



COMMUNITY EARLY  
LEARNING AUSTRALIA

# Student Handbook

RTO 90842

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### Reviewed:

- ▶ Minor changes to the assessment submission process.
- ▶ Information added to the enrolment process.





# Introduction

This handbook provides current and interested students with information on Community Early Learning Australia (CELA) courses, services, policies and procedures. We look forward to learning with you at CELA.

CELA is a not-for-profit organisation established in 1978 to promote, support and advocate for quality children's services, and meeting the needs of children, their families and the community.

We aim to inform and inspire the education and care services sector, and influence government policy, practices and programs so that children have access to quality education and care services that meet the needs of their communities.

We aim to assist in the process of building and maintaining a strong education and care services sector by providing resources, support and skill development opportunities for education and care service providers.

CELA is a Registered Training Organisation (RTO) providing accredited training and assessment. CELA is registered with Australian Skills Quality Authority (ASQA). Our RTO code is 90842. We are committed to continual improvement of our training, assessment and administrative processes to deliver quality education.

Contact us for more information regarding your training needs.

Building 21, 142 Addison Road, Marrickville NSW 2204

**Phone:** (02) 8922 6444 or Free call 1800 157 818

**Email:** [training@cela.org.au](mailto:training@cela.org.au)

# Qualifications Available

## CHCPRT001- Identify and respond to children and young people at risk (Individual Unit)

The unit covers the requirements for mandatory reporters in NSW, information on the Keep Them Safe initiative, identifying significant harm and risk factors, consulting with families and the provision of child safe environments. This unit of competency is required by nominated supervisors, and responsible persons, within the early childhood education and care sector. This individual unit is delivered via **face to face workshops** (either at a CELA training facility or a workplace based location), **webinar** (scheduled training with follow-up assessment) and **distance** (learning completed at the convenience of the student). On enrolment all learners will be given resources suitable for their chosen mode of training and a due date for all assessments, with plenty of support along the way. Students must be working (either paid or as a volunteer) in a registered children's service to complete the assessment requirements.

## CHC62015 - Advanced Diploma of Community Sector Management

This nationally recognised training qualification reflects the role of workers who are middle managers or managers across a range of community organisations, making it suitable for the early childhood education and care sector.

Lessons have been written so that participants learn how to lead their service to meet and exceed the requirements of compliance through the National Quality Framework (NQF). Units of learning will develop skills and knowledge in building great relationships for high performing teams, strategic business planning, managing budgets, recruitment, workforce planning, performance, finances and advocacy. Strong leadership and management is linked with delivery of quality programs and improved outcomes for children and this course will aim to develop strong and dynamic leadership vital for a thriving Early Childhood Education and Care organisation.

Participants will study a total of 13 units, consisting of 8 core units and 5 elective units. The course will be run via blended delivery and includes webinars, self-paced online sessions and face to face training. The duration of the course is 18 months.



### MORE INFORMATION

Contact CELA via phone **1800 157 818**  
or email **[training@cela.org.au](mailto:training@cela.org.au)** for more details.







# How Can You Study Our Courses?

## Face to Face Workshops

We regularly organise workshops for accredited child protection training (**CHCPRT001 – Identify and respond to children and young people at risk**) at our Marrickville training centre and other suitable workplace locations. Students will participate in face to face learning, then complete the assessment at their workplace, with third party support. Delivery information, dates and enrolment procedures are available on our website [www.cela.org.au](http://www.cela.org.au).

## Distance

The individual unit of competency **CHCPRT001 – Identify and respond to children and young people at risk** is available for enrolment at any time through our self-paced online study option. Student materials and the relevant assessments can be accessed via CELA's eLearning Platform (Moodle) and Resource Library (Padlet).

Assessments are to be submitted via email or via post upon completion. Assessment tasks are due 12 weeks from the last day of training.

## Regular webinars

For **CHCPRT001 – Identify and respond to children and young people at risk**, we also organise live webinars throughout the year with set starting time frames. This is suitable for remote learners to watch a live webinar if they are unable to attend face-to-face training. Assessments are also completed by the student by distance and sent via email or post. These courses are advertised on our website [www.cela.org.au](http://www.cela.org.au).

## Customised Professional Development

CELA is available to come to your specified location, including the Sydney Metropolitan Area, Greater Sydney, regional and interstate locations. You may wish to have your staff team or a group of educators study for a particular unit or qualification in your workplace. Contact us via email [training@cela.org.au](mailto:training@cela.org.au), or via phone on 1800 157 818 for more information and a detailed quotation that will suit your training needs.

## Enrolment Process

All students are recruited in an ethical and responsible manner. Our Access and Equity policy and procedure ensures that client selection decisions comply with equal opportunity and other relevant legislation, regulations and standards. The enrolment form will help ascertain Recognition of Prior Learning (RPL), Credit Transfer (CT), special support needs, and a candidates' suitability to the course. Students are given detailed information and support before enrolment, to ensure each individual is enrolling into the course that best meets their needs. CELA RTO 90842 is not a CRICOS provider. We currently only accept enrolments of domestic students.



### STEP 1

Please contact the RTO via email, [training@cela.org.au](mailto:training@cela.org.au), or phone (02) 8922 6444 to enquire about courses, delivery information and discuss your interests and needs.



### STEP 2

Clients wishing to enrol in an individual unit or full qualification must complete an enrolment form and return it to CELA together with the required up front payment. A 'Fees Schedule' will be sent with the enrolment form. Services can request an invoice to be sent for group training. PLEASE NOTE: Copies of testamurs or transcripts must be certified by a Justice of the Peace or another person able to perform this function).



### STEP 3

Once the enrolment is processed, the student will receive their learning materials and assessments, details of their particular course attendance requirements via email. Processing of enrolment can take up to 14 calendar days.



For students studying via distance, on the online self-paced mode, a login and password to our online system will be automatically generated upon self-registration on Moodle (eLearning Platform). This will give the student the ability to check both personal details and progress throughout the training period.

We require all students to create their Unique Student Identifier (USI) during the enrolment process, if they have not done it already or are choosing to be exempt from holding a USI.

## Student Support and Resources

Our RTO aims to provide individualised support to all students. While enquiring or studying with us, you can reach us through phone, email, or fax, or by visiting our office in Marrickville. The RTO will make provisions for the following support:

- ▶ Language, Literacy and Numeracy. This is likely to be varied and will be considered on an individual basis. Assessment will take place prior to course commencement to assess an individual's skills and capabilities via the enrolment form. This action is to identify where the RTO can assist that student in obtaining competency. Students that need support with their language, literacy and numeracy can call their nearest LLN provider by calling the Reading Writing Hotline on **1300 655 506** or access their website at **[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)**
- ▶ One-to-one feedback and support with nominated trainer/assessor via phone, email, text and/or video calls
- ▶ We offer Moodle support including the discussion forum with trainer/assessor and other trainees
- ▶ List of external support agencies, for student wellbeing
- ▶ Use of the CELA Resource library (Padlet) to access a range of publications and resources
- ▶ Access to webinars of related topics to embed course knowledge

## Technical Specifications

To utilise the CELA Moodle platform effectively, you should at a minimum be running the latest version of the supported Web Browsers (Chrome, Firefox, Internet Explorer, Safari) and have an internet connection suitable to access pages with audio, video and other downloadable content (such as YouTube, Facebook and openlibrary.org, average download speeds of above 1mbps should be fine).

Some IT environments' internal configurations can also restrict the functionality to the CELA Moodle platform, which may cause access to content to be affected, as may the possibility of uploading files. File size limitations may also apply.

# Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge gained through life and work experience and previous training. We have the expertise to support experienced participants to have their existing skills and knowledge recognised. These can be assessed against unit(s) of competency and qualifications that CELA, RTO offer. A student's eligibility for RPL is ascertained via a self-assessment guide that is completed before the enrolment is finished.

Contact us at [training@cela.org.au](mailto:training@cela.org.au) for a copy or to discuss your situation.

## Credit Transfer

CELA will accept and mutually recognise the Qualifications and Statements of Attainment awarded by any other registered Australian RTO. A student applying for Credit Transfer for an accredited course based on awards issued by other RTOs must submit original or certified Australian Qualifications Framework (AQF) certification (e.g. record of results, statement of attainment) that includes:

- ▶ the nationally recognised training logo for any nationally accredited course
- ▶ identification of the unit(s) of competency or the national course code
- ▶ carry an authorised signatory of the RTO and RTO code
- ▶ carry the date of course completion.

The RTO may perform further checks with previous education providers to check authenticity. If you have not yet received the course certificate but have completed the course, a statement of results and course completion certificate must be submitted as evidence.

**NOTE:** All copies must be certified by a Justice of Peace or another person able to perform this function.





# Fees and Refunds

## Fees

For a complete and current 'Fee Schedule' list, email CELA via [training@cela.org.au](mailto:training@cela.org.au).

## Refunds

All requests for refunds must be made in writing via email or post.

Information regarding refunds is provided prior to enrolment or the commencement of training and assessment, whichever comes first. It specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a full refund for following situations:

1. Subject to the state consumer law and ten (10) days cooling-off period.
2. For enrolments in full qualifications, a full refund will be provided if participants cancel twenty (20) days prior to commencement of the qualification and prior to receiving all learning resources, as per details in the specific course overview and Fees Schedule. Where learning resources have been received and opened, a material fee of \$40 will be charged.
3. CELA will provide a full refund if CELA cancels a course. Also, if a course is cancelled, CELA will also provide options and alternatives for future training.
4. If a refund is granted on other grounds, it will be provided to the Payee within **seven (7) working days of the RTO approval.**

**The following scenarios will result in a partial or no refund:**

1. To receive a refund on workshops, requests must be given no less than five (5) working days prior to commencement of training. If request is received less than five (5) working days before training commences, then a \$10 administration fee will be charged per individual booking. If a student fails to attend training, no refunds will be given.
2. To receive a refund on full qualifications, requests must be given at least twenty (20) working days prior to the commencement of the course. Any materials received must be returned in original condition, otherwise a material fee of \$40 will be charged before a refund is given.
3. Withdrawal during the course – this will be negotiated on a pro-rata basis and will depend on:
  - ▶ the type of course (e.g. one day as opposed to a full qualification)
  - ▶ how much training has been delivered
  - ▶ the number of learning resources that have been supplied to the student.

Please contact CELA for further information regarding specific refunds for specific courses.



4. No refund is available to participants who remain enrolled and do not progress. Students are required to achieve satisfactory course progress throughout their enrolment. If a student makes no course progress, despite intervention and support processes, they risk having their file closed.
5. For workshop sessions, CELA will not refund fees paid in advance unless training cancellation notice is provided within seven (7) calendar days' in writing. If notice is provided in less than seven (7) calendar days, an administration cost of \$10 will be applied per booking. If the participant does not attend on the day of training, no money will be refunded.
6. If participants are unable to attend a face to face workshop, or participate in a unit of competency delivered by distance, a replacement participant may be substituted without cost. Notice of this must be provided within three (3) calendar days of the start of the course in writing (via email or fax). For changes made between three days and the day of training, an administration fee of \$20 per participant will apply.



# Training and Assessment

## Assessment Submission

Students are required to submit completed assessment documents via email for applicable courses. Students with limited internet access may be able to submit assessments via mail, when pre-arranged with the assessor.

**NOTE:** Assessments must be submitted 12 weeks after the delivery of training via email to [assessments@cela.org.au](mailto:assessments@cela.org.au). Application for extension of this time may be made with the trainer/ assessor. Information on which option is relevant will be provided to the student as part of their enrolment information package.

**NOTE:** Once CELA receives the student's assessment task, marking time can be up to six weeks. In the case of RPL, the duration of the marking process varies depending on the client's individual circumstances. If the assessor requires further information they will contact the student.

If a student has been deemed Not Yet Satisfactory (NYS), students will be asked to re-submit all of or a portion of their assessment. The first re-submission is of no cost to the student. If a student has to re-submit work for a second time there will be a fee. Please see the CELA Fee Schedule for more information. If the student is still not competent after two re-submissions they may have to re-do the training again.

Once the client is deemed competent, full payment has been received and there is a USI or USI exemption on file, the relevant Statement of Attainment or Qualification will be sent out to the client within 30 calendar days of the competency decision.

## Assessment Policy

CELA acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the RTO will ensure:

- ▶ Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course.
- ▶ Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- ▶ The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- ▶ The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- ▶ Timely and appropriate feedback is given to students
- ▶ Assessment complies with CELA's access and equity policy
- ▶ All students have access to re-assessment on appeal.  
See the Appeals policy and procedure for more information.

CELA implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. CELA recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

Training and assessment are competency based. This means that training concentrates on helping students to develop skills and knowledge needed to perform effectively in the workplace. Hence, no grades are given. Students are assessed as:

- ▶ C - Competent *or* NYC - Not Yet Competent

Assessment methods vary and could include:

- ▶ Group work
- ▶ Class presentations
- ▶ Written assessments
- ▶ Workplace Observations
- ▶ Oral and/or written questioning
- ▶ Role play
- ▶ Workplace Experiences
- ▶ Reflective Journals
- ▶ Portfolios

When face-to-face training occurs students are expected to attend no less than 80% of scheduled classes. This includes attendance for at least 80% of each individual competency. This requirement is important as the trainer will be conducting many assessments based on contribution to classroom based activities. CELA may request a medical certificate if classes are missed due to illness.

Learning and assessment materials can be customised to best suit a student's needs. CELA is committed to offering flexible learning and assessment procedures to provide the optimum training experience for students. Where required, reasonable adjustments are made to the method of the student's assessments.

CELA will issue Certificates and/or Statements of Attainment only to students who are judged as competent for the requirements of the accredited courses/endorsed training packages.

For more information on assessment guidelines for individual courses; please consult individual course overviews. Please email [training@cela.org.au](mailto:training@cela.org.au) to request copies.

CELA training adheres to the requirements of relevant training packages and for the use of the nationally recognised logo and other requirements for issuance of testamurs.

CELA is committed to delivering high quality training and assessment services that meet the expectations of students. To ensure this, CELA has implemented processes for data collection and analysis within its operations which ensure continuous improvement of training and assessment. Continuous improvement measures results from data analysis and involves all internal and external stakeholder groups.

The Quality and Continuous Improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes it's clients and students, CELA ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.





# CELA Membership

Being a CELA member means that you'll never have to face a challenge alone.

As a CELA member you gain access to

- ▶ **Personalised support:** CELA's friendly sector professionals are only a phone call away to guide you on where to go, what to do, who to contact and how to interpret legislation and guidelines.
- ▶ **Time saving resources:** Our library of helpful resources includes sample policies, forms and toolkits that will help you to run your service more efficiently and support your service to achieve quality outcomes.
- ▶ **Inspiring training:** We're known for providing practical, interactive training that develops skills to improve practice and professionalism for all educators. Our NESA endorsed courses are designed to inspire you in all areas of professional practice.
- ▶ **Informed and connected:** We ensure our members are kept up to date with the ever changing early education landscape. Our weekly sector-wide communication Amplify! ensures that you stay informed about issues that impact you and your service, in a language that makes sense.
- ▶ **Engaging events:** A program of events designed to stimulate thinking, inspire best practice and lift your spirits while surrounded by new friends.



## MORE INFORMATION

Contact CELA via phone **1800 157 818**  
or email [membership@cela.org.au](mailto:membership@cela.org.au) for more details.



# Student Responsibilities

## Academic Misconduct

CELA reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct such as, plagiarism, cheating, or collusion.

**Plagiarism** is defined as presenting another person's work as the student's own without acknowledging the source.

**Cheating** is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorised by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

**Collusion** – Although students are encouraged to work together on assessments, participants must complete and submit their work independently.

CELA also reserves the right to ask a student to leave a face-to face training session if disruptive behaviour is displayed.

The *Academic Misconduct & Disciplinary Policy and Procedure* is available on request.

### On completion of the enrolment form, clients agree to:

- ▶ participate in and make satisfactory progress within the program that they are enrolled into. Course specific details (including assessment due dates) are given out with the course materials.
- ▶ for Early Childhood Education and Care qualifications and statements of attainment, gain and/or maintain a current Working with Child Check clearance
- ▶ be punctual to class when participating in face-to-face training
- ▶ observe WHS guidelines both within the class room and their workplace
- ▶ respect other participants and CELA staff
- ▶ demonstrate behaviour that conforms to the numerous general ethical principles prevalent in education system.

### Upon enrolment clients are entitled to:

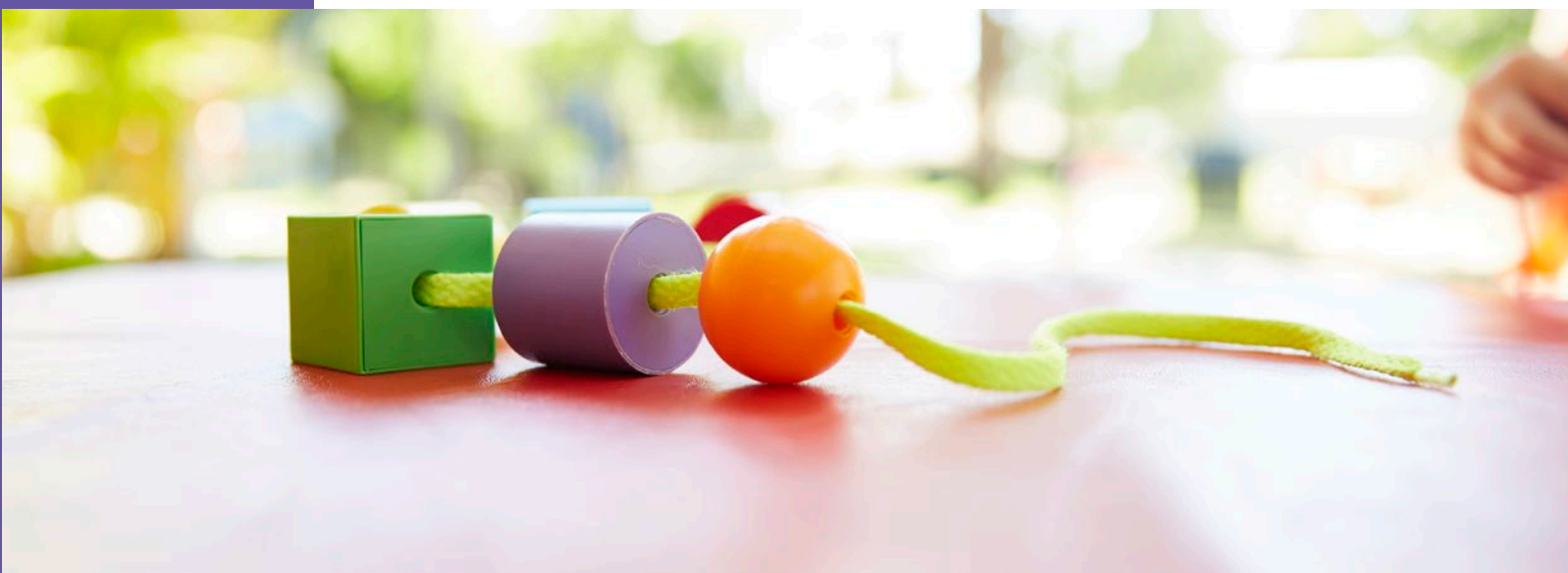
- ▶ learn in an environment free from discrimination
- ▶ privacy in regard to information regarding progression, attendance and results
- ▶ be informed about assessment procedures and program and CELA expectations
- ▶ well-prepared, professionally delivered, accredited programs and courses.



# CELA's Responsibility to Students

On completion of the enrolment form, CELA agrees to:

1. Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
2. Maintain confidentiality of all clients' records.
3. Ensure information on the program of study, learning resources and appropriate support services is available to students.
4. Provide training and assessment that occurs in accordance with the requirements of the accredited course/endorsed training package.
5. Ensure that trainers and assessors have:
  - ▶ gained qualifications in a field relevant to the courses and units being taught and at least at the level of the course and units being taught.
  - ▶ gained **TAE40116 Certificate IV in Training and Assessment**, or equivalent, or a higher course in adult learning and can demonstrate professional development in this area.
  - ▶ industry experience that is current and relevant to the particular courses/training packages or modules/units of competence that they are involved in delivering.
  - ▶ participated in professional development to keep their knowledge current. This includes both the early childhood education and care sector and the tertiary education sector.
6. Resolve complaints and appeals in a timely manner.
7. Ensure that students are supported, with the aim of achieving quality course progress in line with the Australian Quality Framework. Where training is unable to be offered, CELA will support students to transfer to another course provider at no additional cost to the student.
8. Maintain compliance with the *Standards for Registered Training Organisations (RTOs) 2015*.



# Complaints and Appeals

CELA has separate complaints and appeals procedures that will ensure students' complaints and appeals are addressed fairly, effectively and efficiently. Furthermore, students, trainers, assessors, other RTO staff and stakeholders have public access to Complaint and Appeal forms and policies and procedures.

Complaint and Appeal forms along with policies and procedures are available on the CELA's website, [www.cela.org.au](http://www.cela.org.au). All complaints and appeals are documented in complaints and appeals registers respectively.

CELA strives to ensure that each student is satisfied with their learning experience and outcomes. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes. All complaints and appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted while achieving resolution during RTO meetings, it will be implemented as a priority.

All complaints will be reviewed at CELA during management meetings. Continuous improvement procedures may be actioned when the complaint/appeals procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with the current CELA policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent re-occurrence of the problem.

**NOTE:** All complainants/appellants are asked to follow the appropriate code of conduct and procedures whilst communicating with the relevant staff.

Documents to be used to implement complaints and appeals policy and procedure:

- ▶ The Complaint Form
- ▶ The Appeal Form
- ▶ Complaint Register
- ▶ Appeal Register
- ▶ Continuous Improvement Register
- ▶ Complaint and Appeal Policy and Procedures





## Complaints

All formal complaints must be submitted in writing (i.e., by filling out the *Complaint Form*). CELA has ensured that complaint forms are easy to read and complete. Information obtained through the complaint form allows CELA to manage and respond to allegations involving the conduct of:

- ▶ CELA staff, trainers, assessors, and other parties involved
- ▶ a student of the RTO.

CELA will respond to all complaints within fourteen (14) working days of receipt of the complaint. The Manager, RTO will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint. Members of the committee will include:

- ▶ The Manager, RTO
- ▶ A representative of CELA management
- ▶ A CELA training staff member

The complaint committee will inform all parties involved of the outcome in writing via email.

For complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, the complainant will be notified in writing if the resolution of complaints will take longer than sixty (60) calendar days.

Also, the reasons for the delayed resolution will be provided in writing to the complainant. CELA's management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaints procedure will be reviewed as part of the CELA's continuous improvement procedure.

### How to lodge a Formal complaint?

It is a normal procedure that all formal complaints are lodged in writing by completing the *Complaint Form*. Complaints forms are available on the CELA's website, [www.cela.org.au](http://www.cela.org.au) to all persons (i.e., CELA staff, trainer/assessor, students, stakeholders) wishing to make a complaint. If required, CELA staff will assist you in filling out the form.

After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by the Manager, RTO. Complainants will receive the final resolution outcome by way of writing within **thirty (30) Calendar days**. Complainants will be informed by way of writing if the resolution will take longer than **sixty (60) calendar days**.

If the complainant is not satisfied with the resolution of the complaint, the student may contact ASQA and lodge a written complaint against CELA. Email [feedback@asqa.gov.au](mailto:feedback@asqa.gov.au).

## Appeals

The CELA appeals process is concerned with a student's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

Assessment decisions also include RPL assessment decisions too.

In the case of the student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer/assessor or staff member, and requests re-evaluation. A CELA team member will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required, and then discuss their final decision with the student.

If the student is dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the CELA management team. The formal notice of appeal is required to comply with the following principles upon submission to CELA management:

- ▶ The notice of appeal should be made in writing, addressed to CELA for referral to the management team and submitted within fourteen (14) calendar days of notification of the outcome of the assessor's re-evaluation process. The appeal form is available on CELA's website, **[www.cela.org.au](http://www.cela.org.au)**, or can be requested by email.
- ▶ The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the student's appeal needs to be deferred due to emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to CELA management (email: **[training@cela.org.au](mailto:training@cela.org.au)**). The notice of deferral must be submitted within seven (7) calendar days of the conclusion date displayed on the medical certificate.

The appeal committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular appeal. Members of the committee should include:

- ▶ A representative of CELA management
- ▶ A CELA training staff member
- ▶ A person independent of CELA.

It is the responsibility of CELA's management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms. CELA staff can assist in completing the *Appeal Form*.

All appeals will be reviewed at a CELA management meeting and, if appropriate, result in a continuous improvement process.

Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current CELA's policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent re-occurrence of the problem.



## How to Lodge an Appeal

Students will receive appeal related information and forms as published on CELA's website. All students or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of CELA have access to the following procedure:

### Step 1: Informal Appeal

- ▶ An initial appeal will involve the appellant communicating directly with CELA's assessors/trainers/relevant staff verbally or by email. CELA management will make a decision, discuss their judgement with the appellant and record the outcome of the appeal
- ▶ Students dissatisfied with the outcome of CELA's decision may initiate the formal appeal's procedure.

### Step 2: Formal Complaint/Appeal

- ▶ In case of formal appeal against assessment marking, all students are required to wait at least twenty-four (24) hours (cooling off period) before they can appeal the assessment decision
- ▶ It is a normal procedure that all formal appeals proceed only after the informal appeal
- ▶ The formal appeal is to be submitted in writing by way of filling out the Appeal Form
- ▶ After receiving the written appeal, CELA will notify students acknowledging the receipt of the appeal via email
- ▶ The Manager, RTO will convene the appeal committee to reach a resolution
- ▶ The CELA appeal committee will reach a decision on the appeal after careful considerations
- ▶ Students will be informed in writing within fourteen (14) calendar days of lodging the appeal. If the resolution takes longer than sixty (60) calendar days, appellants will be notified in writing by explaining reasons for the delayed resolution.

If the appellant is still not satisfied with the resolution of the appeal, the student may contact ASQA and lodge a written complaint against CELA or via email to: **[feedback@asqa.gov.au](mailto:feedback@asqa.gov.au)**



# Student Records

CELA is required to collect personal information about students with their consent. CELA keeps all records stored confidentially. State and Federal Government Departments will use the information gathered for statistical and reporting purposes. Student competency results will be held for a period of thirty (30) years for the re-issuance of credentials within this period. Individual students can have access to their competency results by contacting CELA, or by using the student login if applicable. Students can also access their previous study record through **[www.usi.gov.au](http://www.usi.gov.au)** and their personal login details (unless the student has been issued a USI exemption).

If a replacement Statement of Attainment or full qualification testimonial is required please email **[training@cela.org.au](mailto:training@cela.org.au)**. A fee of \$50 is charged to students when a replacement testimonial is requested. The replacement will be mailed within 10 working days. The fee for the replacement of a *Certificate or Statement of Attainment* is included in the fee schedule available by contacting CELA on **[training@cela.org.au](mailto:training@cela.org.au)**.

**NOTE:** Statement of attainments will be emailed to students within 30 days of their assessment being marked competent. Testimonials awarded for full AQF qualifications will be sent in the post within 30 days of their final assessment being marked competent.

## Privacy principles and legislation

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.





Privacy Principles that are strictly applied to all aspects of CELA's operations include:

### **Collection**

CELA will only collect necessary information pertaining to one or more specific operations. Students will be informed as to the purpose for which details are being collected.

### **Data Quality**

CELA will take all reasonable precautions to ensure personal information collected, used and disclosed is accurate, complete and up to date. Students and staff have a responsibility to notify CELA of any changes to their personal information.

### **Use and Disclosure**

CELA will ensure personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the person, unless a prescribed exception applies.

### **Data Security**

CELA will take all reasonable measures to ensure all collected personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

### **Privacy Statement and Student Declaration**

Students will be asked to sign a privacy statement and student declaration on enrolment, to confirm that CELA has clearly disclosed how personal information is collected, stored and used.





# Work Health and Safety

CELA is committed to providing and maintaining a safe and healthy workplace for all students, staff and visitors.

Students will be informed of their responsibilities about their work health and safety (WHS) when attending a training facilitated by CELA at any location. This will include participation in emergency procedures, notifying the facilitator of any risks identified and adhering to guidelines, including COVID-19 Control Measures, set by the facilitator during the session.

Students are recommended to adhere to WHS legislation and appropriate policies in their own workplace or other environment.

The *WHS Policy and Procedure* is available on request.

The CELA Face to Face Training COVID Agreement and CELA Learning & Development COVID-19 Safe Policy and Procedure will be provided for face-to-face training. The CELA Face to Face Training COVID Agreement must be read, signed and returned to CELA via email as soon as possible and no later than 24 hours before training commences.



# Unique Student Identifiers

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows students to create and access a single online record of their VET achievements. Students can create their USI by completing the online form on the website, **[www.usi.gov.au](http://www.usi.gov.au)**. Once the USI is created, the student has access to all their accredited training records as from 1 January 2015.

The scheme also allows for reliable confirmation of VET achievements by employers and other RTOs. The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

CELA will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or a USI exemption letter. To avoid any delays in issuing certification documentation, CELA will ensure student's USIs are applied for or verified at the time of enrolment. The USI will not appear on AQF certification due to student's privacy.

CELA will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage, or unauthorised access. CELA stores paper based records in locked areas. Digital records are backed up on secure servers. All AQF certification documentation issued by CELA is kept for thirty (30) years.

When reporting data about the nationally recognised training to the national centre for vocational education research (NCVER), students' USI will be used to validate the data. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for CELA as the data builds, CELA (with the student's permission) will also be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the Department of Industry's website where a comprehensive video outlines the USI scheme.

You may contact CELA for further information or visit **[www.usi.gov.au](http://www.usi.gov.au)**.

# Non Accredited Professional Development

CELA also offers non-accredited professional development that is designed to benefit a range of students, educators and early childhood educational environment, whether the aim is to be compliant with regulations, to provide and improve the quality of education and care through increased knowledge and better practices, or to build on an existing quality reputation.

We can tailor training to the specific needs of your service to your local area. Training can be provided at your service or a venue of your choice. Training sessions can be held during work hours, in the evening or on weekends. Training is available on a fee-for-service basis at reasonable prices.

For further information, please visit: [www.cela.org.au](http://www.cela.org.au)





# Student Acknowledgement of Handbook Understanding

Please tick to indicate you have been advised of the following AND RETURN THIS PAGE TO YOUR TRAINER/ASSESSOR OR FACILITATOR:

## Requirement:

- ▶ Name and contact details of your RTO and your trainer/assessor ☐
- ▶ The qualification to be issued to you on successful completion ☐
- ▶ What happens if you don't fully complete this training ☐
- ▶ The RTO's policy around recognising prior learning (RPL) and certification issued by other Australian RTOs ☐
- ▶ Privacy permission ☐
- ▶ Your responsibility to submit assessments according to the time schedule ☐
- ▶ Administration/enrolment fee (where applicable) ☐
- ▶ Assessment procedures and collection of evidence ☐
- ▶ Complaint and Appeal procedures ☐
- ▶ Assistance with identified language, literacy or numeracy issues and other support needs ☐

## Privacy Permission:

### In accordance with the Privacy Amendment Act 2012:

Whilst you are undertaking your training, there may be times when a CELA representative may need to discuss your situation with others. This could be with your employer and/or another workplace trainer. Please be assured that any discussions held with these representatives will be for the purposes of your assessment and for your development.

### Participant Declaration:

I have participated in the induction process for this training and have been given access to the Student Handbook. I give permission for the CELA representative to discuss my training program development and evidence with my employer or supervisor.

I understand I am able to request assistance with language, literacy or numeracy within this course.

Student Name: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Notes







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