

Complete Lean Solutions

Student Handbook

South Australia

Student Handbook - Table of Contents

Introduction	2
Registration, Pre-Training Review and Enrolment/Induction	3
Language, Literacy & Numeracy Assessment	4
Student Support Services	4
Flexible Learning and Reasonable adjustment	4
Welfare and Guidance Service	4
Fees, Charges, Refunds and Cooling off Period	4
Government Funding.....	5
Code of Practice	5
Legislation and Regulatory Guidelines	6
Equal Opportunity.....	6
Occupational Health and Safety	7
Student responsibilities & website links.....	7
Disciplinary Procedures	8
Employer & Workplace Supervisor responsibilities	8
RTO responsibilities	9
Trainer responsibilities	9
Pre-Assessment information: RPL and CT	9
Assessment general information	10
Assessments	10
Marking of assessments	11
Assessment feedback	11
Assessment /project resubmission policy	11
Course cancellation	11
Training extension	12
Training after unemployment - <i>Trainees</i> only	11
Completion	11
Reissuance of Certificates	12
Complaints and Appeals	12
Continuous Improvement	13
Complete Lean Solutions Privacy of Information Policy.....	14
Your Privacy and Personal Information & Disclosure	14
Questions	15
Other Student Resources (Victorian Students)	16
Other Student Resources (Tasmanian Students)	17
State Funding Eligibility Assessment Guide.....	18

Introduction

Welcome and thank you for choosing Complete Lean Solutions (CLS) to be your training provider.

CLS is a recognised Registered Training Organisation (RTO) approved to deliver nationally accredited qualifications linked across a range of industry and business sectors. A list of qualifications that CLS are registered to deliver can be found on <http://training.gov.au/>

All training and assessment delivered by CLS is compliant with the VET Quality Framework. This means that CLS' programs are of the highest quality and you can be confident that we will help you achieve your vocational goals.

CLS specialises in equipping individuals and organizations to achieve greater competitiveness, improved business practice and profitability through the application of lean tools and, more importantly, Lean Thinking. CLS recognizes the commitment required to help move an individual and/or company through the lean journey thus our Lean Specialist are there to support projects from the board room through to the shop floor, aiming to engage all levels of your company to achieve a sustainable and continuous improvement environment.

CLS may offer training funded by state or federal government funding initiatives, or on the job traineeships. CLS will advise you if you are eligible to be enrolled under any of these initiatives. All other enrolments are Fee for Service arrangements supported by employers.

Please familiarise yourself with the contents of the student handbook. If you have any further questions do not hesitate to contact CLS' head office.

Head Office:

- Address: Suite 9, 19 Enterprise Drive, Bundoora, VIC 3082
- Correspondence: As above
- Phone number: (03) 9095 7520

Registration, Pre-Training Review and Enrolment/Induction

All students are guided through staged processes to fully complete their enrolment with CLS. *Registration:* Students may submit an initial Registration Form on-line for CLS to gather their personal details and training history, or they can provide the same information at a session conducted with a CLS representative. This information supports their *Pre-Training Review* where the following points are discussed: -

- Each student is informed of any current training eligibility entitlements, implications of using entitlements, gaining a higher qualification, and impact on future entitlements.
- Confirmation of most suitable course based on education attainment level, capabilities (including LLN) and aspirations.
- Proposed training is compatible with student's individual career goals and pathway.
- Identifies potential for CT, RPL or RCC.
- Determines whether the student has any individual needs requiring modification of training delivery or support.
- Confirm the proposed qualification enrolment for that student.

Enrolment/Induction: Students will then be provided with an overview of the training they are about to participate in.

- Course material covered for the program enrolled.
- Student responsibilities.
- Attendance requirements and absence notification requirements.
- Assessment process, work assignments, group work, supervision & course-work expectations.
- RPL, RCC, Credit Transfers, access & equity, privacy policy, complaints process, mediation.
- Special needs, welfare considerations, support for learning or physical disabilities, flexible learning.
- Trading terms, refunds and returns policy.
- Disciplinary procedures.
- Unique Student Identifier requirements.

Student Support Services:

Support services may include, but are not limited to:

- Upfront Assessment of Needs (UAN)
 - You will be asked to undertake a reading, numeracy and writing assessment using the ACER's Core Skills Profile for Adults (CSPA) online assessment tool.
 - CLS will engage Interskills Training to deliver and supervise this assessment on our behalf.
 - Learner with evidence of gaps from the reading, numeracy and writing assessment are entitled to:
 - Up to 5 foundation skills bridging units attached to the vocational qualification.
 - CLS will advise you in writing the outcomes of your CSPA assessment and any recommendations such as foundation skills bridging units.
 - Foundation skills bridging units may be a condition of eligibility to funding and must be completed.
 - Learners who have completed an Australian Qualification Framework (AQF) Diploma or higher-level AQF qualification in the past three years are not required to undertake the CSPA reading, numeracy and writing assessment.
 - For more information go to: <https://mytraining.skills.sa.gov.au/training/get-started/support-from-the-start#upfront-assessment>
- Mentoring:
 - Provided one-on-one by trainers and assessors
 - Interskills Training for foundation skills bridging units and additional mentoring if required. <https://interskills.edu.au/>
- Disability support:
 - Determined through Enrolment Forms and process, and actions to be determined dependent on the type of disability.
 - Interskills Training LSS providers.
- If you have any LLN or other identified needs which you would like addressed, please discuss these with your trainer or employer so that appropriate arrangements can be made.

Flexibility and Reasonable Adjustment

The programs and assessments have been designed to provide flexibility in the completion of assessment tasks, either individually or as a group. Students confronted by challenges to their learning feel greater support and benefit by the familiarity of their workplace and peers, and CLS will make reasonable adjustment to their assessments based on such needs as: -

Reading	Writing	Numeracy	Learning difficulties
Disability	Physical limitations	Mental Health issues	Other as identified by individual

Welfare and Guidance Service

CLS are partnered with Interskills to provide welfare services and recommend that students approach their employer or Trainer for advice related to these topics or refer to the organisations listed in the “other Student Resources” for your state pages at the back of this handbook.

CLS will consider any reasonable request for guidance and will always ensure that students are given access to all information required to comprehend course options, learning materials and assessment criteria.

Fees, charges, refunds and cooling-off period.

CLS will charge the employer on the student's behalf an enrolment fee (if applicable) and any associated administration and resource costs (if applicable).

Students who meet the eligibility requirements for subsidised training initiative will be charged a \$0 fee. Eligibility will be determined at Enrolment, and the affect this may have on future funding for the participant will be explained.

Students enrolled for training in other States and Territories will also, in certain circumstances, be eligible for State funded funding for part of or the whole cost of the training program. For more information regarding subsidised training go to:

<https://mytraining.skills.sa.gov.au/training/get-started/check-eligibility>

Students enrolling as individuals rather than through their employers will also be eligible for state funding support for the programs given, they satisfy certain criteria. CLS will perform an eligibility check against the specific state requirements with you before enrolment takes place to ensure you have information on the out-of-pocket cost of the program before commencement.

Enrolment fees (if applicable) have been embedded in the overall cost of the program proposal which, if you are studying through your employer, is being covered by your employer. If you are studying as an individual the price of the program is determined by the course you are studying and will take into account any state funding that CLS can receive in support of the program given your eligibility for such funding. CLS will charge the difference between the cost of the program and any eligible funding that CLS can receive through the state in which you reside. This cost will be made clear after the eligibility check and before enrolment onto the program.

Where required, refunds will be issued upon a student's withdrawal within specific time frames that are outlined in CLS' refund policy.

All students are encouraged to consider the offer of training which is being made to them and will be offered a cooling off period of one week after the commencement of training. If the student decides they do not wish to participate, they must confirm this decision by email to info@completeleanolutions.com within this stated period.

Government funding

Learners (and/or their employers) engaged in training programs that is funded by State or Commonwealth Government programs, will be made aware of the funding that is provided by the Government accordingly.

SA Funded Activities Agreement

The department supports training for eligible individuals through a variety of initiatives. CLS are contracted to deliver government subsidised training to eligible individuals under the SA Funded Activities Agreement.

CLS will determine the individual funding eligibility of each student at enrolment and discuss the affect that planned training may have on current and future funded training entitlements.

See eligibility determination process – Page 18.

Code of Practice

Management will foster the implementation of access and equity best practice by ensuring that:

- Equal opportunity policies are in place.
- Students participate in a Pre-Training Review which identifies their needs and aspirations.
- Barriers to access and participation are identified and strategies developed to overcome these barriers.
- Training managers have responsibility for equal opportunity matters.
- All the organisation's policies and procedures are non-discriminatory and inclusive.
- All staff members are provided with information about access and equity issues and the organisation's complaints and appeals resolution processes and will be expected to adhere to these principles.
- All students are provided with information about access and equity issues and the organisation's complaints and appeals resolution processes.
- All components of the education process are evaluated to ensure that they are inclusive and value students from diverse backgrounds.
- Regular review of student feedback questionnaires takes place to evaluate student perception of equity and access adequacy.
- CLS will ensure that any new access and equity principles developed or incorporated into policy documents are communicated to staff, and their compliance with these principles is upheld.
- CLS will ensure that any training program or course prerequisites are communicated to prospective clients in course material provided.
- CLS promotional literature will provide reference to the organisation's adherence to access and equity principles and their utilisation.

Legislation and Regulatory Guidelines

CLS recognises its responsibility under:

- Occupational Health and Safety
- Workplace Harassment Victimization and Bullying
- Anti-Discrimination (Equal Opportunity, Racial Vilification, Disability) Disability Act 2006
- Working with Children ACT 2005
- Human Charter for Human Rights and Responsibilities Act 2006

- Public Records Act 1973 (Vic) (PR Act)
- National Vocational Education & Training Regulator Act 2011
- NVR Standards for Registered Training Organisations 2015
- VET Quality Framework (VQF)
- Apprenticeships and Traineeships
- Requirements for new apprenticeships and traineeships
- Government funding contract guidelines
- Student Identifiers Act 2014
- Disability Standards for Education

Vocational education and training (VET), in Australia is regulated by a variety of Australian, State and Territory laws.

Employment, workplace, and equity issues are also covered by a range of Australian, State and Territory legislation.

Where the State or Territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction.

Equal opportunity

Australian equal opportunity legislation protects people involved in the training system. Under this legislation, it is unlawful to discriminate or harass people at work, in education institutions or in the community.

Examples of Australian equal opportunity legislation is the:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- The Equal Opportunity Act 1995

States and Territories also have equal opportunity legislation.

Occupational Health and Safety

CLS is committed to endorsing a safe and healthy work environment for the protection of its employees and students. It is a policy of CLS to endorse and practice provisions of current legislation.

Where delivery of training and assessment is in the workplace, the workplace management is primarily responsible for safety issues and students are bound by the OHS principles of that worksite. CLS staff will work with employees to make any recommendation to employers on additional requirements to support the training.

Students must take responsibility for their own health and safety and abide by the rules, procedures and instructions as directed by their employer, trainer and workplace supervisors.

Student Responsibilities

As a student, you are expected to make every effort to abide by the policies and procedures that apply in your workplace and demonstrate commitment to your study program by: -

- Attending all training days and support days.
- Participating and completing any foundation Skills bridging units recommended
- Being adequately prepared and fully participating in sessions.

- Take an active responsibility in your learning to acquire the necessary skills and knowledge required to complete the course of study.
- Manage your time effectively and complete all assessment tasks by agreed dates.
- Complete your work and study requirements within the set timeframes.
- Collect evidence supporting your competence, illustrating the application of the skills you have acquired.
- Liaise with your trainer at planned agreed times to discuss course progress.
- Give reasonable notice of inability to attend planned appointments with trainer and make a catch-up time.
- Discuss with your trainer any concerns that arise during training for resolution.
- Enhance new skills through practice and application in various work duties.
- Monitor your own progress through the course.
- Commit to providing authentic work that you have completed. Cheating, copying or plagiarism will not be condoned or accepted.
- Request additional assistance if you feel you need help.
- Request that structured training withdrawal from routine work duties takes place where this is a government requirement (E.g., a *traineeship*).
- Liaise with your workplace coach/supervisor to gain feedback and support.
- Have regular meetings with your workplace coach/supervisor for training and to monitor progress.
- Notify your trainer if you have any concerns about successfully completing the training/*traineeship*.
- Review and resubmit work that is deemed to be Not Yet Competent by your trainer.

Trainees can obtain further information and guidelines from the relevant State Training Authority: -

Learner information weblinks

NSW: Role and responsibilities of apprentices and trainees

https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/fullguide.pdf

QLD: Apprenticeship or Traineeship responsibilities

<http://apprenticeshipsinfo.qld.gov.au/resources/pdf/infosheets/is3.pdf>

VIC Apprentice and Trainee information

<http://www.education.vic.gov.au/Documents/training/learners/apprentices/guideapprtrain.pdf>

WA Apprenticeship website

<http://www.dtwd.wa.gov.au/employeesandstudents/apprenticentre/Pages/default.aspx>

Skills Tasmania Apprenticeships and Traineeships

<http://www.skills.tas.gov.au/apprenticeshipstraineeships>

SA Apprenticeships/Traineeships Service

<http://www.skills.sa.gov.au/apprenticeships-traineeships>

http://www.skills.sa.gov.au/DesktopModules/Bring2mind/DMX/Download.aspx?Command=Core_Download&EntryId=114&PortalId=0&TabId=1004

Australian Government Australian Apprenticeship website

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

National Code of Good Practice for Australian Apprenticeships

<http://www.australianapprenticeships.gov.au/sites/default/files/publication-documents/NationalCodeofGoodPracticefactsheet.pdf>

Unique Student Identifier scheme

<http://www.usi.gov.au/Pages/default.aspx>

Disciplinary Procedures

CLS will not tolerate conduct that compromises its high standards of ethics; displays of dishonesty; lack of consideration for fellow students, trainers, or other staff; unruly behaviour, bullying or any form of abuse (physical or verbal) of others; lack of respect for the property of others; or any other unsavory conduct, or plagiarism.

Where a student has breached these protocols, trainers or management of CLS may invoke disciplinary procedures according to the severity and immediacy of the required response, including.

- The trainer may ask a student to leave the classroom or support session or refuse entry if behaviour is disruptive or dangerous.
- A student may be dismissed from the training program for behaviour that threatens the safety of themselves or others.
- Less severe breaches may be addressed with a written warning.
- Dismissal from the course will occur without any refund of fees paid, or credit for learning granted.
- The relevant authorities may be contacted, including reporting the student to Police, where necessary.

Employer and Workplace Supervisor responsibilities:

Your workplace supervisor will be involved in many activities designed to assist you in meeting your learning outcomes as you progress through the qualification. The employer and workplace supervisor's responsibilities include:

- Ensuring all students are released from routine work duties to attend structured training, support, and assessment activities.
- Ensuring that all students are provided with time and opportunity to work on assigned project tasks.
- Ensuring that *trainees* are withdrawn from routine work duties for purpose of accessing structured training and assessment for the government specified number of hours per week.
- Mentoring and providing support to learners in the workplace to help achieve the competency standards set.
- Helping learners develop skills through guiding their practice in the workplace.
- Arranging for other staff to provide additional support to learners, if necessary.
- Providing feedback to learners on their progress.
- Liaising with CLS trainers/assessors to monitor the learner's progress,
- Providing learners with the opportunity to spend time during working hours to develop their skills.
- Motivating and encouraging skill development.
- Providing leadership and guidance to the learner.
- Helping to increase the learner's self-esteem.
- Helping learners to think and problem-solve for themselves.

Responsibilities of the RTO:

- Complete your enrolment and maintain the security of your personal information.
- Conduct your Pre-Training Review to determine and confirm your suitability for the proposed training.
- Help to identify and assess your current skills and knowledge, including opportunities for Credit Transfer or option for Recognition of Prior Learning.

- Help to develop a learning plan with you and your employer.
- Record your progress on file and store this information confidentially.
- Arrange access to your file, at your written request.
- Issue a certificate/statement of attainment at the completion of your training.

Responsibilities of the trainer:

- Deliver and assess your training in your enrolled qualification.
- Assist you to acquire the learning, skills and knowledge to achieve competency in your enrolled qualification.
- Monitor and review your progress throughout the training.
- Provide advice and assistance in developing future training activities/plans.
- Assess your work in a timely manner.
- Offer opportunities for reassessment when required.
- Offer additional one-on-one time if you have difficulties with language, literacy, or numeracy.
- Provide and/or arrange for additional support where learning difficulties or other disabilities exist.
- Arrange for additional mentoring with team-leaders/peers, if needed.
- Be available for additional consultation via telephone or email.
- You can request to meet with your trainer to discuss any concerns you may have during the course.
- Document student progress on RTO prescribed documentation.
- Mentor and coach, you during your project assignments.
- Liaise with your employer/workplace supervisor to address any concerns you may have related to the delivery of your training.

Pre-Assessment information

Recognition of Prior Learning

Complete Lean Solutions recognises the completed qualifications issued to students by other Registered Training Organisations (RTOs), formal training, work experience or life experience. These qualifications or experience may exempt students from the requirement to complete modules for new courses for which they seek to enroll where credit can be granted.

Prospective students wishing to apply for recognition of prior learning need to complete an RPL application pack to apply for credits for modules or courses completed and issued by other RTOs. The pack is available on request.

Recognition of Qualifications – Credit Transfer

Complete Lean Solutions will respect its obligations to recognise AQF qualifications issued by other Australian RTOs. To apply for Credit Transfer, please supply a copy of your Statement of Attainment or Certificate at your enrolment, to your trainer or to the RTO Admin Team prior to commencement of training in the units you would like reviewed. CLS will also recognise an authenticated transcript issued by the Registrar of the Unique Student Identifier scheme.

About Assessments – General information

Assessment is the method by which you will be evaluated to determine whether you have, or have not, reached the competency level required for a unit or module. The CLS assessment methods will be conducted in accordance with the Principles of Assessment; Fair, Flexible, Valid & Reliable.

Before assessment/s can occur, students must attend all training activities including: -

Theory training in workplace classroom; group discussions and classroom activities; practical project work to support learning.

CLS ensures that only students who hold the requisite skills and knowledge as set out in the unit of competency, are assessed as being competent.

To complete your qualification, you will need to achieve competency in all units of your qualification enrolment: -

- I. Each unit is made up of several assessment types/tasks.
- II. Tasks include questions, activities, demonstrations, projects & Kahoots.
- III. You need to complete each assessment task to be assessed for the unit: -
 - a) Should there be any aspects of the assessment that pose a difficulty for you, e.g., written work or understanding of the tasks, please discuss these issues with your trainer as early as possible. We can offer other assistance or strategies to assist you to complete the training.
 - b) As all training occurs in your workplace, there may be occasions when a template we use in our assessment is like one you use at work. If you want to use your own version, please discuss this with your trainer to ensure it meets CLS's criteria.

Assessments;

The training is comprised of unit tasks, projects and kahoots. You will need to complete a small number of individual tasks. To support your learning in a larger context, you will be in a team with colleagues where you will work together to complete a workplace Group Project. At the end of the defined project period, you need to submit all your evidence to your trainer who will use this, along with observational checks whilst you've worked on your projects and activities, to make a judgement about whether you've satisfactorily achieved all the required benchmarks to be granted competence in the unit.

Assessment considerations:

Students are assessed for competency using the following indicators: -

- Satisfactory individual project evidence submitted.
- Satisfactory participation and evidence in group project activity.
- Satisfactory observational assessments completed.
- Attendance of training and support sessions.
- Completion of underpinning unit tasks.

Marking of assessments

The defined outcomes of assessment are;

Competent	C	Student has achieved all benchmarks	Student has met all project/workbook evidence, attendance and observational requirements.
Not yet Competent	NYC	Student needs further assessment	Student did not submit sufficient evidence, had insufficient training attendance or was not present for observational assessment requirements.
Not competent	NC	Student did not satisfactorily complete assessment and needs to repeat unit	Student submitted all evidence; attendance at training and support sessions adequate; present for observational assessments. But did not meet assessment benchmarks.
Credit Transfer	CT	By application	Student has provided proof of previous formal training in a

			unit.
Recognition of Prior Learning	RPL	By application	Student has chosen to undertake an RPL process and has been granted this result.

Assessment feedback:

You will be provided feedback on your progress during the assessment period, and when an assessment judgement has been made. The reasons for the assessment result will be made clear by your assessor, and they will provide you with further instruction if you have failed to meet all the benchmarks.

If you are unhappy with the outcome of your assessment, you may make an appeal against the assessment decision. This must be lodged in writing to the RTO Compliance Manager within 28 days of the assessment judgement being made. Refer to the Complaints and Appeals process.

Assessment/project resubmission policy

CLS aim to complete assessments within the timeframe of the program. However, in cases where competency is not achieved, rescheduling will be reviewed on a case-by-case basis. Any additional costs will be at the employer’s expense.

Course cancellation

In the event a student wishes to withdraw from their course the student must immediately notify their trainer or employer.

Training extension

Trainees only; In the event a student will be unable to meet the competencies within the nominal duration of their training contract, the employer must lodge an application of extension through their Australian Apprenticeship Centre.

If you are a non-trainee, extensions will be reviewed on a case-by-case basis. We encourage students to speak with your trainer and employer.

Training after unemployment - *Trainees* only

If a *trainee* becomes unemployed, they may continue to receive training towards the qualification named on the Training Contract or enrolment for three months, or to the end of the enrolment period for which the *trainee’s* tuition fees have been paid, whichever is the greater.

Completion

Upon successful completion of training and provided the student has completed all necessary documentation, CLS will issue a certificate to the student within four weeks (30 days) of completion.

However, CLS is unable to award any qualification without a current USI being available. Please provide your details to CLS via your enrolment form or, if you have not yet obtained a USI, you can authorize CLS to do so on your behalf by signing the authority on your enrolment form. Alternatively, you may choose to go directly to the website to create this for yourself.

Through the USI website, you will be able to access records of any accredited training you complete from that time forward. This is your information and is bound by Privacy regulations.

Reissuance of certificates

A fee of \$50 will be charged for the replacement of certificates.

Complaints and Appeals

Any complaint or appeal of assessment result given, must be lodged to CLS in writing using the Complete Lean Solutions Student Complaint Form. Appeals must be lodged within 28 days of an assessment judgement.

- Students may lodge an informal concern with their manager, which the manager can refer to CLS for review and resolution within 10 days of the matter being raised.
- Alternatively, students may choose to lodge a complaint by completing the Student Complaint Form, available by contacting info@completeleansolutions.com
- Where students lodge a complaint directly with CLS, the matter will be dealt with as efficiently and expediently as possible. The length of time will vary in accordance with the complexities of each case.
- All complaints relating to course content, or any issue relating to a training course or CLS should be forwarded to the relevant Trainer and RTO Compliance Manager for review.
- In the case of an assessment appeal, the appellant will have an opportunity to formally present their case and will be provided with a written statement of the appeal outcome including reasons for the decision reached. Under normal circumstances you can expect a provisional written response within 10 working days of presenting your complaint or appeal.
- If CLS expects resolution of a complaint to take longer than 60 days, the complainant will be notified in writing as to the reason for the delay and updated regularly until resolution.

- Where a complainant feels that a CLS representative has not satisfactorily dealt with the matter, they may request for the matter be escalated to the Operations Manager or Director for further consideration, or they may lodge an appeal by completing the Student Appeals Form, available by contacting info@completeleansolutions.com
- CLS recognises that some complaints are most appropriately dealt with at a more senior level, E.g., complaints of victimisation or unlawful discrimination or harassment; or complaints that could lead to a finding of misconduct or disciplinary action being taken against a company representative.
- Procedural fairness will be observed in all aspects of handling a complaint or appeal. All parties to a complaint or appeal will be informed of the complaint or appeal; the specific allegations being made; and all parties will be given the opportunity to respond to any allegations made.
- No complaint or appeal will be pre-judged.
- CLS understands there are situations where bias or conflict of interest may exist, or appear to exist, in certain complaint or appeal issues. Every effort will be made to seek to act with impartiality and strive for fairness in all matters relating to each complaint or appeal.
- Confidentiality will be respected wherever possible within the constraints of the need to fully investigate the complaint or appeal. In some cases, resolution of the complaint or appeal may also involve appropriate bodies external to CLS, e.g., trade unions or statutory bodies.

Students will receive written advice of the outcome of their complaint or appeal. Depending on the nature of the complaint, possible outcomes of a complaint may include:

- The complaint cannot be substantiated, and no further action will result.
- Through the resolution process the client gains a better understanding of the situation so that his/her concerns are addressed.
- A mutually acceptable resolution is reached through negotiation, conciliation, or mediation.
- The complainant receives an apology.
- The issue or behaviour that was the basis of their complaint is modified.
- CLS may elect to refund part, or all the fees paid for the training or offer additional or replacement training programs or material at their sole discretion.
- In the case of a complaint of inappropriate behaviour on the part of a CLS representative, disciplinary processes may be invoked. Any disciplinary action will be undertaken in accordance with the processes prescribed in relevant industrial agreements for staff having regard for their conditions of employment.

All complaints and appeals will be documented and kept on file in the Complaints Log.

All formal and informal complaints represent opportunities for improvement and as such will be logged onto the Concerns Log and/or Continuous Improvement log for action through RTO meetings.

The full details of all matters related to a Concern or Complaint will confidentially be maintained in the HR file of CLS staff members involved and will only be accessed by Directors or senior managers with authority to view.

External Appeal

- If you are a student dissatisfied with the outcome of your complaint or appeal at the end of the internal process, you may wish to have the matter dealt with through a mediation process. CLS will engage a suitable, independent mediator. However, students are welcome to source their own, independent mediator. A quotation for the cost of mediation will be secured by either CLS and/or the student, and CLS and the complainant will agree to share the costs of mediation equally before proceeding.
- If the complainant remains unsatisfied with the outcome of the mediator's decision, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: <http://www.asqa.gov.au/complaints/making-a-complaint.html>
- *Trainees* are also able to contact their Apprenticeship Field Officer, or to find out more details contact the Australian Apprenticeships hotline on 13 38 73

Continuous Improvement

CLS is committed to continuously improving the quality of training and assessment across all its operations. In order to do this CLS participates in the Quality Indicator Surveys for students and employers.

Collecting this data helps CLS to assess our performance against all our compliance obligations. Validation assures the quality of our training programs; ensures we are responsive to the needs of our clients, staff, and students. Validation and reviews are scheduled throughout the year between the RTO, stakeholders, and industry. These reviews aim to identify improvements and implement these improvements for current and future programs.

CLS participate in the national training outcomes managed by NCVET by providing annual reporting of statistical information (AVETMISS), and to State Training Authorities where relevant. Students may also receive a student outcomes survey from NCVET. More information about this survey can be found at <http://www.ncver.edu.au/sos/faq.htm>. Additionally, students may be surveyed by ASQA; or Government, or State Training Authorities where they have accessed funded training.

Complete Lean Solutions Privacy of Information policy

A copy of all course registration or application forms together with student results (graded or ungraded as relevant) will be stored by Complete Lean Solutions. This material will be stored and be accessible by Complete Lean Solutions for a period of thirty (30) years from the completion of the training in a form that enables the re-issue of qualification or statement of attainment certificates. If the RTO should close down the documentation will be transferred in accordance with the State or Territory registering body requirements.

Complete Lean Solutions will maintain paper-based Student Records in secure storage. Student Records may be kept off site with the same level of security.

Where electronic storage of attendee results is held, a backup will be maintained, and held for thirty (30) years in a secure location.

- Any on-line system storage of results will be held in a restricted database or application access area.
- Only authorised Complete Lean Solutions personnel will have access to student records. Access will be limited by physical containment of the data and by password control on a shared access computer system.
- Student records will only be available to course or program students and (where requested by a paying employer organisation) to that student's manager, supervisor or human resource department representative.
- Complete Lean Solutions will require the student's written authorisation (consent) for any other recipient to be provided with a copy of results records. Where required by law or in accordance with statutory requirements, student results will be released to authorised representatives of relevant Authorities. In such cases the student will, where possible, be notified in writing.
- Where a student wishes to obtain a subsequent copy of their course results record for a course previously attended, this will be provided only to the actual student, their authorised representative, or their employer (manager, supervisor or human resource department representative) provided the requesting employer funded their attendance at the program. Alternatively, students may access their course results through the USI Registry where training occurred during or after 2015.

Your Privacy & Personal information

The RTO takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and the National Privacy Principles 2001.

Student information is only shared with external agencies to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by all parties and is available on request.

This includes;

- Australian Skills Quality Authority (ASQA)
- National Centre for Vocational Education and Research (NCVER)
- The relevant State training body (Eg: Higher Education & Skills Group HESG Vic, DET Qld)
- The relevant state safety body (Eg; WorkSafe VIC, WorkCover NSW)

Disclosure

- All information provided to Complete Lean Solutions is given with the consent of the applicant.
- Personal information will not be shared, sold, or given to any third parties without consent, unless required or authorised under the exemptions set out in the Privacy Amendment (Private Sector) Act 2000.
- Information gathered may be used by Complete Lean Solutions for its own purposes subject to any disclosures herein.
- As a general principle, individuals will be given access to their personal information and allowed to correct it or explain something with which they disagree, unless disclosing this would have an unreasonable impact on someone else's privacy. This principle is subject to exemptions such as if this disclosure would compromise a fraud investigation.
- Student information will not be disclosed to a third party without written consent first being obtained from the student, except where required to do so by law.
- Unique Student Identifier: All students are required to provide a Unique Student Identifier at enrolment. Where employers seek a student's USI number to be made available to them, a request must be lodged by the employer via email with the express permission and consent of the student. In this case, the employer's email will be deemed as evidence that the student has provided this authority.

Questions

If you have any questions relating to any of our policies or processes, please direct your query to any Complete Lean Solutions member of staff.

Other Student Resources (South Australia)

The following organisations, websites and phone numbers may be of help to you whilst you are engaged with the CLS program. These services, whilst not directly provided by CLS, may help you through circumstances arising during your time studying with us.

Name of Organisation	Contact Information	Type of Support
Traineeship information	MAS/MEGT Representative https://mytraining.skills.sa.gov.au/trainees-apprentices	Information relating to employment and training when undertaking a traineeship
Interskills Training LSS provider	https://interskills.edu.au email: info@interskills.edu.au 1800 799 571	cultural awareness language, literacy and numeracy (LLN) intellectual disability learning challenges learning disabilities (such as dyslexia) low self-esteem, confidence and anxiety
Beyond Blue	1300 22 4636 www.beyondblue.org.au	Support for mental health issues, abuse, domestic violence, depression or anxiety

Fair Work Commission	1300 799 615 www.fairwork.gov.au	Your rights at work and employer obligations
Workcover	1300 365 255 https://safework.sa.gov.au/	Workplace harassment, bullying, OH&S issues, unfair treatment at work.
Crisis/ Mental Health Support (in an emergency call 000)	13 11 14 (Lifeline)	Urgent personal concerns
Superannuation Guarantee Hotline	13 28 65	Questions or queries relating to your superannuation
Quitline	13 78 48 www.quit.org.au	Support for quitting smoking
Anglicare	1800 809 722 www.healthdirect.gov.au	Support for financial difficulty or issues with gambling

The following page contains a flow-chart for determining student eligibility for access to state funded training, according to states where Complete Lean Solutions have current contracts.

Eligibility for subsidised training in South Australia

