



Student Handbook

Creating professionals since 1999

Registered training provider no. 6871

 9559 0025

 cmnlacademy.com.au

 info@cmnlacademy.com.au

Contents

Welcome	5
About CMNL Academy	5
Our credentials	5
Location	6
Our facilities	6
What we offer	6
Contacts	6
Enrolment Information	7
Pre-enrolment Information	7
Access & Equity	7
Student selection and enrolment	8
Unique Student Identification number (USI)	9
Language, Literacy & Numeracy	9
Training & Assessment	9
Training	9
Assessment	10
Recognition of Prior Learning (RPL)	10
Credit Transfer (CT)	11
Access & Equity in Assessments	11
Assessment Records & Certification	11
Revocation of a Qualification	12
Feedback/ Surveys	12
Student Obligations	13
Appropriate behaviour	13
Punctuality & I.D	13
Plagiarism	14

Internet Usage.....	14
Legislation.....	15
Work Placement.....	16
Drugs & Alcohol.....	16
Disciplinary Action	16
Complaints & Appeals.....	17
Definitions:.....	17
Complaints and Appeals Procedure.....	18
.....	20
Support & Assistance	21
Student Counselling	21
Reasonable Adjustment	21
Privacy.....	22
Use & Disclosure.....	23
USI Privacy	24
Fees, Charges & Refunds	24
Government subsidised Training	24
Payment methods.....	25
Cooling Off Period	25
Cancellations & refunds.....	25
Withdrawing from a Course	25
Consumer Fee protection	25
Changes to Enrolment.....	26
RTO Obligations.....	26
Training Guarantee	26
Marketing.....	26
Legislation.....	27
Remedial Action	27

Access & Equity.....	27
Working With Children	28
Further Information	28
Appendix 1	29
Appendix 2.....	30

Welcome

Thank you for considering CMNL Academy for your training and assessment journey. This Student handbook is designed to provide you with important information related to your training and assessment. You will find important information regarding your rights, and responsibilities as a student, CMNL Academy's obligations as a training provider and more. CMNL Academy welcomes any feedback or comments about this Student Handbook. Please contact us if you have any further questions.

It is important that you take the time to read and review the student handbook prior to enrolling with CMNL Academy RTO 6871. The handbook will help inform you to make the best decisions about your course and includes advice on how to seek assistance when needed.

NB: Handbook guidelines **MUST** be followed by ALL staff & students whilst undertaking training and assessment with CMNL Academy.

About CMNL Academy

CMNL Academy has been proudly creating professionals since it was developed by Canterbury-Hurlstone Park RSL Club in 1999. CMNL was created to provide a relevant resource to our community and to provide career pathways for our employees, and the greater community. Formerly known as CHP School of Hospitality, CMNL Academy has established an excellent reputation as an innovative centre for quality training outcomes.

Our credentials

At CMNL, our philosophy is simple – Willingness, Ability, Teamwork, and Trust (WATT). Our goal is to support WATT makes you a STAR.

We are accredited by the Australian Skills Quality Authority to deliver Nationally Recognised Training. We are also recognised by Liquor & Gaming NSW and NSW Food Authority as approved providers of mandatory training for the club industry. Our RTO National Code is 6871.

Benefits of choosing CMNL Academy include:

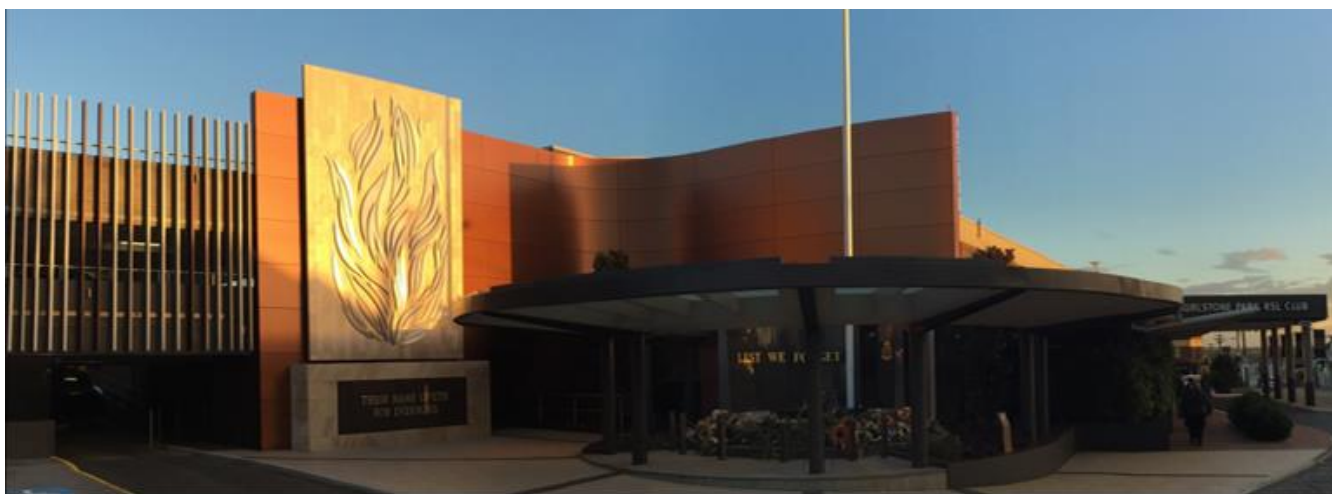
- Contextualised training to suit the needs of individual organisations
- Flexible delivery options
- Realistic class sizes to maximize the quality of the learning provided
- Competitive pricing
- Delivery by professional trainers with extensive experience in the industry

Location

Training is held at our purpose-built training facility situated at Canterbury Hurlstone Park RSL. Training may also occur on site at individual organisations for training linked to work placement.

Our facilities

Our classroom workshops are held inside Canterbury-Hurlstone Park RSL Club in our contemporary purpose-built training room, fully equipped with a full-service bar, espresso machines and plasma screen. We provide a comfortable and ambient environment for a fun & hands on way to learn job ready skills in true to life environment.



What we offer

In addition to our workshops, short courses and full-length qualification and traineeship training, CMNL Academy also offers – customised training and recognition services for the registered clubs industry. We also have a proud history of providing subsidised training to local school students in Certificate II in Hospitality, Café, RSA and RCG courses. For more detailed course information, please feel free to download our course handbook on www.cmnlacademy.com.au

We are constantly reviewing our course offerings and scheduling. Please check the website for current course options and dates.

Contacts

info@cmnlacademy.com.au or phone (02) 9559 0025 to speak with one of our team members.

Enrolment Information

Pre-enrolment Information

Before you enrol with us it is important that you have been provided accurate and sufficient information related to your course, so you can make an informed decision to best suit your training needs.

This student handbook provides an overview of:

- Student support services
- Our training and Assessment guidelines including Recognition of Prior learning (RPL) and Credit Transfer (CT)
- Fees, payment details and refund arrangements
- Complaints and appeals processes
- Additional information including government funding

All enrolments to a course will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a qualification, these shall be clearly stated to the potential students prior to enrolment. Specific details regarding these pre-requisites and conditions can be found in the course handbook accessible via our website www.cmnlacademy.com.au or by talking with one of our staff members on (02) 9559 0025

Access & Equity

CMNL Academy adheres to principles of access and equity as outlined in The Disability Standards for Education 2005 to determine the support needs of students and provide access to educational and support services as necessary. We do not discriminate against any individual based on race, colour, gender, or religion.

All students are treated equally. Our trainers will assist and support students where appropriate, especially students with language, literacy, or physical disabilities if this does not prevent them from meeting the pre-requisite or assessment conditions.

In the case that a potential student is unable to meet the conditions, we will endeavor to assist you in understanding the options regarding meeting the standards as outlined on the national register www.training.gov.au

Reasonable adjustments may be applied if this does not cause unjustifiable hardship to the RTO. If support of a student attracts additional costs this may be at the expense of the student.

Student selection and enrolment

To enrol in any course please complete the online pre-enrolment form. Alternatively, you can request a pre-enrolment form via email info@cmnlacademy.com.au or visit club reception to collect. You must pay the enrolment fee prior the course commencement for your application to be processed.

Students under 18 years of age may enrol with CMNL Academy for training. In some cases, our courses cannot be delivered to persons under the age of eighteen (18) years of age due to specific industry age restrictions or site requirements. Please ensure you have spoken with one of our staff members prior to enrolling.

Students who have enrolled in a qualification will be notified of acceptance by email or mail from CMNL Academy.

Criteria are applied prior to the acceptance of a student by CMNL Academy. Criteria includes:

- your ability to complete the qualification,
- your previous training and education,
- relevant work/life experience (paid or unpaid, full time, part-time, casual, or voluntary); and
- identified program prerequisites/priorities.

Information supplied on your enrolment form will be available to CMNL Academy so this can be submitted to the National Centre for Vocational Education and Research (NCVER). We are required by law (under *the National Vocational Education and Training Regulator Act 2011* (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.

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



Unique Student Identification number (USI)

Since 1 January 2015, if you are undertaking Nationally Recognised Training delivered by an RTO you will need to have a USI. Your USI is your education number for life. Your USI account will contain all your Nationally Recognised Training records and results from 1 January 2015 onwards. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

CMNL Academy cannot issue you with any nationally recognised VET qualification or statement of attainment without your USI. To create or look up your USI number. Please visit: [For students | Unique Student Identifier \(usi.gov.au\)](https://usi.gov.au)

IMPORTANT: The USI will be linked to your name, as it appears on the form of ID you use, to create the USI. The personal details entered must match exactly, with those on your form of ID

Language, Literacy, Numeracy & Digital Skills

Where a pre-requisite for training requires a particular level of language, literacy numeracy and/or digital skills, an LLND assessment will be undertaken. This initial assessment is designated to be a non-threatening experience and will be conducted by your trainer as part of your induction.

The assessment will help to identify where additional training and support resources may be needed to help you.

Training & Assessment

We are accredited by the Australian Skills Quality Authority to deliver Nationally Recognised Training. Upon request, we can also deliver non-accredited, fee for service short courses and workshops, specialised for individuals and organisations.

Training

All Nationally accredited training is based on the principles of competency-based training. Training can be customised to suit individual or organisational needs. You or your staff may be eligible for Government subsidised training for Apprenticeship and Traineeship Programs, or on a Fee for Service basis. Duration of training is determined on application and must meet the requirements for each training product.

Assessment

Completion of assessment tasks is a fundamental part of competency-based assessment. We use a range of methods to gather evidence to ensure we meet the rules of evidence. We must ensure evidence is valid, sufficient, authentic, and current.

Both formative & summative assessments are used to allow the assessor to determine a competent outcome.

If a student is deemed as 'Not yet Satisfactory' in any unit, they will be provided with further attempts to demonstrate a 'Satisfactory' outcome. Please note that students cannot be deemed 'Competent' until that have achieved a satisfactory outcome in all units.

This should be within one month of the initial assessment. Timing and location of the re-assessment attempt must be negotiated with your trainer.

The trainer should provide the student with relevant feedback on the areas that need further work prior to re-attempting your assessment. If you do not agree with the decision, you have 10 working days from the date of the assessment has been made to appeal.

If you are assessed as Not Competent (NC) for a unit of competency, a free re-assessment will be offered. If you are assessed as NC again, a re-assessment fee will be applied. If you are assessed as NC for the third time, you will be required to pay the full unit of competency fee to attend the full course again.

Recognition of Prior Learning (RPL)

RPL is a process that assesses your existing level of competency within a vocational area. Applying for RPL may reduce the amount of time you need to study; however, it may incur an extra fee.

This process enables you to be recognised for skills you already have so that you can focus on building new skills and not repeating old ones.

These skills may have been acquired through formal learning that has taken place through a structured program of learning delivered by a registered education provider or informal learning that was gained through work, social, family, hobby or leisure activities and experiences.

Currency relates to the applicant's ability to demonstrate current industry skills, knowledge and understanding, so the evidence provided should be from either the present or the very recent past (i.e., within the last 5 years).

Credit Transfer (CT)

Credit transfer is NOT the same as RPL. Credit transfer recognises previous Nationally Accredited Training. CT requires verification by means of a transcript showing successful completion issued by a Registered Training Organisation (RTO). The transcript must show the units of competency and results achieved or alternatively these can be provided via your USI records.

CMNL Academy will recognise Qualifications and/or Statements of Attainment issued by all other Registered Training Organisation (RTO). CMNL Academy may contact the issuing RTO to confirm the authenticity of the qualification. There is no charge for this service.

Applicants must contact CMNL administration team to discuss Credit Transfer or RPL
nb: additional fees will apply for RPL

Access & Equity in Assessments

All reasonable steps will be taken to ensure you will be given a fair opportunity to undertake the assessment.

If there are any aspects of the assessment that are unclear, and you are not certain about, you should speak to the trainer/assessor; and

Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Assessment Records & Certification

All assessment results are stored in accordance with the Standards for RTO's 2015.

All students have a right to view their own records and may do so upon request to CMNL Academy administration team. Access to a file by a third party other than the student can only be provided with the written consent of the student.

If students have met all required obligations CMNL Academy will issue and provide an AQF qualification or a Statement of Attainment (SOA) to the individual student or their nominated representative within 30 calendar days of a student's course completion.

If the student has an outstanding financial account, CMNL Academy will not issue a qualification or statement of attainment unless the outstanding amount is paid.

If a student does not make a full payment within 20 working days from the notification date, CMNL Academy will terminate your enrolment without issuing a qualification or statement of attainment.

In an event that your certificate is lost, stolen or damaged, you can request to get a replacement of that certificate. You will need to contact info@cmnlacademy.com.au CMNL Academy will:

- Provide a replacement certificate to any current or former student who has their certificate lost, stolen or damaged
- Request applications in writing for a replacement certificate
- A fee of \$30 for replacement certificates may apply

Revocation of a Qualification

At CMNL Academy, we are committed to upholding the integrity and standards of vocational education and training. While we strive to support our students in achieving their qualifications, there are circumstances where we may need to revoke a qualification previously issued. The following are reasons why CMNL Academy might revoke a qualification:

1. **Fraudulent Activity:** If it is discovered that a student has engaged in fraudulent activity to obtain a qualification, such as submitting false documentation or providing misleading information during assessments.
2. **Non-Compliance:** Failure to meet the requirements of the course, including non-completion of mandatory assessments or not fulfilling the conditions outlined in the course information.
3. **Breach of Code of Conduct:** Serious breaches of our code of conduct, including academic misconduct, harassment, or disruptive behaviour that impacts the learning environment or the reputation of the RTO.
4. **Subsequent Information:** If information comes to light after the issuance of a qualification that indicates the student did not meet the required standards at the time of qualification

Feedback/ Surveys

As CMNL Academy has the prime responsibility for monitoring the training, undertaking the assessment, and issuing the qualification it is extremely useful to receive feedback. An evaluation feedback form may be forwarded to you at the end of your training.

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.

Student Obligations

Appropriate behaviour

Throughout all dealings with CMNL Academy, students are expected to abide by the RSL Club rules and The Student Code of Conduct. When enrolling with CMNL students enter into an agreement stating they:

- Understand and accept the enrolment conditions for courses they undertake
- Will provide relevant and accurate information to CMNL Academy in a timely manner.
- Notify us if any of their personal or contact details change
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Progress steadily through their course in line with their training plan.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify CMNL Academy if any difficulties arise as part of their involvement in the program.
- Notify CMNL Academy if they are unable to attend a training session for any reason prior to the commencement of the activity.
- Make payments for their training within agreed time frames.
- Disclose the need for any assistance related to LLN (Language, Literacy & Numeracy, IT support, Physical needs on enrolment.
- Keep mobile phones away during class times unless required for an activity.
- Abide by all legislative requirements.

RSL Club Rules

- Treat all people & property with respect.
- Do not bring prohibited items into the club.
- Always wear appropriate attire.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Refrain from smoking/consuming alcohol at training venues and on the premises of CMNL Academy whilst enrolled as a student.

Punctuality & I.D

- Student must arrive on time for the course to commence. Students who arrive 15 minutes after the start time will not be accepted into the class.
- All students must bring ID for verification of identify.
- All students must provide valid Unique Student Identity (USI) number.

- Certificates cannot be issued until all related assessment activities have been satisfactorily completed.
- Certificates cannot be issued until all AVETMISS and USI information has been confirmed

Plagiarism

Plagiarism occurs when a student submits an assessment which includes the words or ideas of another person without reference to the original author. Cheating in an exam includes any action or attempted action where the learner seeks to gain an unfair or dishonest advantage.

Plagiarism is not accepted and where plagiarism is detected, CMNL Academy will assess the evidence as 'Not Yet Competent' and re-assessment. If the practice continues, CMNL Academy will take suitable action to cancel training.

Internet Usage

At CMNL Academy, we provide access to the internet to support your learning and research activities. It is important to use this resource responsibly and in accordance with our policies and guidelines. The following requirements for acceptable use of the internet apply to all students:

1. **Purpose:** Internet access is provided for educational purposes, including research, accessing course materials, and communication related to your studies only.
2. **Responsible Use:** Use the internet responsibly and ethically. This includes respecting the rights and privacy of others, refraining from accessing or distributing inappropriate or illegal material, and complying with copyright laws.
3. **Prohibited Activities:** The following activities are strictly prohibited:
 - Accessing, downloading, or distributing offensive, discriminatory, or illegal material.
 - Engaging in cyberbullying, harassment, or any form of online misconduct.
 - Hacking, attempting to gain unauthorized access to systems, or disrupting network services.
 - Violating copyright laws by downloading or distributing copyrighted material without permission.
4. **Data Security:** Take measures to protect your personal information and the security of our network. Do not share your login credentials with others and report any suspicious activity or security breaches immediately.
5. **Consequences of Misuse:** Violation of these guidelines may result in disciplinary action, including suspension or termination of internet access privileges, and may be subject to further penalties as outlined in our student code of conduct and policies.

- 6. Monitoring and Compliance:** We reserve the right to monitor internet usage to ensure compliance with these guidelines and to maintain the security and integrity of our network.

If you become aware of any misuse of internet resources or have concerns regarding online behaviour that may violate these guidelines, please report it to our administration or IT support team promptly. Your cooperation in maintaining a safe and respectful online environment is essential to the success of our learning community

Legislation

Discrimination

At CMNL Academy we are committed to providing a safe learning environment for all. Discrimination or harassment (including sexual harassment, bullying and victimisation) in any form will not be tolerated. Unlawful discrimination = when someone is treated unfairly based on a protected characteristic. Discrimination in any form may constitute a criminal offence. To avoid repercussions students must always abide by the following:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- NSW Anti- Discrimination Act 1977

Workplace Health & Safety

Workplace Health and Safety is designated to protect students from injury and ill health. Students must take care of their own health and safety and that of their fellow students to the extent of their capabilities. This means you must follow all safety rules, procedures and instructions of trainers or other staff during your day-to-day training.

Finally, if you see, or notice something broken, damaged, or unusable, bring to the attention of a CMNL Academy employee.

First Aid Kits are available. If First Aid is required, it will be provided by the First Aid Officer on duty.

Work Placement

For participants undertaking Work Placements, including as part of a government subsidised program, the agreement you have signed includes the following important obligations:

- You must attend the assigned workplace on the agreed dates.
- You must notify both the workplace supervisor and RTO work placement coordinator if you are unable to attend on any day/s.
- You must perform your duties to the best of your ability and comply with all reasonable directions given by the work placement employer.
- Your dress and behaviour must be in keeping with the accepted standards of the workplace.
- You must promptly tell your supervisor of any personal injury or damage to property that may involve you; and
- You must read and understand the Work Placement Guidelines.

If any student breaches the expected responsibilities as outlined above, CMNL Academy will be required to take disciplinary action to rectify and/or manage the behaviour. In all situations and circumstances, the student will be given due time and opportunity to respond to any concerns about their conduct or failure to meet the expectations set upon them.

Drugs & Alcohol

Alcohol and drug use, impairs performance with training and will not be tolerated at CMNL Academy. Students have a duty to take reasonable care of their health and safety and that of others.

Disciplinary Action

Disciplinary action may be taken when the behaviour of a student is deemed as unacceptable within the guidelines set by CMNL Academy.

Where there is any breach in the expected behaviour, the student will be firstly counselled by the Trainer/ Assessor; or

If the unacceptable behaviour continues or is repeated, then the Trainer/ Assessor will report the matter to senior management of CMNL Academy for disciplinary action.

Complaints & Appeals

CMNL Academy is committed to:

- A request for a review of decisions and respond to allegations involving:
 - Our academic, administration or management staff;
 - Our services or a third-party providing services on our behalf; and/or
 - A CMNL Academy student
- Reassuring students that any complaints, grievances or assessment appeals will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- Ensuring that students have a clear understanding of the steps involved;
- Informing our students of their right to take their complaint to an arbiter if they wish to do so;
- Providing students with contact details of public and/or independent arbiter; and
- Informing our staff of the Complaints and Appeals Policy and Procedures to assist the students with their concerns.

Definitions:

Complaint: A complaint can be defined as the expression of dissatisfaction by a student or stakeholder related to, the services, actions, or decisions of the RTO. It could relate to the quality of training, assessment practices, customer service or administrative processes.

Grievance: A grievance is a more formal expression of dissatisfaction or concern that a student or stakeholder feels has not been adequately addressed through the complaints process or other informal means. Grievances involve more serious issues or complaints that have not been resolved satisfactorily at an earlier stage.

Assessment appeal: An assessment appeal is a formal process that allows a student to challenge a decision made by the RTO regarding their assessment result or outcome. This could include disputes over assessment marking, the application of assessment criteria, or procedural issues related to assessment.

Informing the student

We publish our complaint and appeal policy and procedures in our student handbooks. These handbooks are available on our website.

Complaints and Appeals Procedure

1. Collecting information

- Students, prospective students, staff and/or third parties are encouraged to communicate their concerns.
- Verbal concerns or comments should be recorded. Staff should encourage the student to lodge a formal complaint by completing CMNL Academy '**Complaints and Appeal form**' ([Appendix 1](#)). However, students have the right to stay anonymous if they are only making a comment. For examples, a comment is where a student may raise a verbal issue such as bad smell or a cold classroom, but they may not wish to make a formal complaint. Staff shall record their concern and raise it in the next management meeting without mentioning the students' name unless the student has given consent.
- A copy of completed form shall be returned to the individual who completed the form as part of the acknowledgement process.
- Staff receiving the complaints or appeal should treat the complaint with integrity and privacy.
- There is no cost for the complaints and appeals process unless it is referred to a third party.
- Students will be advised that they can have a friend/support person with them at any time during any interview or when they present their case.

2. Processing the information

- Academic appeals will be reviewed by the Compliance Manager for corrective and preventative actions as well as for continuous improvement.
- Non-academic complaints are reviewed by the RTO Manager for corrective and preventative actions as well as for continuous improvement.
- A complaint can be directed to CEO immediately if there is a conflict of interest or the complaint is related to a manager's conduct.

3. Further investigation

- The complaint will be investigated by the appropriate staff member. They may be required to arrange two separate interviews with the person making the complaint and the person the complaint is about.
- Staff shall respect the rights of our students, staff and others when inviting the students and their friend/support person to prepare their evidence and to respond to

arguments presented by the opposite side.

- The investigation of a complaint or appeal will commence within 10 working days of the complaint or appeal being lodged with CMNL Academy.
- During this time, a student's enrolment will be maintained, and a student is requested to attend classes and submit assessments as required.

4. Making decision

- Staff must ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process by considering a fair and unbiased procedures when making decisions.
- The complainants must be given a written statement of complaint or appeal outcome, including reasons for the decision.
- A copy of the completed form and decision will be maintained on CMNL Academy complaint register.
- Any decision and/or corrective and preventative action will be implemented immediately.
- Regardless of outcome, all parties are to be notified of the outcome as soon as possible but no later than 60 days.
- We will provide a written explanation to the complainant, if the matter is not resolved in less than 60 days.
- If the matter is no resolved internally, the student shall be advised to contact an independent mediator (such as The Resolution Institute (combining LEADR & IAMA) <http://www.resolution.institute/>) or a government agency such as, National Training Complaints Hotline or ASQA.

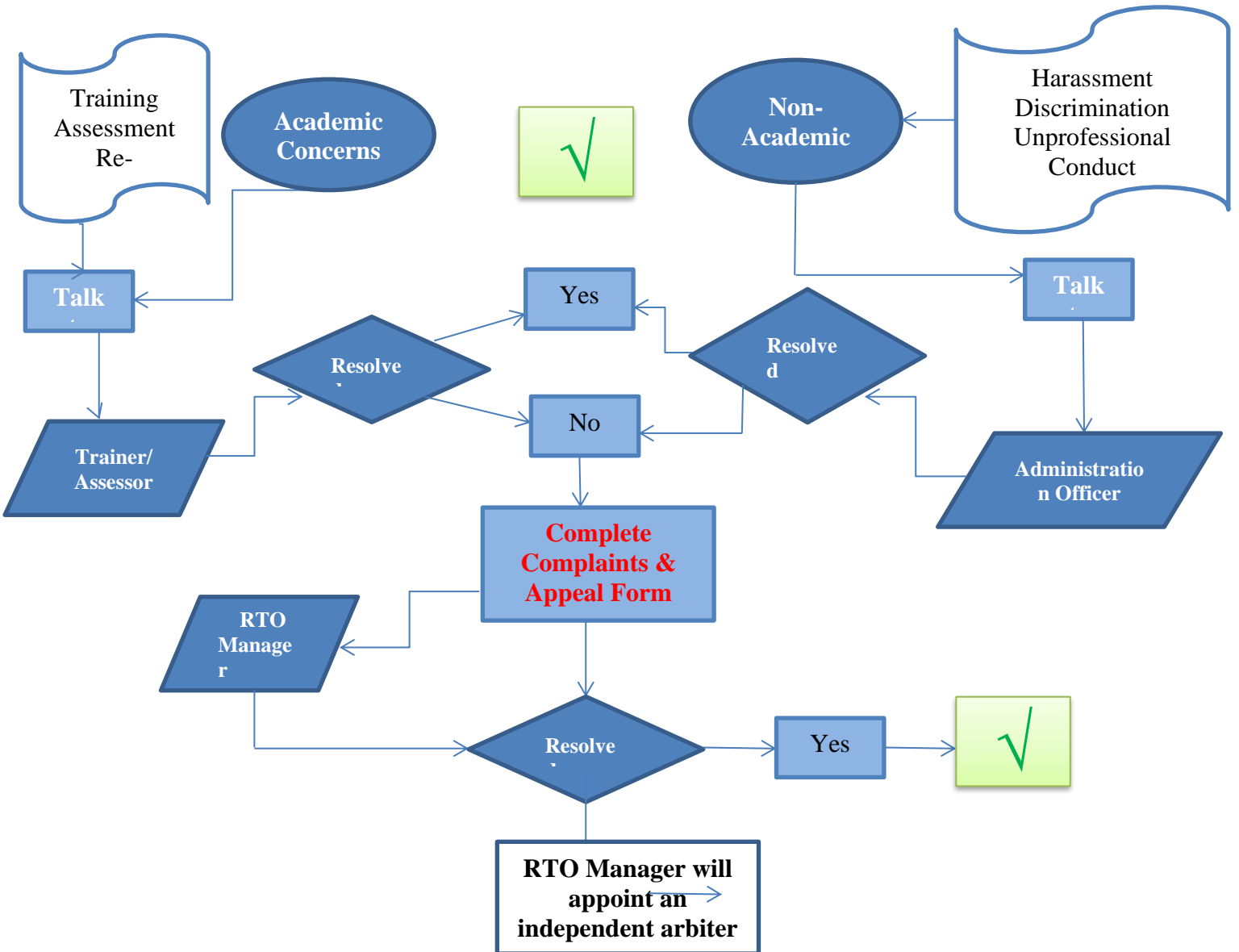
Improvement Opportunity

Any complaint outcomes shall be discussed at the next management meeting to see if there is a need to identify potential causes of complaints and appeals and the appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence and if there is a need for:

- Updating any policy or procedure;
- Purchasing new equipment or services;
- Providing professional development to staff;
- Updating the record keeping procedures; and
- Other areas of improvement.

CMNL Academy's Compliance Manager will record and file any complaints, appeals and the application of any improvements.

Complaints and Appeals Flowchart



Support & Assistance

Student Counselling

Our administration is your first contact point for assistance. The administration staff will be able to direct you to the most appropriate person or organisation to help you with your problems. You may contact our administration staff by email: info@cmnlacademy.com.au or by phoning (02) 9559 0025.

We wish to ensure that all students are fully supported in their studies possible. Anyone who is experiencing any difficulties that was not identified during the enrolment process is encouraged to see their trainer. Alternatively, contact the administration staff to make an appointment at any time to see our RTO Manager for free advice and guidance relating to:

- Maximising your attendance and attention in class.
- Managing your time.
- setting and achieving your goals.
- motivation.
- ways of learning.
- coping with assessments.
- academic progress

Reasonable Adjustment

To ensure fair and equitable learning and assessment, reasonable adjustment can be made for a student to account for individuals learning needs.

Reasonable adjustment activities could involve:

- Modifying educational premises. For example, ensuring that classes are in rooms accessible to the person with disability.
- Modifying or providing equipment. For example, lowering benches and enlarging computer screens.
- Changing assessment procedures. For example, allowing for alternative examination methods such as oral exam, or allowing additional time for someone else to write an exam for a person with a disability.
- Changing course delivery. For example, providing study notes or research materials in different formats or providing as sign language interpreter for a deaf person.

Reasonable adjustments can be made after consultation. To be reasonable, adjustments must be appropriate for the individual, must not create undue hardship for an RTO and must be allowable within rules defined by the training package or accredited course.

If support of a student attracts additional costs this may be at the expense of the student.

If you require support during your studies, please contact our administration team for a confidential conversation please contact us on (02) 9559 0025 or you can complete a student concern form. **'Student Concern form'** (Appendix 2).

[CMNL Academy Student Concern Form v1.0 Oct 2022.pdf \(chprsl.com.au\)](http://chprsl.com.au)

The following contacts are provided for support of student

- Australian Tax Office <http://www.ato.gov.au>
- Commonwealth of Australian Law <http://www.comlaw.gov.au>
- Department of Education and Training <http://education.gov.au>
- Australian Apprenticeship Centres [Home | Australian Apprenticeships](http://Home|AustralianApprenticeships)
- Australian Industrial Relations Commission <http://airc.gov.au>
- Human Rights & Equal Opportunity Commission <http://www.hreoc.gov.au>
- Office of the Federal Privacy Commissioner <http://privacy.gov.au>
- Reading Writing Hotline 1300 655 506
- Telephone Interpreting service 13 14 50
- 24hr Drug and Alcohol Information Service 1800 250 015
- Quit (Smoking) <http://quit.org.au>
- NSW Smart and Skilled <http://smartandskilled.nsw.gov.au>
- Centrelink [Centrelink - Services Australia](http://Centrelink-ServicesAustralia)
- Lifeline 131 114

Privacy

The term 'personal information' has the meaning given to it in the Privacy Act. In general terms, it is any information that can be used to identify an individual whether the information is true. If the information we collect identifies a student, or their identity can be reasonably ascertained from it, the information will be considered personal information.

CMNL Academy recognises the importance of protecting individual's privacy and personal information.

CMNL Academy is bound by the Australian Privacy Principles (APPs) in the Privacy Act 1988 (Cth) (the Privacy Act), student identifiers Act 2014. These Acts regulate how we can collect, use, disclose and store personal information, including sensitive information, and how individuals may access and correct records containing their personal information.

We respect student rights to privacy under the Privacy Act, and we comply with all the Privacy Act's requirements in respect of the collection and management of your personal information.

It is necessary for CMNL Academy to collect personal information about you and does so by getting you to complete the enrolment form. Government bodies may use this information for statistical and reporting purposes. We will not disclose, sell, or pass on your personal details in any way other than the purposes stated without your consent, or unless is required to do so by law.

CMNL Academy will:

- Collect personal information at enrolment such as name, address, contact details, date of birth, citizenship, educational history and prior academic results, work history (if required as a basis of admission), details of parents or guardians (for students under 18 years of age at the time of enrolment) and credit card details
- Collect any additional information post enrolment which may identify racial or ethnic origins (including proficiency in languages other than English), information about health or disability (where this is relevant to accommodating specific needs) and membership of professional or industry associations (where required as a basis of admission or for credit transfer/recognition of prior learning).

CMNL Academy may:

- Collect personal information from other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes.
- From an employer if a course of study is being supported or incorporated into employment

Use & Disclosure

CMNL Academy will only use your information for the following purposes:

- day-to-day administration
- to satisfy the RTO legal obligations and allow the RTO to discharge its duty of care
- to comply with legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, and administrative purposes including NSW Food Authority and the Office of Liquor & Gaming NSW
- to provide progress reports to your employer (funded traineeships only)
- for students under 18 years of age, information regarding attendance, progress and general well-being may be provided to keep parent/s and/or guardian/s adequately

informed.

You have the right to access your personal information recorded at any time and provide any necessary corrections.

USI Privacy

Students can find further information on how the Registrar collects, uses, and discloses the personal information about you in the Registrars Privacy Policy by contacting the Office of the Student Identifiers Registrar on 13 38 73 or visiting the USI website: www.usi.gov.au.

The registrar's Privacy Policy contains information about how a student may access and seek correction of the personal information held about them and how they may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

Students may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- Misuse or interference of, or unauthorised collection, use, access, modification, or disclosure of USIs; and
- Request additional information only for the purpose of applying for a USI on the students' behalf.

CMNL Academy, its staff, and contracted staff, are to adhere to the principles and practice of Equity in Education and Training. Students will be assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation.

Fees, Charges & Refunds

Course fees are specified on CMNL Academy website. All published course fees are inclusive of administration fees. The fees are payable in advance, before the course commences. Individual payment plans or subsidy options will be discussed on a case-by-case basis.

Tuition, other fees, and charges are subject to review and/or change at CMNL Academy discretion. CMNL Academy will advise the students of these changes prior to enrolment. More detail can be found on [CMNL Academy Booking Terms and Conditions v1.0 Oct 2022.pdf \(chprsl.com.au\)](http://chprsl.com.au)

Government subsidised Training

Eligible candidates may be able to enrol in the course under government funding without paying any out-of-pocket tuition fees.

To apply for Smart and Skilled programs, applicants must meet the Smart and Skilled eligibility criteria: <https://smartandskilled.nsw.gov.au/are-you-eligible>

Payment methods

Accepted methods of payment are Cash, EFTPOS, debit card, major credit cards or cheque made payable to 'Canterbury Hurlstone Park RSL Club Ltd'

Fees may be paid in person at Club Reception (Cash and Card) or over the phone by debit and credit card or online by debit and credit card.

To secure your place the enrolment fee should be paid at least 2 weeks prior to course start date. If you have any difficulties with payments, please consult our officer by contacting our administration office.

Cooling Off Period

In all cases where course fees are paid in advance of the course commencement date, the statutory cooling-off period of ten (10) business days applies.

Cancellations & refunds

Student identity must be verified. All requests for refunds must be made in writing by completing CMNL Academy Request for Refund of Fees form. Approved refunds will be transferred to your nominated bank account. No cash will be given for refunds. Applications for refunds for a course that is not cancelled are generally processed within 15 working days.

Withdrawing from a Course

Before you withdraw from a course, we highly recommend that you speak with your trainer or make an appointment to see CMNL Academy RTO Manager. Please also refer to the refund policy above. To withdraw from a unit or a course you will need to apply in writing.

Correspondence can be sent to: info@cmnlacademy.com.au

Tuition & other fees and charges are subject to review and/or change at CMNL Academy discretion. CMNL Academy will advise the students of these changes prior to enrolment. For short courses, course fees must be fully paid prior to the course commencement.

Consumer Fee protection

CMNL Academy complies with Clause 7.3 of the Australian Skills Quality Authority's (ASQA) User's Guide: Standards for Registered Training Organisations (RTOs) 2015 where CMNL Academy will not require a prospective or current learner to prepay fees more than \$1500 in total.

If you have any difficulties with payments, please consult our administration office. To see if you may be eligible for Government funding please visit

<https://education.nsw.gov.au/skills-nsw>

Changes to Enrolment

If a student wishes to change from one qualification to another, the first enrolment must be officially withdrawn as per the above rules before a new enrolment can be made. Should a student believe that they have been unfairly withdrawn they will need to submit a complaint or appeal regarding the in accordance with the Complaints and Appeals Policy.

RTO Obligations

Training Guarantee

Our training delivery meets national standards and requirements for registration as a training organisation. Accredited training is delivered against competency standards and course outlines set by the relevant training packages. Further information regarding the training packages can be obtained from www.training.gov.au

We guarantee that our training and assessment meet the requirements of the qualification as defined in the Training Package. We can provide support for students in their academic endeavors to assist their goal of gaining qualifications. We cannot guarantee students will complete if they do not attend or complete assessments showing their competence to the qualification as required.

Once CMNL Academy commences a course, we guarantee to complete the course delivery and assessment. In the unlikely event that the RTO cannot do this due to RTO closure or other unforeseen circumstances, we have in place a process to protect students in completing the course.

In the unlikely event that the CMNL Academy defaults in the delivery of the course, students will be placed in a suitable alternative course. If the student cannot be placed in another course, a full refund will be made within 10 working days of that cancellation. Students in cancelled courses will not be entitled to compensation over and above fees actually paid to date.

CMNL will ensure that students are advised as soon as practical of any changes to agreed services including in relation to a change in ownership or any new third-party arrangements.

Marketing

CMNL Academy has systems in place to ensure all marketing and advertising of AQF and VET qualifications to prospective clients is accurate and consistent with our scope of registration. We aim to provide accurate and accessible information to all prospective students.

Legislation

▪ Workplace health & Safety

Workplace Health and Safety Workplace Health and Safety is designated to protect students from injury and ill health. Trainers have responsibilities for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm and take prompt action to remove or control them.

Students must take care of their own health and safety and that of their fellow students to the extent of their capabilities. This means you must follow all safety rules, procedures and instructions of trainers or other staff during your day-to-day training. Finally, if you see, or notice something broken, damaged, or unusable, bring to the attention of an CMNL Academy Staff or Club member.

▪ Discrimination, Bullying & Harassment

CMNL Academy is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be always respected (please read 'Complaints and Appeals' section).

Remedial Action

CMNL Academy will give due consideration to any recommendations arising from external review of the grievance within 30 days of receipt of the recommendations.

Access & Equity

CMNL Academy adheres to principles of access and equity as outlined in The Standards for RTOs 2015 to determine the support needs of students and provide access to educational and support services as necessary. We do not discriminate against any individual based on race, colour, gender, or religion. All students are treated equally.

Our trainers will assist and support students where appropriate, especially students with language, literacy, or physical disabilities, if this does not prevent them from meeting the pre-requisite or assessment conditions. In the case that a potential student is unable to meet the conditions, we will endeavor to assist you in understanding the options regarding meeting the standards as outlined on the national register www.training.gov.au CMNL Academy will ensure that students are assessed for, and provided with, all necessary support services.

Support services may include, but not limited to:

- Language, literacy, and numeracy (LLN) assessment or referrals to LLN programs
- Interpreting service

-
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
 - Flexible scheduling and delivery of training and assessment
 - Reasonable adjustment for assessment, for example, verbal assessment
 - Referral to counselling services
 - Learning materials in alternative formats, for example, in large print
 - Learning and assessment programs contextualised to the workplace
 - Any other services that the CMNL Academy considers necessary to support learners to achieve competency.

Working With Children

The Working with Children Check (WWCC) is a **requirement for anyone in paid or volunteer child-related work in NSW**. The Check lasts for 5 years and undergoes continuous monitoring, even if the Check holder moves jobs. CMNL Academy ensures all staff hold a current WWCC in adherence to the Child protection Act 2012

<https://www.legislation.nsw.gov.au/view/html/inforce/current/act-2012-051>

Further Information

For any further information about your course, learning, assessments and/or general enquiries, we can be contacted by email at info@cmnlacademy.com.au, by phone on (02) 9559 0025 or, you can come and visit us at 20 – 26 Canterbury Road, Hurlstone Park, NSW 2193.

Appendix 1

Complaints and Appeals Form

Name of person complaint/appeal: _____ **Date:** _____

Please provide contact details if a response is desired

Address: _____

Contact phone number: _____

Relationship to CMNL:

Client

Employee

Student

Other (please specify):

Outline your feedback or complaint: _____

Outcome you are seeking: _____

Please direct completed form to (circle relevant person): CEO; RTO Manager; Trainer; Compliance Manager; Administration Team

Signature of person making complaint: _____ **Date:** _____

OFFICE USE ONLY – FOR COMPLAINTS AND APPEALS ONLY

Action taken by manager: _____

Date resolved: _____ **RTO Manager's Signature:** _____

Signature of person making complaints/appeals: _____ **Date:** _____

Appendix 2

Student Concern Form

Use this form to notify the management of any issues that are of concern to you – something that you are worried about – in any aspect of your study experience with CMNL Academy. If you have a specific complaint, please use a separate “Complaints and Appeals Form”.

Student Name			
Course:		Course Location:	
Your Concern(s) and comment(s) <i>(Please provide as much details as possible)</i> Note: Attach any supporting documents with this form as applicable. For complaints, please use a separate “Complaints and Appeals Form”			
Student Signature:		Date:	

OFFICE USE ONLY			
Forwarded to:	<input type="checkbox"/> CEO	<input type="checkbox"/> RTO Manager	
	<input type="checkbox"/> Compliance Manager	<input type="checkbox"/> RTO Support Officer	
Comments of the Person Receiving the Form and Suggested Action			
Signature		Date:	