

Student Handbook

CONTIX.
SPECIALIST TRAINING

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Mission Statement

Contix is committed to offering a successful career pathway for job seekers to enter the construction industry in Victoria. Contix strives for excellence in its efforts to provide the best possible training with value added services by continually improving quality and processes whilst remaining cost competitive.

Objectives

In recognition of our mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour that holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems that support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

CONTIX CODE OF PRACTICE

The Contix Code of Practice our commitment of service to clients. It outlines the services we provide, the standard of service we operate on and provides information on how to contact us for feedback.

ABOUT CONTIX:

Contix is a registered training organisation delivering the Construction Induction course and non-accredited training programs in Victoria. As a specialist provider of training in the construction industry, Contix aims to recognise and understand the needs of each student and continually meet such needs with flexible, innovative and practical training solutions.

OUR VISION:

Contix is the first step in developing a career in the construction industry. Together with Amrick, Contix strives to provide a solid pathway for individuals to enter the construction workforce by providing outstanding induction and training services, and job opportunities through Amrick Pty Ltd. Contix also strives to provide continual up skilling for individuals and staff of corporate clients in the industry.

ACCESS AND EQUITY:

Contix is committed to providing the best possible opportunities for customers to access the full range of training delivery and assessment services we offer. Contix will, at all times, treat customers in an ethical and responsible manner that is consistent with the principles of social justice. Contix is committed to providing an inclusive environment that does not exclude or discriminate against individuals who may often face disadvantage.

Contix provides support services for learners within the scope of its operations. The nature of the support depends on an assessment of the individuals needs. If you know of anything that might prevent you from progressing through training and assessment, you are invited to call our Training Manager to discuss and design a suitable support strategy.

CUSTOMER FEEDBACK:

Contix values customer feedback to help us improve our services. There are several ways in which you can provide us with feedback whether these are complaints, suggestions for improvements or compliments.

You can contact us with your feedback via telephone 03 9107 5948 or email training@contix.com.au. Any complaint will be investigated and resolved in a timely manner and you will be advised of the outcome of the investigation.

If you have a concern about bullying or sexual harassment you should report this immediately to your trainer or the Training Manager (telephone 03 9017 5948).

OUR COMMITMENT TO SERVICE:

At Contix we are committed to servicing our clients. We are continuously working to improve our service delivery in order to make clients training both productive and rewarding. Our client service commitment is based on the following principles:

- Prompt service: We aim to reply to all enquiries in a prompt and timely way.
- Transparency: We will provide all relevant information on our products and services upon request.
- Communicating effectively: We aim to provide all our clients with the information that they require in a clear, timely and effective manner. Enquiries can be made by phone, facsimile, email or in person.
- Quality training: We provide quality training that will allow clients to learn the first aid skills and knowledge required. We will always strive to deliver the training as detailed in all advertising or marketing material.
- Career opportunities: Through Amrick, clients will be provided with a career consultation and can sign up for potential job opportunities with Amrick's Victorian clients.

EDUCATIONAL STANDARD:

Contix will adopt policies which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of participants.

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

Contix will maintain systems for recording and archiving enrolments, attendance, completion, assessment outcomes, recognition of prior learning, grievances and statements of attainment/participation issued.

Contix will treat all personal records and information of participants confidentially.

TRAINING ENVIRONMENT:

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

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

CERTIFICATES:

Contix will issue statements of attainment to participants who satisfactorily complete the requirements of the Construction Induction Course.

Contix will recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations.

QUALITY ASSURANCE AND IMPROVEMENT:

Contix has clearly documented procedures for managing and monitoring all training operations and reviewing customer/client satisfaction.

MARKETING:

Contix will market our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

PRIVACY:

Contix is subject to the Privacy Act 1988 of the Commonwealth of Australia.

All personal information collected will only be used for the purposes of meeting participants training and assessment needs unless the consent is given to its use for other purposes, or the law permits its use for other purposes.

A participant can request access to their personal information that we may hold. For full copy of Contix's privacy policy for obtaining a participants personal information can be downloaded from the Contix website at www.contix.com.au/downloads or contact our office on 03 9017 5948.

Student Enrolment

At Contix our approach to enrolment and induction is to provide information to candidates (and employers when applicable) to make informed decisions about their training and assessment.

To achieve this, we will:

- Inform prospective candidates about prerequisite requirements for their training program
- Assess a candidate's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired training program
- Provide accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs
- Determine if the candidate has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted
- Ensure there are no barriers for people with a disability
- Provide comprehensive administrative support that allows the candidate to complete enrolment efficiently and commence training at an agreed time and place
- Inform prospective candidates about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways (where applicable).

At Contix we will also ensure that enrolment procedures are in accordance with WorkSafe Victoria's requirements, with particular reference to the provision and recording of identification.

Fees, Charges and Refunds

In accordance with applicable legislation, Contix is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or textbooks, student services and training and assessment services.

Fees

Training	Total Fee	Deposit
CPCCOHS1001A Work Safely in the Construction Industry (White Card)	\$139.00	\$50.00
Other		
Statement of Attainment replacement	\$10	
Replacement of Training Resources	\$20	

Schedule of Fees and Charges

The Managing Director is responsible for approving the Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Contix to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the refund policy.

Replacement of training resources and certificates of attainment

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Students who require replacement statement of attainment will be liable for additional charges to cover the cost of replacement.

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Contix staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to refunds. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Student who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Managing Director.

Refunds

Course deposits are non refundable. Refunds will however be given if:

- Contix withdraws delivery of the course
- The course does not commence on the agreed start date

Discretion may be exercised by the Managing Director in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Managing Director may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

In the event that the student cannot attend their nominated course date, their deposit can be transferred to another nominated course.

Protecting fees being paid in advance

Contix acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered.

To meet this responsibility, Contix has management systems in place to track and protect fees paid and/or make provisions for further training in consultation with the student.

Fees paid in advance do not exceed \$50 per student.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Contix undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Contix to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;

- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the refund policy.

Student complaints about fees or refunds

Students who are unhappy with the arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the complaints policy and procedure.

GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Documents & Tools Available Upon Request

- 1.13.1 – Refund Request Form
- 1.13.2 – Schedule of Fees & Charges

ID Requirements

WorkSafe Victoria requires that the RTO be able to recall details of the identity documents presented by the course participants. At the time the participant presents the document as proof of their identity the RTO should record sufficient details of the document or take a photocopy of the document ensuring that the details are readable. The following details should be captured as a record of proof of identity:

- Participants Name
- Document Number
- Document Type

Course participants should be informed that the details of their document are to be recorded and kept on file by the RTO.

The documents listed below are examples of documents that can be used as proof of identity. Other documents may be used as long as the document as a minimum provides proof of the participant's full name as well as a photo:

- Passport (Australian Passport current or expired within the last two years, but not cancelled, International Passport must be current)
- Driver's Licence – Australian with photo, must be current.
- Driver's Learners Permit – Australian with photo, must be current.
- Boat Operator's Licence – Australian with photo, must be current.
- Firearm Licence – Victorian with photo, must be current. (Can accept interstate Firearms Licence as long as it contains a photo and is current)
- Licence to Perform High Risk Work or equivalent photo certificate of competency that is current, not expired.
- State, Territory or Federal Government Employee ID card with photo Other Australian Government issued ID card with photo Photo identity card issued by a Tertiary Education Institution must be current Keypass ID Card with photo, must be current
- Consumer Affairs Victoria Proof of Age Card with photo

Client Needs and Services

At Contix we strive to offer services that meet the needs and expectations of our clients and that our services are continuously monitored and improved. Consultation with trainers, staff, clients and industry is integral to Contix delivering training and providing services that meets the diverse needs and expectations of all clients.

Contix will ensure that all students have access to and receive training, assessment and support services that meet their individual needs. Employers and other parties who contribute to each student's training and assessment are engaged in the development, delivery and monitoring of training and assessment. Students are given reasonable opportunities in consultation to successfully complete their training program. Students receive support from all parties engaged in their training and assessment.

Contix ensures that:

- Student needs are assessed
- Student is aware of how to access the services they will require to successfully complete their training and assessment program.

When training and assessing, trainers will ensure that reasonable adjustments are made to ensure equity for people with disabilities and special learning needs. This means that wherever possible, 'reasonable' adjustments are to be made to meet the individual needs of a person. Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on a training provider or employer.

Reasonable adjustment may involve providing interpreters for trainees from non-English speaking backgrounds, adjustable desks for people with disabilities or offering verbal assessment for trainees. Other adjustments could include personal assistants, provisions for numeracy, language and literacy skills, additional time for assessment, specific technology such as computer software, speech synthesisers, anxiety and stress management.

In developing Learning and Assessment Strategies for all training packages Contix will consider training and assessment methods/tools to ensure that the following are considered and adjustments made for:

- age/gender
- cultural beliefs, traditional practices, and religious observances
- intellectual and/or physical disability
- medical requirements
- employer training needs

These adjustments will not consider changes to the mandatory requirements of the unit of competency for the evidence gathering process or for making the competency decision.

Provisions are made on the enrolment form for students to advise Contix of any special support needs required by them. Contix Management will then make reasonable adjustments in consultation with the students and their employers to compensate for and meet the special needs of the student. This is documented on the student enrolment form. The reasonable adjustment(s) made for the student are communicated to the appropriate trainer and staff.

Students are provided with clear and transparent information regarding training courses prior to enrolment. Students are also advised on the enrolment form to access the Contix Code of Practice prior to enrolment. It is the onus of the student to be aware of training, assessment and support services, their rights and obligations prior to the commencement of the training.

This information can be downloaded from the Contix website.

Contix will endeavour to provide quality training for all social groups by ensuring our training courses are:

- Accessible,
- Inclusive,
- Supportive of individual learning needs, and
- Meeting industry and community needs.

Our trainers are an integral party of the quality service and delivery of the training. Trainers are consulted and participate in the validation process of assessment resources/methods/tools/strategies. In addition trainers are required to regularly submit feedback regarding the training and assessment strategies for particular courses.

Contix encourages training and assessing environment that will provide quality training for our students and employers, without compromising OHS standards or relevant regulations, by:

- Creating a training environment that is conducive to all,
- Creating a safe learning environment,
- Encouraging diversity of participants background, and input into the training experience, and
- Encouraging people who may feel excluded, or have had unsuccessful training experiences in the past.

The success of Contix as an RTO relies on our ability to continuously improve, review and monitor or existing services and develop new services to meet the changing and diverse needs and expectations of our clients. Our staff, trainers and external stakeholders are an integral part of this process and are encouraged to participate and develop new strategies for improvement.

Language Literacy and Numeracy

Language, literacy and numeracy skills are critical to almost all areas of work. Research has indicated that many adult learners do not have the language, literacy and numeracy skills they need to effectively participate in vocational education and training. The increasing importance of employability skills such as communication and problem solving in the workplace highlight the need for underpinning language, literacy and numeracy skills.

To support this approach Contix will:

- Work with employers to identify students that require assistance with language, literacy and numeracy and develop strategies to support those students
- Verbally and through observation assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training
- Support students during their learning with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered. Contix Construction Induction training material is simple to read and uses significant amount of visual aids to assist in the learning outcomes.
- Provide clear information to students about the detail of the language, literacy and numeracy assistance available; assistance such as verbal assessment instead of theory, allow provision of an interpreter, longer time frame for completion of assessment.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Contix and where this level of support is assessed as necessary
- Negotiate an extension of time to complete training programs if necessary.

Occupational Health and Safety Guidelines

The following guidelines are provided as a basis for safe practice in the training and assessment environment. The guidelines are particularly relevant to students, trainers and assessors.

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Fire safety

- Contix will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all Exits and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved.

Computer /Display

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current occupational health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- The screen should be positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

Lifting

- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and maintain spinal alignment when picking up items.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

Student Behaviour

Contix seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.

This policy seeks to encourage acceptable behaviour and to inform all staff and students about the expected standards of behaviour.

What is behaviour misconduct?

- Behaviour misconduct is defined as actions that breach set policies.
- This includes but is not limited to:
- Breaches of Commonwealth or State law which impact on the operations of Contix
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the training
- Refusing or failing to identify themselves truthfully
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation or, by act or omission disrupts the peace or good order of the training provided
- Acting in a way that causes students or staff or other persons to fear for their personal safety
- Acting in a way that causes damage to the property of Contix
- Wilfully obstructing or disrupting any class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any Contix property or any person personal, including theft
- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of Contix that is out of bounds to students
- Making a false representation as to a matter affecting student status
- Possession of dangerous articles or banned substances
- Abusive Behaviour

A student must at all times maintain a high standard of behaviour while engaged in training activities either within the premises of the Contix or at another location.

Complaints and Appeals

Contix is committed to providing a fair complaints and appeals process.

What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by Contix in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers. The Complaints Procedure 3.3.1 will be followed.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student. The Appeals Procedure 3.3.2 will be followed.

Informal complaints, appeals and early resolution

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Where possible all non-formal attempts shall be made to resolve the complaint or appeal. This may include advice, discussions, and general mediation in relation to the issue. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint / appeal the following procedures must be followed.

Relationship to continuous improvement

Frequently, the complaints and appeals handling process will expose weaknesses in the training and assessment system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

Complaint and appeals handling

Contix undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Contix including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- If a student is still dissatisfied with the decision of the RTO, a student may wish to refer the matter to an external independent / third party mediator.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Contix representative is to disclose information to any person without the permission of the Contix Managing Director.
- A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form located in the Privacy Policy Tools section earlier in this manual.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.
- Appeals can relate to assessment decisions but they can also relate to other decisions, such as a decision to exclude a learner from a program. Students should be encouraged to resolve complaints and appeals through your complaint mechanisms. If they are not satisfied with the outcomes of these processes they should contact VRQA
<http://www.vrqa.vic.gov.au/support/Pages/default.aspx>.
- Where a decision or outcome is in favour of the complainant, Contix shall follow the required action and recommendation from the third party mediator to satisfy the complainant's appeal as soon as practicable.

Contix considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Contix internal structures.

Documents & Tools Available Upon Request

3.3.1.1 Complaints and Appeals Form

3.3.1.2 Complaints and Appeals Register

3_3_1 Complaints Procedure

3_3_2 Appeals Procedure

Privacy

Contix takes the privacy of participants very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles (2008). Information is only shared with external agencies such as registering authorities to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law or required by the Australian Skills Quality Authority Training to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases, we will seek the written permission of the student for such disclosure. Where written permission is required, this will be gained by using the Information Release Form located in the Privacy Policy Tools section.

Photography privacy

At Contix we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting. When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premises owner or manager and then from the students.

Documents & Tools Available Upon Request

1.12.1 – Information Release Form

Access to Student Records

At Contix we offer short training courses where the unit of competency is completed within 6 hours and therefore the need to access records is minimal. However, we acknowledge that a student needs access to their records in order to monitor their progress. We will facilitate student access to records at any time on request, either verbally or in writing.

Requesting access to records

Students are entitled to have access to their academic record on request. To facilitate this, students who request to access their records are to be provided with this access within 3 business days. They may view their record in the presence of a staff member from Contix.

The student file is not to be taken away from the Contix office. If the student requires copies of documents from their records, copies are to be provided. The record remains the property of Contix and is to be retained to comply with regulatory requirements. Requests by students to access records are to be dealt with quickly and in a friendly and professional manner.

Student file information cannot be disclosed to a third party without the student completing a consent form (1.12.1 Information release form) for the release of their file information.

Contact Information – Contix

Phone: 03 9017 5948

Email: Contix@contix.com.au

Address: 31/456 St Kilda Road, Melbourne VIC 3004

Contact Information – External Bodies

The following groups and organisations could be consulted for more information or to help with dispute resolution:

WorkSafe Victoria <http://www.workcover.vic.gov.au/wps/wcm/connect/WorkSafe>

Victorian Registration and Qualification Authority (VRQA) Complaints Unit

Phone: 9651 3291

Fax: 9651 3266

www.vrqa.complaints@edumail.vic.gov.au

Dispute Settlement Centre of Victoria

L4, 456 Lonsdale Street, Melbourne 3000

Phone: 9603 8370

Toll Free: 1800 658 528

Fax: 9603 8355

Email: dscv@justice.vic.gov.au

www.justice.vic.gov.au/disputeinfo

Consumer Affairs Victoria: L2, 452 Flinders Street, Melbourne 3000

Phone: 1300 55 81 81

Email: consumer@justice.vic.gov.au

www.consumer.vic.gov.au

Equal Opportunity Commission Victoria

L3, 380 Lonsdale Street, Melbourne 3000

Advice line 9281 7100

Toll Free: 1800 134 142

TTY: 9281 7110

Fax: 9281 7171

Email: eoc@vicnet.net.au

www.eoc.vic.gov.au

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