

General Information

IMPORTANT INFORMATION: REGISTERING STUDENTS SHOULD READ THIS DOCUMENT BEFORE ATTENDING ANY COURSES DELIVERED BY CMDA (RTO No. 6984)



Unique Student Identifier Number (USI): ALL students attending a Vocational Education course (nationally recognised course with a code) with us will be required to supply us with their USI at the commencement of their course. **If you do not have a USI, you must apply for one to bring to class.**

The Unique Student Identifier is a Federal Government requirement and an RTO cannot issue any qualification or statement of attainment to any student without provision of a USI. **Please go to this [website](http://www.usi.gov.au/Pages/default.aspx) OR (<http://www.usi.gov.au/Pages/default.aspx>) for more information on how to apply for your USI.**

RTO compliance with legislation

Registered Training Organisations have an obligation to comply under relevant Commonwealth, state or territory legislation and regulatory requirements.

Registered Training organisations must ensure that staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training. See Australian Skills Quality Authority ([ASQA](#)) Website

Cancellation, Course transfer and Refunds

Your Rights and obligations

1. We must be advised of cancellation, course transfer requests in writing or by email.
2. All monies, less a \$25 administration fee, will be refunded if cancellation occurs more than 7 days prior to the commencement of the course.
3. No refund will be made available for any cancellations of registration within 7 days prior to course commencement regardless of booking date.
4. Transfer of course registration more than seven days prior to course commencement will be free of charge.
5. Transfer of course registration within seven days prior to course commencement will be subject to an administration fee of 50% of full course fee, unless a medical certificate or statutory declaration is provided (within two weeks of the original course commencement). A complete refund or transfer to the next available course is made available in this case.
6. If the registered learner is unable to attend, a substituted individual may attend in their place, as long as written notification is provided on the day of commencement.

Plagiarism

Plagiarism is the wilful or accidental use of words or ideas of others and passing them off as your own. This may include copying from source material without making proper reference to its author, or simply copying the work of a fellow student and presenting it as your own work.

CMDA will not accept any student's assessment material if it considers that this rule has been broken and no formal certification will be granted. Students who have been found to have plagiarised may be asked to resubmit their assessment tasks, or be required to complete additional work before being granted a satisfactory result.

Resubmission of assessment tasks

Should the candidate submit an assessment task which has been marked as Not Yet Satisfactory (NYS), the assessment task in question will be returned to the candidate along with any supporting notes or recommendations from the Trainer/Assessor in order for the candidate to rectify the issue. Upon receipt of the amended assessment tasks, that Trainer/Assessor will remark the assessment task and pass judgement on its status of either Satisfactory or Not Yet Satisfactory.

Candidates will be given 1 opportunity for this to occur.

Depending upon the outcome of the revised assessment task, a final outcome of either Competent or Not Yet Competent will be granted to the candidate for that particular unit of competency.

Assessment extension request

Students will be advised via email notification (2 weeks prior to the completion date) that they may request for an extension to complete their assessment tasks at a charge of \$50.00 (plus GST – a total of \$55.00) payable to CMDA. This request must be made in writing (or via email) before the initial due date.

No assessments will be marked or recorded until this fee has been paid. In accompaniment to this, a new due date will be set for 2 weeks after the initial due date to allow for this resubmission. Should CMDA not receive any further assessment work from the student before this new date, a Certificate of Attendance will be issued. Any further requests for submission must be made to CMDA in writing – further fees may apply.

Academic appeal

If a candidate is not satisfied with an assessment decision, including RPL, a candidate may appeal. Where appropriate the candidate should first approach the assessor concerned within 14 days of receiving their assessment results. The assessor may decide to re-assess the candidate. If the outcome is not satisfactory to the candidate, the candidate must lodge an appeal, with the RTO Manager in writing (mail/email), setting out:

- Name of the assessor, date and course
- Nature of the appeal
- Grounds for appeal and why an appeal is being lodged
- Any evidence including dates and documentation including course name and date

The RTO Manager will consider the appeal and the candidate will be notified in writing of the outcome and the reason for the decision. The RTO Manager may decide the assessment decision stands or provide an opportunity for re-assessment by another assessor. Action will be taken for each substantiated appeal. If the candidate is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case. All steps in the process will be managed confidentially. See <http://www.cmaa.asn.au/> website under client/student information for further details.

Complaints

The candidate must lodge a complaint, where practicable, within 14 days of the issue arising. A written email response will be provided within 21 working days. A complaint should first be lodged with RTO Administration. Where the outcome is not satisfactory to the candidate, the RTO Manager should be contacted in writing (mail/email), setting out:

The circumstances surrounding the issue

- Name of who was involved
- Why a complaint is being lodged, nature of the incident
- Any evidence including dates and documentation
- The name of any witnesses who could support the case

The RTO Manager will consider the complaint and the candidate will be notified in writing of the outcome and the reason for the decision. Action will be taken for each substantiated complaint. If the candidate is not satisfied with the outcome, the complaint will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case at their cost. All steps in the process will be managed confidentially. See <http://www.cmaa.asn.au/> website under client/student information for further details.

Access to records

CMDA maintains a digital and hardcopy record of training for every learner. This information, or part thereof, may be retained for up to a period of 30 years; or in the case of assessment tasks, held for no later than 6 months after the issuance of the original certificate as advised by ASQA under the "General Direction for Completed Student Assessment items dated 22 June 2012."

Once a learner has been deemed competent, certification to that effect is issued and sent to candidates within 21 days of completion. In the event that a learner needs a replacement statement of attainment or qualification, they must submit a request in written to the RTO Manager.

Child Protection

CMDA uses the NSW government "[working with children](http://www.workingwithchildren.nsw.gov.au/)" website to check our Trainer/Assessors with regards to children and minors safety. Our target market is Hospitality managers who are older than 18 years of age.

Credit transfer

CMDA will recognise qualifications and Statements of Attainments issued by other Registered Training Organisations. A certified copy of a Testamur, Certificate (and associated Statement of Result) or Statement of Attainment must be submitted to the RPL Administrator for verification prior to any results are issued.

RPL

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which they have achieved the required competency outcomes. It involves collecting evidence and making judgements on whether competence has been

achieved. RPL is available to all learners. The RPL Application form is available from the RPL Administrator and all candidates wishing to undertake this mode of accreditation are encouraged to contact the RPL Administrator to discuss their eligibility

Student Code of Conduct and Disciplinary procedures

CMDA is committed to providing a safe and stress free learning environment that is culturally accepting and conducive for learning. Students are informed of these expectations as part of our Course Information and on our website under the Client/ Student Information section. The learner is expected to participate in the learning program, to demonstrate cultural integrity by being respectful of others, adhere to WHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability. Students must treat all materials and property of CMDA RTO with proper care and consideration as well as cooperation towards staff, other students and visitors.

In the event that these principles are not adhered to, this may form grounds for disciplinary action in which the first instance action is to be taken by the trainer, and if necessary by the RTO Manager. A record of interview may be put in the training file.

Computer and internet use

We promote the use of computers and internet by students in our learning and assessment environment to complete research, learning activities and undertake some assessment tasks. The Plagiarism, Anti-discrimination and Privacy and Personal Information statements outline acceptable use of computers and internet access. Breaches of the policy will be taken seriously and the RTO Manager will determine the appropriate action.

Employability skills

Employability Skills are embedded in training and assessment. Information on the Employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au/>

Fees and charges

Tuition fees, and any associated charges for a course, are stated on the website in the course menu.

Fee protection

CMDA acknowledges that it has a responsibility to protect the fees paid by learners. To meet this need, CMDA holds an unconditional financial guarantee with an Australian bank for no less than the full amount of funds held by us which are prepayments from learners (or future learners). Fees cover items such as training and assessment services, course materials, and administration and student services

Language, literacy and numeracy (LLN)

Courses require some reading, writing and numeracy skills. Additional support is available to students who may have needs in this area. Students can advise CMDA they require assistance when registering for a course. When a student advises CMDA they have LL&N needs we ask them to complete a language, literacy and numeracy activity to determine the type and level of support required. Support with the training and assessment process and materials will be provided by the trainer. Additionally students can email the trainer at Gerry@cma.asn.au. If you feel you need additional help you can talk to a staff member at any time.

We may also refer a learner to the Reading Writing Hotline at 1300 6555 06 at www.readingwritinghotline.edu.au for language, literacy and/or numeracy support.

What is the Reading Writing Hotline?

The Reading Writing Hotline is funded by the Australian Government Department of Industry Innovation Science Research and Tertiary Education. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the Hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when you call the Hotline?

You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

When can I call the Hotline?

You can call the Hotline at any time.

If a teacher is unavailable to take your call:

- your name and number will be taken by the hotline paging service
- your call will be returned.

If you would like us to contact you about LLN when you register and pay for your course, please tick the box at the bottom of the terms and conditions on the registration page which states: *"please tick this box if you would like to speak to CMDA staff to discuss any queries you may have with regard to possible Language Literacy and Numeracy, Student Support, or accessibility requirements"*.

Support services

CMDA will support students to make sure everyone has the opportunity to successfully complete all of the training and assessment associated with the course. Support is available to students who have language, literacy or numeracy support needs or any study related needs. Where appropriate we will refer students to a support service which may provide counselling, study or other welfare services.

If a learner is experiencing difficulties for personal or study related reasons, they should first direct their concerns to the trainer in the classroom if appropriate. If it is not appropriate to speak to the trainer in person, or if students have post course assessment concerns, students can phone the CMDA direct with any course related issue, or can use our dedicated student help / support email address gerry@cmaa.asn.au which is received directly by the RTO Manager. Where study related issues are involved, the trainer will be notified of the issue and will assess the situation and provide support and guidance. Where the matter is beyond the scope of our organisation, the RTO Manager may recommend an external counselling service.

Students with disabilities or special needs

The Registration and Student Enrolment Forms are used to collect information about students with disabilities, impairments or special needs. This information is used by CMDA RTO in determining how to best meet each student's needs. Letting us know as early as possible will make it easier for us to organise and provide the support required.

Learner feedback

To assist with continuous improvement processes, each student is given a survey at the end of each course, of which two specific questions are reported back to the Federal Executive Board for review. A second annual survey is sent to each student as per the requirements set out by the Federal Governing Body ASQA and the National Centre for Vocational Education Research (NCVER).

If there are any complaints which a learner wishes to raise in the survey, the RTO Manager will contact them to resolve the issue as per the complaints policy.

Learning and assessment arrangements

CMDA develops all Learning and Assessment arrangements in conjunction with industry consultation and reference to the Units of Competency in question. These arrangements take into consideration all aspects of the Units of Competency when developing course material and assessment tasks to ensure the Rules of Evidence and Principles of Assessment are adhered to.

If a learner believes that they will require special consideration with either learning or assessment they may speak with the trainer or contact a Training Course Administrator in advance to discuss their concerns.

Reasonable adjustment

CMDA is committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or the RTO Manager if it is more appropriate.

Selection and induction

Programs offered publicly are open to all learners, subject to any pre-requisites or special enrolment conditions that apply to a specific program, and are advised of such on the web site prior to enrolment. Learners will also be reminded of the contents of the program, any special conditions and the assessment requirements prior to, or during, the first session.

Legislative compliance

CMDA complies with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a course will be made known to the learner prior to, or during, the first session.

Proof of Identity will be required

Trainers are required to request and inspect an acceptable form of proof of identity (Drivers Licence, Passport, Government issued Proof of Age Card) at the commencement of every course. Misrepresentation includes the impersonation of a student in person, or submission of assessment material not of the student's own work, and is considered fraudulent. Any student involved in such misrepresentation may have their certification cancelled and be reported to the relevant Government Authority for further action if applicable.

Transition Arrangements from superseded training packages

To ensure candidates are not disadvantaged in any way due to the transition of older Training Package material to new versions, CMDA will transition all older versions Units of Competency or qualifications as per the requirements set out under [http://www.asqa.gov.au/verve/resources/General direction Transition and teach out new.pdf](http://www.asqa.gov.au/verve/resources/General%20direction%20Transition%20and%20teach%20out%20new.pdf)

Candidates are advised, should they wish to apply for recognition of current competency from a previously endorsed training package to the latest version, our policy for applying can be found by downloading our Policy Procedure [here](#).

1. If a unit is **equivalent**: we advise the student that we will issue them with a Statement of Attainment for the new unit once it is approved for CMDA's scope of registration.
2. If a unit is **not equivalent**: we will notify and provide further tuition and / or assessment free of charge to address any gap in training and / or assessment. Upon completion we will issue a Statement of Attainment once approved on the CMDA's scope of registration.

Anti-discrimination Policy

CMDA is committed to the principles of equal opportunity in employment of staff and an environment free of harassment and discrimination for employees, contractors and visitors. Discrimination means treating someone unfairly or less favourably than another person or group because of a characteristic specified under anti-discrimination or human rights legislation.

Policy Scope

This policy applies to all employees, contractors and visitors of CMDA.

Definitions

'Discrimination' refers to a situation where an individual feels they are discriminated against and are treated less favourably than another person. If the basis for the less favourable treatment is prohibited on the grounds of discrimination under the relevant State or Federal law, unlawful discrimination might have occurred. Anti-discrimination laws forbid certain discriminatory conduct on a number of grounds (such as sex, race, and disability) in a number of areas (such as employment, education and the provision of services).

'Direct discrimination' occurs when a person is treated less favourably on the grounds of a personal characteristic, such as sex, parental status, race, age or disability.

'Indirect discrimination' occurs when a policy or procedure which appears to treat everyone equally has the effect of disadvantaging certain groups and the requirement is not reasonable. Indirect discrimination occurs when a neutral, or seemingly harmless, policy, rule or practice has a discriminatory effect against a certain group of people.

'Racial discrimination' is a form of behaviour which disadvantages people because of their race, colour, national or ethnic origin, or disadvantages any relative or associate of these people.

'Sex discrimination' is a form of behaviour that disadvantages people because of their gender. Treating a woman less favourably because she is pregnant, or because she might get pregnant, is a form of sex discrimination, as is treating someone less favourably (a man or a woman) because of their marital status.

'Disability discrimination' is a form of behaviour that disadvantages people because of their actual or perceived disabilities or disadvantages those related or associated with a person with disability. The types of disabilities covered under legislation include physical, intellectual, psychiatric, sensory, neurological or learning disabilities. It also includes physical disfigurement and the presence in the body of a disease-causing organism.

Privacy and personal information

When you enrol at CMDA, the collection, storage, use and disclosure of any personal information you provide is protected under the Australian Privacy Act of 1988 and associated Australian Privacy Principles introduced in 2014.

Any information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records or that which is required by law for submission to ASQA as outlined under the "Learner Feedback" section of this document. Information provided will be held securely and disposed of securely when no longer needed as outlined under the "Access to records" section of this document. You may access your personal information and request amendments by contacting CMDA at any time. Please refer to our Privacy policy for more information <http://www.cmaa.asn.au/202>