



Student Handbook

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Welcome to Competitive Solutions Australia Pty Ltd.

Thank you for enrolling into a nationally recognised qualification with Competitive Solutions Australia Pty Ltd. (RTO ID: 45293).

We look forward to working with you to achieve your learning goals.

About Competitive Solutions Australia Pty Ltd.

Competitive Solutions Australia Pty Ltd. (CSA) (RTO ID: 45293) is a Registered Training Organisation registered through the Australian Skills Quality Authority (ASQA) to deliver nationally recognised qualifications.

We are currently approved to deliver the following qualifications:

- MSM40116 Certificate IV in Process Manufacturing
- MSS30322 Certificate III in Competitive Systems and Practices
- MSS40322 Certificate IV in Competitive Systems and Practices
- PMA30120 Certificate III in Process Plant Operations
- PMA40116 Certificate IV in Process Plant Technology



Contact Us

RTO Name: Competitive Solutions Australia Pty Ltd.

RTO ID: 45293

Address: Unit 2, 476 Canterbury Road
FOREST HILL VIC 3131

Telephone: 0493 240 427

About Our Courses

Your employer has expressed interest in our training programs out of a desire to transform their business. Our programs have been designed to impart the required skills and knowledge to you to assist in this process.

Your participation in this course will expose you to a range of continuous improvement tools ('Lean' tools) that will allow you to contribute to your workplace by applying these concepts in your own work area and by participating in improvement projects.

Competitive Solutions Australia Pty Ltd. seeks to provide you with an engaging learning environment that promotes a hands-on, deep learning experience that empowers you to be part of designing your own learning journey. This course is targeted towards individuals within operational roles in all types of industries and areas of the business.

The training provided by Competitive Solutions Australia Pty Ltd. is unique in that it allows students to learn through exploring and 'productive failure' in simulated learning environments. This method has proven to be successful as it encourages problem solving, teamwork, questioning and coaching to build skills and knowledge that then can be more easily transferred to your own work area.

Enrolment Process

Competitive Solutions Australia Pty Ltd. enrolls students who have been nominated by their employer as suitable to undertake a nationally recognised training program. Your application is dependent on meeting the entry requirements for the qualification and the completion of a Language, Literacy and Numeracy Assessment. Completion of the enrolment form means that you will be providing Competitive Solutions Australia Pty Ltd. with personal information that may be useful for:

- AVETMISS reporting to the National Centre for Vocational Education Research (NCVER)
- Administering your enrolment in the course AND

Determining whether you have any individual support needs for the purposes of completing this course.

Competitive Solutions Australia Pty Ltd. will organise a suitable day/time with your employer to meet with you at your work site to conduct both information and enrolment sessions. Additionally, students will be asked to provide a valid Unique Student Identifier (USI) or register to get a USI as part of the enrolment process (see Unique Student Identifier (USI) section of this handbook for further information). Once your enrolment has been accepted, you will receive an Enrolment Confirmation notification.

Language, Literacy and Numeracy (LLN) Assessment

As part of the enrolment process, you will be required to undertake a Language, Literacy and Numeracy Assessment. This assessment helps to determine whether the course is suitable for your current language, literacy and numeracy level and helps identify your need for support throughout the course.

If it is determined that you require additional LLN support, Competitive Solutions Australia Pty Ltd. will provide support to meet your individual needs (refer to Student Support and External Support information below).

AVETMISS Data

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard which ensures the consistency and accuracy of vocational education and training (VET) information and covers the national VET data collections:

- the National VET Provider Collection
- the National Apprentice and Trainee Collection
- the National VET in Schools Collection
- the National VET Financial Data Collection.

Registered Training Organisations (RTOs) are required to collect AVETMISS data for each student enrolling in an accredited course offered by that RTO. RTOs must report all the AVETMISS data which they have collected on an annual basis, to the National Centre for Vocational Education Research (NCVER).

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime, secure online record of the nationally recognised training completed by an individual.

Under the Student Identifiers Act 2014 (Cth), all RTOs must ensure they have a valid USI for any student who has enrolled in a nationally recognised training program from 2015 onwards.

The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of the Pre-Enrolment process, you will be completing an enrolment form which requests you to supply with your USI number. We are unable to issue a qualification or a statement of attainment unless we have a valid USI on record.

If you do not yet have a USI, or have forgotten your USI, visit the Australian Government USI website at: www.usi.gov.au/Students/Pages/default.aspx

The website will allow you to apply for a new USI or retrieve your current USI. If you are unable to create your own USI, or to retrieve your current USI, you must contact Competitive Solutions Australia Pty Ltd. and advise us that you require further assistance.

Alternatively, if you do not have a USI, Competitive Solutions Australia can apply for a new USI on your behalf. For the purpose of authorisation, you will need to fill out the “Unique Student Identifier (USI) Application through your RTO” section of the enrolment form.

Credit Transfer

Credit transfer is a formal recognition of the previous studies you have completed, for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Competitive Solutions Australia Pty Ltd. can grant you Credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

Where a Credit Transfer is granted, cluster-based assessments are customised to ensure you do not undertake units previously completed.

There is no charge to apply for Credit transfer.

To apply, please fill in the SD11 - Credit Transfer Application Form and submit it to:

Competitive Solutions Australia Pty Ltd.
Unit 2, 476 Canterbury Road
FOREST HILL VIC 3131

You can apply for Credit transfer at any time however it is best that you do at enrolment or prior to the commencement of your course so that Credits are known up front. This ensures that you are not required to do any work that you otherwise may not have needed to do.

You will need to provide certified copies of transcripts from your previously completed studies and in some cases, we may ask for additional information to determine equivalence. You can also grant Competitive Solutions Australia access to your USI in order to verify and authenticate your request for Credit Transfer (for any courses completed since 2015). Your Credit Transfer Application will not be processed if you do not provide the required information.

Credits may lead to a reduction in the course fees as there is less work involved in offering your course. The Fee Payer for your course will be notified in writing if any reduction will apply.

You will be advised in writing of the outcome of your Credit Transfer Application.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Competitive Solutions Australia Pty Ltd. has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL prior to commencing however you may also apply up to two (2) weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about the RPL process and your work history and previous training. If RPL is determined to be a possibility for you, you will be provided with a kit that will guide you in working through each unit, to determine relevant skills and experience, and identify whether you would be able to provide the required evidence. A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in RPL kit and return it with an RPL Application Form. Your application will be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks and (depending on the area), observation of your work skills in your workplace.

Fees applicable for RPL are as follows:

- \$500.00 Application fee, upon submitting RPL Application form; and
- \$300.00 per unit of competency to complete the RPL process.

Your RPL fees will be calculated based on the number of units you are applying for as well as an application fee for each RPL application. Please ensure you apply all the units you wish to include in your RPL application at once to avoid multiple application fees.

If you are applying for some units by RPL and intend to complete the remainder through a training and assessment pathway, your fees will be adjusted on a pro-rata basis for the number of units left to complete.

For more information about applying for RPL, contact our office on 0493 240 427

Student Code of Conduct

Students' Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised, or discriminated against on any basis.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Competitive Solutions Australia Pty Ltd. holds about them.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Competitive Solutions Australia Pty Ltd. on the services, training, assessment, and support services they receive.

Students' Responsibilities

All students, throughout their training and involvement with Competitive Solutions Australia Pty Ltd. are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Make truthful statements regarding your identity, personal status, education, and employment history. Notify us if any of their personal or contact details change. A change of details refers to a change of name or personal details.
- Provide relevant and accurate information to Competitive Solutions Australia Pty Ltd. in a timely manner.

NB: If you do not adhere to the conduct outlined above, you may be subject to disciplinary action.

Your Employer's Responsibilities**Your employer is responsible for:**

- Providing a quality work environment and appropriate resources and equipment to implement training.
- Providing a safe and healthy workplace.
- Providing a release from routine work duties as outlined in the training plan.
- Payment of fees due if they are responsible for the fees.

Course Expectations and Attendance Requirements

There is an expectation that you will commit to attending all training sessions organised between Competitive Solutions Australia Pty Ltd. and your employer. You will be provided with a training plan that outlines the proposed schedule of your training sessions.

You will also be required to complete assessment tasks relating to each unit and cluster in your course. There are further instructions about the assessment requirements in the section below.

All training sessions have been scheduled through consultation with your employer to ensure that the dates and times are suitable and can be held with minimum disruption to the organisation. The expectation is that once your training plan you are expected to commit to attend all training sessions.

If you have scheduled annual leave or are away on sick leave you will need to ensure that Competitive Solutions Australia Pty Ltd. and your trainer and assessor are notified 48 hours prior to the session or as soon as practicable.

Assessment Requirements

You will be provided with an Assessment Guide for each qualification which includes information about the assessment process and describes each of the assessment methods used in your course. Additionally, the assessment guide provides instructions about what is required to successfully complete each assessment task. You will be informed about the assessment arrangements, context, and purpose of all assessment tasks at the commencement of the unit or cluster.

The assessment methods for each qualification are a combination of:



Workplace Activities – you will have the opportunity to apply your skills and knowledge in your work environment.



Written Questions – you will give written responses to a series of questions to demonstrate your knowledge of a topic.



Case Study – you will be given a hypothetical situation about a topic and asked to give responses to a series of questions.



Observations – You will need to demonstrate a range of skills in your workplace environment.

Submitting Assessments

Your trainer and assessor will advise you of the due dates of your assessment tasks. You will be required to submit your completed assessments to your trainer and assessor at the worksite visits. Competitive Solutions Australia Pty Ltd encourages all students to retain a copy of their assessments. In the unlikely event that an assessment is lost or misplaced, Competitive Solutions Australia will request a copy of the assessment from you. If you do not have a copy to submit, you will be asked to re-do the assessment. Under current guidelines, Competitive Solutions Australia is required to keep a copy of all student assessments on file for any future audit.

Assessment Outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You will be required to complete all tasks for a unit or cluster to achieve an overall outcome of Competent (C). If one or more of your assessment tasks are assessed as 'NS', you will be given an outcome of Not Yet Competent (NYC) and be required to resubmit the tasks listed in the assessor feedback.

Re-Assessment

If you receive an outcome of 'NYC' you will be given 2 further attempts to complete the task/s and achieve a 'S' result. If you are still assessed as 'NYC' after the third attempt, you will be required to undertake further training and assessment to support you to achieve a 'C' result. This will incur an additional fee (see Fees, Refunds and Cancellation Policy & Procedure).

Assessment Appeals

Competitive Solutions Australia Pty Ltd. provides you with the opportunity to appeal an assessment decision. An assessment appeal is warranted in situations where you disagree with an assessment decision or result and would like to have this decision or result reviewed. Students can appeal an assessment decision up to thirty (30) days after the decision has been made. Assessment appeals can be made using the Complaints and Appeals Policy and Procedure.

You can submit an assessment appeal by accessing or requesting a copy of our Complaints and Appeals Form. Please contact our office on (03) 0493 240 427 for further information.

Reasonable Adjustment

Competitive Solutions Australia Pty Ltd. will ensure that the needs of students with disabilities are met by adjusting the assessment environment, processes and/or practices - these adjustments can be made to the way assessments are conducted whilst meeting the requirements of the unit. Reasonable adjustments can be applied to this assessment for students who have disclosed a disability that may impact their ability to successfully complete the required tasks.

You will need to discuss these options with your trainer and assessor who will talk you through the reasonable adjustments for your assessments. The adjustments include alternative approaches to evidence gathering techniques which will still ensure that the assessment requirements, Principles of Assessment and Rules of Evidence are met. The reasonable adjustments that can be applied to your assessments include:

- Written questions can be asked verbally by your trainer and assessor
- Provision of learning materials and assessments in alternative formats
- Flexibility in delivery of training and assessment
- Study support, providing equipment, resources and/or programs to increase access for student with disabilities

If you have any further questions, please see your trainer and assessor to discuss your options.

Plagiarism, Cheating and Collusion

Competitive Solutions Australia Pty Ltd. is committed to ensuring that the assessment process is fair and equitable and considers incidents of plagiarism, cheating and collusion to be serious matters.

Plagiarism refers to any instance where a student uses ideas, expressions or wording of another person and claims them as their own work.

Cheating refers to any situation where a student seeks to obtain an unfair advantage in the assessment process.

Collusion refers to any unauthorised collaboration between students.

Any instances of plagiarism, cheating or collusion are a breach of Standard 1 Clause 1.8.2 Rules of Evidence of the Standards for RTO's 2015. This clause states that in order for an assessor to deem a student competent they must meet the rule of authenticity, that is, they must be assured that the work they are assessing is indeed the student's own work.

Student Support

Competitive Solutions Australia Pty Ltd. will provide you with support services that meet your individual needs to assist you in maximising your chances of successfully completing your training program.

Competitive Solutions Australia Pty Ltd. will:

- Identify any support you need prior to enrolment or commencement of training
- Provide access to the required support throughout the training
- Support may include:
 - Language, literacy, and numeracy (LLN) support
 - Assistance with technology
 - One-on-one support

If you think you might require additional support, please speak with your trainer and assessor.

External Support Services

For students requiring additional support with their studies, work or life, Competitive Solutions Australia Pty Ltd. provides referrals to community organisations.

NB: Some of these services may attract a fee which would be payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Website: www.humanservices.gov.au/customer/dhs/centrelink

Australian Apprenticeship (AASN)

Telephone: 1800 020 108

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Support Network handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy, and numeracy courses attract government subsidies. Talk to your AASN for further details.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: 1300 292 153

Website: <http://www.humanrightscommission.vic.gov.au>

The Commission's provide information on human rights, equal opportunity and equality, workplace law and can resolve individual complaints about discrimination, sexual harassment, and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1300 792 387

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Fair Work Commission

Telephone: 1300 799 675

Website: www.fwa.gov.au

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Lifeline

Telephone: 13 11 14

Website: www.lifeline.org.au

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support, and referrals in ways they know work for young people.

Beyond Blue

Telephone: 1300 22 4636

Website: <https://www.beyondblue.org.au>

Beyond blue is the national initiative to raise awareness of anxiety and depression providing resources for recovery, management, and resilience.

Your Feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes. In this way, we are always striving to do better.

All students and employers will be provided with an Australian Quality Training Framework (AQTF) Survey published by the National Centre for Vocational Education and Research (NCVER). Please help us by completing the surveys, a link to the Survey Monkey platform will be sent to you via email.

As part of our commitment to our students' experience, we will provide all students with an opportunity to provide feedback at various stage of the course. Please help us by completing the surveys. We do however welcome any feedback prior to completion. Please email any feedback to contact@csolutions.edu.au

Access to Your Records

If a student considers the information that Competitive Solutions Australia Pty Ltd. holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended/updated.

Notifying you if things change as an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

Please make sure we always have your most current postal address, email address and mobile number on file, so that we can notify you of any changes if applicable. Depending on the type of change, we may send a letter to your postal address, send you an email, or an SMS message.

You can email at contact@csolutions.edu.au to let us know of any changes to your details, and our office will email you a copy of the Change of Details Form for you to complete and return.

Legislation

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Competitive Solutions Australia Pty Ltd complies with the Work Health and Safety Act 2011 (Cth) or Occupational Health & Safety ACT 2004 (Vic) providing a safe environment for staff, students, and visitors. Competitive Solutions Australia Pty Ltd ensures that information regarding health, safety and welfare is accessible for all stakeholders. Competitive Solutions Australia Pty Ltd. has the appropriate policies and procedures in place to protect your safety while you undertake training with us. On commencement of your course, you will be provided with a course overview induction, including information on health and safety matters. As a student you have a responsibility to follow instructions and rules, and to behave in ways that are safe and that do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/ assessor.
- Seek assistance from a member of staff if you become ill or injured on-site.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report, as required.
- Ensure you are familiar with the training site's emergency evacuation procedures and, in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food, and leaving toilets and wash basins clean and tidy, etc.

Harassment, Victimization or Bullying

Competitive Solutions Australia Pty Ltd. is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. Competitive Solutions Australia Pty Ltd. will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps:

1. Ideally, you should tell the person that you do not like the behaviour and ask them to stop.
2. However, if you are not comfortable doing this, you should lodge a complaint as per Competitive Solutions Australia Pty Ltd. Complaints and Appeals Procedure detailed in this Handbook.

Equal Opportunity

The principles and practices adopted by Competitive Solutions Australia Pty Ltd. aim to ensure, that current and prospective students, clients, and other stakeholders are treated fairly and equitably in their dealings with Competitive Solutions Australia Pty Ltd. All people will be treated courteously and expeditiously throughout the process of:

1. Marketing and recruitment.
2. Enrolment.
3. Support and progression.
4. Training and assessment; and
5. Completion.

Competitive Solutions Australia Pty Ltd. adheres to the Equal Opportunity Act 2010 Act (Vic) which includes equity in access to training and support offered to students. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National Vocational Education and Training Regulator Act 2011 (Cth)

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority, we are required to comply with the National Vocational Education and Training Regulator Act 2011 (Cth). This involves meeting a series of Standards, which ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards

Privacy Policy

NCVER Privacy Notice

Under the Data Provision Requirements 2020, Competitive Solutions Australia Pty Ltd. is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Competitive Solutions Australia Pty Ltd. for statistical, administrative, regulatory and research purposes. Competitive Solutions Australia Pty Ltd. may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys.
- Pre-populating RTO students enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>

When completing and submitting the enrolment form, students will be required to:

- Declare the information they have provided is to the best of their knowledge true and correct; and
- Consent to the collection, use and disclosure of their personal information in accordance with this Privacy Notice.

Privacy Principles

Personal information is collected from individuals in order that Competitive Solutions Australia Pty Ltd. can carry out its business functions. Competitive Solutions Australia Pty Ltd. only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

In collecting personal information, Competitive Solutions Australia Pty Ltd. complies with the requirements set out in the Privacy Act 1988 (Cth) and the relevant privacy legislation and regulations of the states and territories in which the RTO operates.

This means Competitive Solutions Australia Pty Ltd. ensures that each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Can access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected; and
- Can make a complaint about Competitive Solutions Australia Pty Ltd. if they consider that their personal information has been mishandled.

Collection of Information

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- Personal details.
- Contact details.
- Employment information and, where relevant, academic history.
- Statistical information about your prior education, schooling, reasons for enrolling.
- Training, participation, and assessment information; and
- Fee and payment information.

Storage and Use of Information

Competitive Solutions Australia Pty Ltd. will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse, or disclosure. Personal information will be stored in paper-based files that are kept in a locked file storage room and electronically on password-protected Competitive Solutions Australia Pty Ltd. servers.

The personal information held by individuals will only be used to enable efficient student administration, provide information about training opportunities, and to maintain accurate and detailed student records of course participation, progress and outcomes and client/employer relationship management and satisfaction.

Competitive Solutions Australia Pty Ltd. may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

Disclosure of Information

The personal information about students enrolled in a course with Competitive Solutions Australia Pty Ltd. may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body), and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.

Competitive Solutions Australia Pty Ltd. will not disclose an individual's personal information to another person or organisation unless:

- They are aware that information of that kind is usually passed to that person or organisation.
- The individual has given written consent.
- Competitive Solutions Australia Pty Ltd. believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
- The disclosure is required or authorised by, or under, law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

Access to Records

Individuals have the right to access or obtain a copy of the information that Competitive Solutions Australia Pty Ltd. holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.

Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.

There is no charge for an individual to access the records that Competitive Solutions Australia Pty Ltd. holds about them; however, there may be a charge for any copies made. Arrangements will be made within ten (10) days for the individual to access their records.

Correction to Records

If an individual considers the records that Competitive Solutions Australia Pty Ltd. holds about them to be incorrect, incomplete, out of date or misleading, they can make a request in writing that the information be amended.

Complaints

Any individual wishing to make a complaint or appeal about the way information has been handled within Competitive Solutions Australia Pty Ltd. can do so by following Competitive Solutions Australia Pty Ltd.'s Complaints and Appeals Policy and completing the Complaints and Appeals Form which is accessible from our website <https://csolutions.edu.au> under the "Student Information" tab.

Fees, Charges, Refunds and Cancellation Policy

Fees and Charges

Competitive Solutions Australia Pty Ltd. protects the fees that are paid in advance by students.

Competitive Solutions Australia Pty Ltd. never requires a student to pay more than \$1500 in advance for services not yet provided; either prior to course commencement or at any stage during their course.

Information about fees and charges relevant to each course is outlined in the Course Outline as well as on our website <https://csolutions.edu.au> under the “Student Information” tab.

In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first. Information about fees and charges includes:

- All costs for the course including any materials fees.
- Payment terms and conditions including refunds and deposits.

Students have the right to a ‘cooling off period’ if they signed up to a course as a result of telemarketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Enrolment Form. Students are asked to contact our office in writing within 7 days from the date of enrolment should they wish to enact their cooling off period rights.

Course Fees/Charges

Course fee/charges inclusions:

- All the training and assessment required for students to achieve the qualification in which they are enrolling in. Additionally, fees apply where re-assessment is required at a cost of \$200.00 per unit.
- One copy of the required textbook and learning materials for each student unless otherwise stated on the Course Outline.

Course fee/charges exclusions:

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Stationery such as paper and pens.
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents - a cost of \$50 per document applies.

Competitive Solutions Australia Pty Ltd. Ltd cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Refunds

All course fees are detailed on the Course Outline.

1. A full refund of any fees paid will apply where a student withdraws or cancels their course in writing within the cooling off period (where applicable). The cooling off period is 7 days from the date of enrolment.
2. A full refund of any fees paid will apply if Competitive Solutions Australia Pty Ltd. is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A refund of fees paid may also apply in the following circumstances:

- Where Competitive Solutions Australia Pty Ltd. (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- Where Competitive Solutions Australia Pty Ltd. ceases to deliver the course in which a student is enrolled, and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
- In the unlikely event that Competitive Solutions Australia Pty Ltd. is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.

Competitive Solutions Australia Pty Ltd. will process refunds within 28 business days where any of the above circumstances have occurred.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using [SD27 Withdrawal Form Part B](#) for full-fee students. This form must be completed to be considered for a refund or reduction in fees. Where employers have been responsible for the payment of student fees, they are able to apply for a refund or reduction in fees following the same application process.

Competitive Solutions Australia Pty Ltd. will advise students or employers within 28 business days about the outcome of their refund application. Refund decisions can be appealed through the [PP02 Complaints and Appeals Policy and Procedure](#).

A student who has not achieved competence in their qualification or unit/s in which they enrolled due to exhausting their assessment attempts do not qualify for a refund.

RPL application fees are non-refundable.

Cancellations

Fees may be reduced if training and/or assessment is cancelled. If Competitive Solutions Australia Pty Ltd. is required to cancel a course due to insufficient numbers or for other unforeseen circumstances, the course fees will no longer be required to be paid by either the student or employer.

If a full-fee student wishes to cancel their enrolment, they will be provided with [SD27 Withdrawal Form Part B](#). If the student (trainee/non trainee) was enrolled through their employer and has left the workplace, the employer can complete [SD27 Withdrawal Form Part A](#) on their behalf.

Once the form is complete. It must be returned to Competitive Solutions Australia Pty Ltd. either via their trainer and assessor or send to:

Competitive Solutions Australia Pty Ltd.

Unit 2, 476 Canterbury Road

FOREST HILL VIC 3131

Email: contact@csolutions.edu.au

Complaints and Appeals Policy

Competitive Solutions Australia Pty Ltd. will manage and respond to all allegations involving the conduct of:

- The RTO, its trainers and assessors and staff.
- Any third-party providing services on behalf of Competitive Solutions Australia Pty Ltd.
- Any student or client of Competitive Solutions Australia Pty Ltd.

Complaints may be made in relation to any of Competitive Solutions Australia Pty Ltd.'s services such as:

- marketing information
- the application and enrolment process
- the delivery of training
- assessment methods and outcomes
- student progress and student support
- bullying, harassment, discrimination, or inappropriate behaviour

An **appeal** can be submitted about a decision that Competitive Solutions Australia Pty Ltd. has made if any person feels the decision was unfair in any way. Appeals can be submitted regarding:

- course admissions
- refund applications
- response to a complaint
- assessment outcomes/results
- other general decisions made by Competitive Solutions Australia Pty Ltd.

Submitting a Complaint or Appeal

Complaints should be made within sixty (60) calendar days of the incident occurring, and appeals must be made within thirty (30) calendar days of the original decision being made. Complaints and appeals form on our website <https://csolutions.edu.au> under the “Student Information” tab or by contacting Competitive Solutions at contact@csolutions.edu.au

Complaints and appeals must be made in writing using the SD01 Complaints and Appeals Form and sent to Competitive Solutions Australia Pty Ltd. at:

Competitive Solutions Australia Pty Ltd.

Unit 2, 476 Canterbury Road

FOREST HILL VIC 3131

contact@csolutions.edu.au

When making a complaint or appeal, provide as much information as possible to enable Competitive Solutions Australia Pty Ltd. to investigate thoroughly. This should include:

- The issue you are complaining about or the decision you are appealing.
- Describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue; and
- Suggestions about how the matter might be resolved

Your complaint or appeal will be acknowledged in writing via email or post within 7 days of receipt.

Complaint and Appeal Resolution

Competitive Solutions Australia Pty Ltd. is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice.

Competitive Solutions Australia Pty Ltd. ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Can be made at no cost to the individual; and
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Competitive Solutions Australia Pty Ltd. will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not restrict an individual’s rights to pursue other legal remedies.

Where a student chooses to access this policy and procedure, Competitive Solutions Australia Pty Ltd. will maintain the student’s enrolment while the complaints/appeals handling process is ongoing.

Complaints and Appeals Resolution Procedure

Some or all members of the management team of Competitive Solutions Australia Pty Ltd. will be involved in resolving complaints and appeals as outlined in the procedures.

Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third-party delivering services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Timeframes

Complaints and appeals will be finalised as soon as practicable or at least within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Recording Complaints and Appeals

Competitive Solutions Australia Pty Ltd. will maintain the SD31 Complaints and Appeals Register to record all information relating to a complaint or appeal. The Complaints and Appeals Register will be kept in accordance with Privacy Policy and Procedures.

Independent Parties

Where a complaint or appeal cannot be resolved internally, students may engage an appropriate external and independent agent to mediate. Any fees or charges incurred will be at the student's own expense.

Disputes Settlement Centre
A Division of the Department of Justice
4 / 456 Lonsdale St, Melbourne, Victoria, 3000
Phone: 1300 372 888
Fax: 8684 1311
Email: dscv@justice.vic.gov.au

External Complaint Avenues

Complaints can also be made externally using the following avenues:

Name: **National Training Complaints Hotline**
Phone: 13 38 73
Email: NTCH@dese.gov.au

For more information about the National Training Complaints Hotline, refer to the following website: <https://www.education.gov.au/NTCH>

Name: **ASQA**

ASQA can investigate complaints relating to:

- The quality of our training and assessment services
- Our marketing and advertising practices

Before making a complaint, please refer to the following website:

<https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>

Name: **Consumer Affairs (Victoria)**

Phone: 1300 558 181

Web: www.consumer.vic.gov.au

Issuing of Certification Documents

Upon successful completion of your course and full payment of fees has been finalised, Competitive Solutions Australia Pty Ltd. will issue you with a qualification (Testamur/Certificate) and Record of Results within 30 days. The Record of Results will list all units in your qualification with the corresponding result for each unit of competency.

If you withdraw or only partially complete a course, you will be issued with a Statement of Attainment within 30 days of the withdrawal date once applicable fees have been paid. Competitive Solutions Australia Pty Ltd. require a valid USI on file prior to issuing a qualification or Statement of Attainment.

Re-Issuing Statements and Qualifications

Records of qualifications and Statements of Attainments are kept on record for a period of at least 30 years. Students can request copies of any of these statements or qualifications at any time for an additional fee of \$50.00 as detailed in the Fees, Refunds and Cancellation Policy & Procedure.

Appendix 1: VET Data Use Statement & VET Student Enrolment Privacy Notice

VET Data Use Statement

Under the *Data Provision Requirements 2020* and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the *Privacy and Data Protection Act 2014* (Vic) and the *Health Records Act 2001* (Vic).

Collection of your data

Competitive Solutions Australia is required to provide the Department with student and training activity data. This includes personal information collected in the enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Competitive Solutions Australia Pty Ltd. provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at DET website.

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring, and planning, including interaction between the Department and Student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006* (Vic). The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014* (Cth) and the *Student Identifiers Regulation 2014* (Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVET survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact Competitive Solutions Australia's Privacy Officer in the first instance by phone 0493 240 427 or e-mail contact@csolutions.edu.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction, and complaints, go to Victorian State Government Education and Training website.

<https://www.education.vic.gov.au/Pages/default.aspx>

For further information about Unique Student Identifiers, including access, correction, and complaints, go to Australian Government USI website.

<https://www.usi.gov.au/>

Contact information

At any time, you may contact Competitive Solutions Australia Pty Ltd. to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Competitive Solutions Australia Pty Ltd.

Address: Unit 2, 476 Canterbury Road FOREST HILL VIC 3131

Phone: 0493 240 427

Email: contact@csolutions.edu.au

Competitive Solutions Australia Pty Ltd. Privacy Policy: <https://csolutions.edu.au/privacy-policy/>

Appendix 2: Privacy Notice – Competitive Solutions Australia.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Students who do not provide the requested data will not be able to enrol with Competitive Solutions Australia.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

Department of Employment and Workplace Relations (DEWR) is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Competitive Solutions Australia Pty Ltd. to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Competitive Solutions Australia Pty Ltd.

Address: Unit 2, 476 Canterbury Road, Forest Hill VIC 3131

Phone: 0493 240 427

Email: contact@csolutions.edu.au

Competitive Solutions Australia Pty Ltd. Privacy Policy: <https://csolutions.edu.au/privacy-policy/>