au](http://www.training.gov.edu.au)
7. If an application is successful, administration will update the student information on the student management system and issue any statement of attainment of RPL granted.
8. Student file will be updated.
9. Any statement of attainment will not be issued until all required RPL fees have been paid.

### **5.4 Accepted evidence**

- Original or certified copy of RTO AQF documentation of each unit as sought for RPL
- Student to provide their USI so as to enable Comtech to confirm any previous units as completed

Where a students' application for RPL is successful they will be informed in writing and RPL recorded on the student contact record, saved on Axcelerate and an email sent to the trainer and assessor.

Where a student's RPL application is unsuccessful a student will be advised as to the reasons why the application was unsuccessful in writing and provided with enrolment details for the required unit.

### **5.5 RPL Fees**

The Comtech fees for RPL are:

- Payment of \$135 must accompany your RPL application. Once your RPL evidence has been submitted and our assessor accepts that the requirements for the unit have been met, you will be required to make a further payment for each unit of competency for which you have been assessed as competent. Once that payment has been received, we will issue a Nationally Recognised Statement of Attainment for that unit. The price for each unit will depend on the level of the unit, as per the following list:



|                   |       |
|-------------------|-------|
| Certificate I:    | \$100 |
| Certificate II:   | \$120 |
| Certificate III:  | \$135 |
| Certificate IV:   | \$200 |
| Diploma:          | \$300 |
| Advanced Diploma: | \$400 |

- No Certificates or Statements of attainment will be issued until all fees are paid.

## 5.6 Credit Transfer – (CT)

Comtech is obliged to provide CT to students who have completed an equivalent certification/statement of attainment to a unit or qualification which is within Comtech's scope of registration as completed at another training organisation.

## 5.7 Credit Transfer Procedure and checklist

1. Student to arrange meeting with Comtech Assessor to discuss CT.
2. Student to provide required evidence and supporting documentation to Comtech assessor in advance of commencement.
3. Comtech assessor to consider the validity and authenticity of all evidence as presented.
4. All evidence as provided by a student will be stored electronically on the SMS and in hard copy in the students individual file. All original documents shall be photocopied and the originals returned to the student.
5. Any documents which are presented and are copies of an original document, must be presented as certified copies.
6. Comtech assessor to consider student's competency on review of the evidence as presented.
7. Evidence considered as satisfactory or unsatisfactory.
8. Student informed of CT application.
9. Where a students' application for CT is successful they will be informed in writing, the CT is recorded on the student contact record, saved on the student management system.
10. Where a student's CT application is unsuccessful a student will be advised as to the reasons why the application was unsuccessful in writing and provided with enrolment details for the required unit.
11. Each student to be advised of their right to appeal, as set out in the Comtech Complaints and Appeals policy.

## 5.8 Credit Transfer Assessment Procedure

1. On receipt of CT enquiry, administration will advise the student as to the evidence as required which must be submitted by the student as to the CT query.
2. Administration will send the student an CT assessment form for completion.
3. Student to complete the Assessment form and return with all the required evidence, in advance of commencement of their training.
4. Student will arrange to meet with Assessor to consider the CT assessment and the evidence as provided.
5. Assessor will consider all of the evidence.
6. The evidence will be verified and considered if sufficient so as to consider if a student has completed a unit or qualification, which is mapped against the training packages [www.training.gov.edu.au](http://www.training.gov.edu.au).
7. If an application is successful, administration will update the student information on the student management system and issue any statement of attainment of CT granted.
8. Student file will be updated.
9. Any statement of attainment will not be issued until all required CT fees have been paid.

## 6. Fees, Charges & Refunds

### Before you enrol & at enrolment:

1. Comtech is obliged prior to the enrolment or commencement of training to provide accurate and current information to each student about the training course which they may be considering including;
  - all relevant fee information including all fees which must be paid to Comtech before the commencement of their training, including deposits and all administration fees;
  - payment terms and conditions, including deposits and refunds;
  - each student's rights as a consumer; and
  - each student's right to obtain a refund for services not provided by Comtech where Comtech cannot provide the agreed training or the contract is terminated early.
2. Students have a right to pay no more than the published fees for the period for which the fees are published. Fees and charges will vary depending on the training course, duration, qualification and where any State funding may be available to the student.
3. Students have a right to a refund, where under certain circumstances, courses are cancelled by Comtech or where fees may have been paid incorrectly or in excess of the published fees.
4. All students will be provided with a receipt upon payment, please note that this receipt will be become void if payment by the student is dishonoured by the relevant clearing authority, e.g. Cheque/PayPal.
5. Funded Students- will vary from state to state (Skilled Workforce- ACT, Jobs & Skills- WA, Smart and Skilled- NSW, User Choice- QLD, Skills Tasmania- TAS). State funding is dependent on each State and also considered by each State whether the qualification and or employment status of the student attracts (national skills needs list) government funding.
6. Apprenticeships are funded irrespective as to whether new or existing employee – may vary from state to state.

7. Fee for service- there is a fee associated with the qualification total cost which is clearly identified in Comtech marketing material as provided to the student in advance of enrolment. Full payment is required prior to the issuing of a completion certificate.
8. For a full Qualification there is a full non-refundable enrolment fee with the remaining amount paid in instalments at agreed stages of a student's training.
9. Payment of fees in advance- Comtech will not require any student to pay more than \$1500 in advance for any training not yet commenced or no more than \$1500 held in advance during a student's training course.
10. Withdrawal without penalty- as a consumer students have a right to a statutory cooling off period where they may have signed up to a course and then change their mind prior to commencement. The cooling off period is 10 days from the date they signed their enrolment agreement. To avail of the cooling off period, a student must notify Comtech in writing within 10 days of enrolment.

### **Certificate 3 Guarantee - Refund of co-contribution fee**

We are not required to provide a refund if you change your mind about the training you asked for. But you can choose to cancel your contract and receive a refund for unconsumed services, if the training has a major problem. This is when the training:

- has a problem that would have stopped someone from purchasing the training if they had known about it
- is substantially unfit for its common purpose and cannot be fixed within a reasonable time
- does not meet the specific purpose you asked for and cannot be easily rectified within a reasonable time
- creates an unsafe situation

## **7. Fee Concessions**

Some students may be eligible for fee concessions and this should be discussed as part of the enrolment process (State variations exist and staff are obliged to keep updated with their State's individual requirements).

### **7.1 Concession Eligibility**

Students must provide evidence of eligibility for a fee concession prior to the commencement of training and acceptable evidence in all States are:

- A current Health Care Card
- A current Pension Card
- There are other State specific accepted forms of evidence

Where an Apprentice is under 18 years of age the above will apply if the parent / guardian holds one of the above cards.

## 7.2 Fee Concession Process

- a) Complete a Student Fee Concession application form
- b) Send the completed form to the Student Services Manager for fee concession decision
  - If the fee concession application is approved
    - Send a letter / email confirming to the student the decision
    - Notify the State Training department of the student's fee concession status
  - If the fee concession application is not approved
    - Send a letter / email confirming to the student the decision
    - Provide a copy of Comtech Complaints and Appeals form

## 8. What happens if the course is cancelled?

### 8.1 Course Cancellation policy

While every effort is made to ensure that courses run as scheduled, Comtech reserves the right to re-schedule or cancel courses if required. Where possible, Comtech will give at least 7 days' notice of any cancellations or re-scheduling.

Minimum and maximum numbers apply for all courses. Courses may not proceed if the minimum number of students is not met.

If Comtech has cancelled a course prior to course commencement a full refund will be provided to each enrolled and paid student.

### 8.2 Unforeseen and unexpected circumstances

In the case that a material event occurs during the delivery of a course that will prevent Comtech from providing all units required to meet learners' course schedule; students will be given the options of:

1. Completing the revised course at no extra cost
2. Withdrawing from the course with Statement of Attainment issued for completed units and receiving a refund of unused course fees
3. Transferring to another course which does meet the original course schedule at no extra cost on the next occasion such course is conducted by Comtech Training

**Note:** Refunds will only be given in extenuating circumstances and will be assessed on a case by case basis. Extenuating circumstances may include medical, family or financial issues. Refunds and course cancellations remain at the discretion of the Education Operations Manager and evidence may be requested to verify reason for cancellation.

### 8.3 Can I get a refund?

Should you cancel your enrolment or fail to attend, Comtech has a clear refund policy and may provide students with a full or partial refund or a credit. **To access our fees, charges and refund policy, please visit Comtech website.**

### 8.4 ELearning Course Enrolment and Cancellation policy

Enrolment in Comtech Training eLearning short courses is set at 90 days (this does not include qualification courses). If a student's enrolment in an eLearning course has expired, they may contact Comtech Training to have their enrolment extended for another 30 days. If the student does not complete the course in these additional 30 days and still wishes to complete the course, they will have to pay an administration fee of \$50 for their enrolment to be extended for another 30 days. If you do not complete the course within the extension period, your enrolment will expire and you will be required to re-enrol and pay for the course again.

### 8.5 What if I cancel my enrolment in an eLearning course:

- If the cancellation is made prior to commencing the eLearning course, a refund less a 10% administration fee will be provided.
- If the cancellation occurs after the commencement of the eLearning course, no transfer or refund is allowed.

## 9. Support as a Comtech Student

Comtech will provide assistance to each student so as to support a student's individual needs, providing where necessary all additional educational and support services for the student which are required for the student to meet the requirements of their training course.

Prior to commencing their training a Student can make an appointment at any time (within business hours) to see/speak to the General Manager or delegated staff for free advice relating to:

- Disability Support
- LLN Support
- Educational and IT support
- Additional learning support
- Coping with assessments
- Advice on counselling services

Our staff will assist them in how to seek help with local welfare and guidance services as required

### 9.1 Disclosing Disability

In advance of commencing any training all students are given the opportunity to disclose in confidence any disability to your student assessment officer. All additional support will be discussed with the student so as to ensure that they are not at a disadvantage.

In addition, as set out all students must complete the LLN which will identify to Comtech staff if additional support is required for a student. **LLN – Language, Literacy & Numeracy (LLN) Policy.**

Once a student has made an informed and clear decision to begin training with Comtech, they must first complete an LLN online assessment.

The aim of this assessment is to ensure that the student has the required level of ability so as to commence their chosen course. Upon completion the assessment results will be compared to the required level for the chosen course.

Where a student does reach the required LLN requirements, the student can then continue to complete their Enrolment form.

If the student does not reach the required LLN requirements, the student will be referred to an LLN Support officer to develop a support plan as required.

## **9.2 Suitability Discussion:**

Where a student does not meet the required LLN requirements, students will attend for a detailed discussion with Comtech Training officer. The discussion will identify if the student has proficient English with regards to verbal, reading, writing and maths and also a student's expectation from the course they wish to commence.

Comtech will provide assistance to each student so as to support a student's individual needs, providing where necessary all additional educational and support services for the student which are required for the student to meet the requirements of their training course.

## **9.3 Free Advice**

Prior to commencing their training a Student can make an appointment at any time (within business hours) to see/speak to the General Manager or delegated staff for free advice relating to:

- Disability Support
- LLN Support
- Educational and IT support
- Additional learning support
- Coping with assessments
- Advice on counselling services

Comtech provides a clear **student support policy, which is available on our website or from any Comtech staff members.**



#### **9.4 What if I have a disability?**

Comtech is committed to providing support services and equal access opportunities for students with a disability, in accordance with the provisions of the Disability Discrimination Act (1992).

Prior to enrolment, Comtech provides current and accurate information to the student with regards to student support procedures in place so as to meet the students' needs should they require additional support. Comtech will respect a client's right to privacy, confidentiality and be sensitive to their needs.

Clients who nominate their disability on their enrolment will have a consultation with Comtech Training's Disability Support Officer to establish the client's suitability to complete the requirements of the enrolled competency/ies and to discuss any reasonable adjustment that Ramsden Telecommunications Training will provide to facilitate their successful completion of the competency/ies.

#### **9.5 Guidance and Counselling**

Staff may provide guidance and counselling specifically with regards to your training courses, in regard to training and assessment programs and their relationship to career structures and further study. There are ethical limitations to the advice that may be given.

If students or prospective students have already made a commitment to become members or employees of organisations, Comtech cannot provide advice that will violate the integrity of that relationship.

Staff will not engage in advice or counselling for which professional licensing is necessary (e.g. counselling of psychological disturbances).

Comtech will not provide any assurances that any course of action advised will be successful, nor can it give assurances of employment or success upon completion of its programs, or acceptance into other programs of study in other institutions

Comtech encourages all students to also seek independent advice before making commencing any training, to be fully aware in advance of commencing your training with Comtech how any training or qualification will be of benefit to you.

#### **9.6 What if I think I am being discriminated against or bullied?**

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or beliefs.

Comtech is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training.

Target Groups are defined as:

- a) Aboriginal and Torres Strait Islanders
- b) People with a disability

- c) People from non-English speaking backgrounds
- d) People in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised)
- e) Women
- f) People from regionally isolated communities

It is the legal responsibility of Comtech, to provide a training environment which provides all students with;

- A safe non-discriminatory training environment
- All of the information about their chosen course in advance of commencement
- All fees, charges and refund policies
- Information regarding flexible learning and any additional supports which a student may require, taking into account a student's individual needs, skills and competencies

Comtech will also not accept any form of discrimination in support of access and equity:

- a) All students are to be given fair and reasonable opportunity to enrol, attend and complete their training within a diverse and non-discriminatory environment
- b) All students will be trained and assessed equally, regardless of any disability or additional individual needs based and on their attendance and merit of their work and assessments as completed
- c) No student shall be discriminated against by staff, trainers, assessors nor other students
- d) All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed at the bi-annual annual review

Comtech has created and strictly adheres to our Access & Equality and Student Support Policy, which is available on our website or from any Comtech Staff member.

## **9.7 How do I complain or lodge an appeal?**

Comtech is obliged to ensure that all students are aware of the complaint and appeals process.

Prior to enrolment, each student is made aware of Comtech consumer protection, complaints and appeals policy which is clearly identified in Comtech student Handbook and Comtech website.

## **9.8 Our responsibilities to you as a Comtech student**

To provide you with;

- in advance of enrolment, so as to ensure you can make a clear and informed decision give you a training to provide you with all of the information necessary about your course, including fees and charges and refunds, units of your training course, the expected duration of your training course
- clear information of your rights and obligations as a student of Comtech,

- information as to complaint and appeals process
- provide a safe and non-discriminatory learning environment
- Additional student support where necessary
- opportunities to practice the skills and knowledge required
- compliant and effective training and assessment outcomes
- protect and retain your records on file
- access to your file records if you ask for them

## 9.9 What are your responsibilities as a Comtech student?

So as to maintain an effective and respectful training environment we expect all students will;

- respect the rights of others
- respond positively to instructor's advice and requests in relation to course delivery and apply themselves positively to all tasks and assessment exercises provided by the Comtech instructor
- are punctual for all classes
- conform to standard industry Work Health & Safety practices and as advised by course instructor
- inform us within a reasonable time if you are unable to attend classes
- take part in a learning environment that promotes equal opportunity
- do not smoke in the building or within three metres of the building's entry
- only use the internet for course requirements
- have all mobile phone is switched off while in class
- do not have alcohol or drugs on the premises
- are not under the influence of drugs or alcohol while attending classes
- do not have food or drinks in the classroom
- assist in maintaining a clean and tidy work environment
- provide a medical certificate if an assessment is missed
- get approval from staff to use phones, photocopiers, facsimiles etc.
- take responsibility for personal belongings brought onto the premises
- be appropriately dressed for the normal working environment; closed shoes/boots or safety shoes (as required) must be worn in practical sessions (thongs or open shoes are not permitted; you will not be admitted to class if you wear these)
- wear outdoor clothing, including head gear, to provide protection where applicable against the sun and hard hats and safety shoes must be used in construction zones.
- clothes are up to workplace and industry standards.
- maintain an appropriate standard of personal hygiene when attending the course

## 9.10 I have a medical condition; do I need to tell you?

You **MUST** inform Comtech staff at enrolment or at the commencement of your training about any medical condition that you may have. This information is confidential and will be included on your *Enrolment Form* or given to the Trainer/Assessor before the class starts.

## 10. Training, Assessment and Completion – TBC

The assessor will work out your competence by assessing all units. These assessments will be checked before any statements of attainment or certificates are issued.

Assessment tasks are competency based and allow us to focus on how well you did the task, not how you learnt it.

Assessments tasks are designed to test you. They give us evidence that you can show competency in all relevant subjects.

You **MUST** hand in assessment tasks and documents by their due date. These tasks and documents are used as part of the evidence to prove your competence.

**Student Instructions**—This document gives you the instructions for all tasks. Your Trainer/Assessor will give you the Student Instructions. You have various assessment tasks for each unit of competency. This document outlines the assessment requirements, the conditions and the evidence needed to find you competent. It also contains all WHS considerations and any criteria required for doing assessments.

**Assessment Agreement** – You will sign off requirements for the study you are undertaking, included with that will be the advised assessment methods.

**Assessment Cover Sheet**—This document is the cover sheet for all your assessments and includes your details and needs to be attached to all your work for submission. On the cover sheet you should ensure your **name, unit code** and **title** are included. In the top section, there is a declaration section for you to sign off as confirmation of your submission.

**Assessment Results and Feedback**—These are included on the Assessment Cover Sheet (lower portion). You will get this back after your assessment is complete with your results. The overall feedback and outcomes are recorded on the Assessment Cover Sheet along with any extra feedback. When marking assessments, the Assessor includes a result and feedback on each individual assessment. The result is shown by using Satisfactory (S) or Not Yet Satisfactory (NYS).

When there is a result of Satisfactory (S) against all assessments, you will get an overall outcome of Competent (C). If there is a result of Not Yet Satisfactory (NYS), you will be assessed as Not Yet Competent (NYC). You will be allowed to resubmit your work (see Assessment Resubmission below).

Signatures from both the Assessor and student are required to show that feedback has been given and received. The date this was done must be written beside the signatures. If there is a resubmission required, we will let you know on this document. You can arrange a date with the Assessor to resubmit your assessment.

By doing this, Ramsden makes sure that all students are getting outcome-oriented assessments, clear instruction of what is required and timely feedback.

## 10.1 Assessment Methods

At least three methods of assessment are required each time you are assessed for a competency in a unit. Some methods may include:

**Observations**—you will be observed doing a series of tasks to work out if you are competent.

**Verbal questions and answers**—you will be asked a series of questions that you will answer to work out if you are competent.

**Written assessments**—you will be given the chance to prove your competency by answering multiple-choice questions, short-answer questions, written reports etc.

Other methods may include case studies, projects, portfolios etc.

## **10.2 Assessment Completion**

You have a set amount of time from the date of enrolment to complete all the units in your course. You will be given the due dates at the beginning of your course.

If you need to apply for an extension to the due date of your assessments, you have to do it in writing. Email your request to [enquiries@comtech.edu.au](mailto:enquiries@comtech.edu.au) detailing the reason for an extension.

## **10.3 Assessment Resubmission**

### **In class assessment**

You will be notified of your results within 15 business days of sitting an assessment.

- **Not Yet Competent (NYC) in class assessment**

You will be given information showing where you were assessed as Not Yet Competent (NYC). You will then be allowed to resubmit the assessment.

- **Assessed as Not Yet Competent (NYC) in the first resubmit**

If you are again found to be NYC, you will be given information showing you the areas you were assessed as not yet competent. You must resubmit the assessment with all your corrections to the areas identified by the Trainer. The Trainer will tell you what needs to be resubmitted in the feedback section of the assessment document.

- **Assessed as Not Yet Competent (NYC) in the second resubmit**

If you are again found to be NYC, you will be given information showing you the areas that you were assessed as not yet competent. You again must resubmit the assessment with all necessary corrections identified by the Trainer. If you are doing a course of more than one unit and you are assessed as NYC at the end of this submission, you won't be eligible to get a full qualification, skill-set statement of attainment or nationally recognised course certificate. However, if you are undertaking a single unit course, you will be able to re-sit the unit later, under normal Fee for Service rules.

### **Statement of Authorship, what does this mean?**

Your signature on the Assessment Coversheet in each unit of competency declares that all work is your own work.

## **11. My records and certificates**

All student records and personal details are available on request by the student.

### **11.1 How do I obtain my certificate?**

Course outcomes such as Statements of Attainments or Certificates are issued to students who successfully complete the requirements of the course within 10 business days of course completion. No application form

is required to be completed. Delays will only occur if pre-requisite material has not been provided to Comtech or there have been unavoidable delays in provision of assessment outcomes to Comtech student records.

Whilst all student records, including exam and competency records, remain the property of Comtech, students may view their exam and assessment results upon request, given one week's notice and upon production of their photo identification (such as a driving licence) for proof of identity.

Copies of qualifications or statements of attainment will not be forwarded to third parties such as employers unless a privacy release has been signed. The release form is obtained by contacting the Comtech's national office.

### **11.2 What if I lose a certificate?**

Your USI, lets you log in to view all of your accredited results and qualifications at any time. However, if you have lost your Qualification or Statement of Attainment, please contact us for a *Request for Personal Documents Form*. Fill in the form and return it with the relevant documents attached.

Comtech will process your request within 30 days of getting the form and documents. We will then either:

- a) reissue a replacement Certificate, Statement of Attainment or Completion or
- b) contact you and explain why we can't reissue your qualification etc. and what your options are.

There are fees to cover the search and printing costs, please contact Comtech for the fee structure.

## **12. Code of Practice**

Comtech is committed to abide by a Code of Practice developed to ensure fair dealing in all our undertakings.

These are not limited to and include:

- Student information Guide
- Access and Equity policy
- Student support policy
- Assessment and Training policy
- Fees, charges & refunds policy
- Complaint and Appeals policy
- Privacy policy



## How do I contact Comtech?

|  |  |
|--|--|
| <b>Head Office &amp; Postal Address:</b> | Comtech Training: Unit 6, 7 – 9 Underwood Rd, Homebush, NSW 2141       |
| <b>Telephone:</b>                        | 1300 371 130   |
| <b>Email:</b>                            | <a href="mailto:enquiries@comtech.edu.au">enquiries@comtech.edu.au</a> |
| <b>Website:</b>                          | <a href="http://www.comtech.edu.au">www.comtech.edu.au</a>             |

## Training Sites

| State | Address   |
|-------|---|
| NSW   | Unit 6, 7 – 9 Underwood Rd, Homebush, NSW 2141  |
| QLD   | Construction Training Centre - Building 7, 460-492 Beaudesert Road, Salisbury, QLD 4107 |
| VIC   | 200 Lorimer Street, Port Melbourne, VIC 3207<br>62 Murray Rd, Preston, VIC 3072         |
| SA    | Construction Industry Training Centre - 492-499 South Road Regency Park, SA 5010        |
| WA    | 223 Star Street, Welshpool, WA 6106   |

## Appendix

### Complaint Form

This form is to be used by all students, including potential students, who want to make a complaint about an Academic and/or Non-Academic Matter. Students are advised to read the Comtech Training Student Complaints and Appeals Policy and Procedure, located on our website, before completing this form.

**Your Details:** *(please enter details as to how we can contact you for the duration of this complaint)*

Title: Surname:

Given name/s:

Postal Address:

Email Address:

Mobile:

Telephone (Home):

**Contact Preference:** *(please specify if you have a preferred way or time to be contacted)*

**Student Status:** *(please tick the box below that describes your current enrolment status)*

☐ potential student *(not enrolled, but seeking to enrol)*

☐ enrolled student *(USI number)*

**College:** *(insert the name of your College)*

**Course:** *(insert the name of your Course)*

**Complaint Type:** *(Tick the box that best describes your Complaint. If your Complaint type is not listed below, tick 'other' and describe briefly)*

| Non-Academic Matters   | Academic Matters   |
|--|--|
| <input type="checkbox"/> <b>Student Support Services</b> <i>(course application and enrolment processes)</i> | <input type="checkbox"/> <b>Education and Training Programs</b> <i>(course structure and content, quality of teaching and course delivery)</i> |
| <input type="checkbox"/> <b>Facilities and Amenities</b> <i>classrooms/venue/grounds)</i>                    | <input type="checkbox"/> <b>Assessment matters</b>   |
| <input type="checkbox"/> <b>VET Fee Help, Fee Help and other Fee for Service arrangements</b>                | <input type="checkbox"/> <b>Conduct of teaching staff and/or other students</b>  |
| <input type="checkbox"/> <b>General administration</b> <i>(fines and payments)</i>                           | <input type="checkbox"/> <b>Attendance procedures</b> <i>(where relevant)</i>  |
| <input type="checkbox"/> <b>Perceived discrimination, unfairness and injustice</b>                           | <input type="checkbox"/> <b>Recognition of Prior Learning (RPL applications)</b>   |
| <input type="checkbox"/> <b>Bullying, harassment</b>   | <input type="checkbox"/> <b>Student supervision</b> <i>(while in class, on vocational placement or practicum)</i>                              |
| <input type="checkbox"/> <b>Use or misuse of personal information</b>  | <input type="checkbox"/> <b>Issues relating to authorship or intellectual property</b>   |
| <input type="checkbox"/> <b>Conduct of staff – non teaching staff</b>  | <input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>   |
| <input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>                                       | <input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>   |

**What are the details of your Complaint?** - *Provide a summary of your Complaint, include details such as the location, date, and time, names of any people involved and/or areas of the College involved. Please attach any information or documentation you wish to have considered to support your Complaint.*

**What have you done so far to resolve your Complaint?** - *Provide any information on the steps you have taken to resolve the issue and why the responses received were not considered satisfactory.*

**What do you think needs to be done to address your Complaint?**  
*Tell us what you think needs to be done to address the concerns you have outlined in this Complaint.*

**Information about Complaints:**

Students must read the SGA Student Complaints and Appeals Policy and Procedure, before completing and lodging this Complaint Form. You will find the SGA Student Complaints and Appeals Policy and Procedure under 'Policies' on your College website or you can contact the Student Services Manager at your College to discuss the complaint process.

**Declaration:**

I understand that in making this Complaint;

- I have read the SGA Student Complaints and Appeals Policy and Procedure
- my Complaint will be acknowledged and will be forwarded to the relevant Responsible Officer for managing the Complaint, and
- the information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Complaint or by law.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Where to lodge your completed Complaint Form:**

Give your completed Complaint Form and any supporting documentation to the Phase 2 Responsible Officer as identified in the Policy, usually the Head of College or delegate at your College, or attach the completed Complaint Form and supporting documentation and Email to: [complaints@studygroup.com](mailto:complaints@studygroup.com)

**Office use only**

Date Received:

Receipt Provided ☐

File Number:

College:

[illegible]