



C.ex Group Training Solutions Pre-Enrolment Pack

Thank you for your interest in C.ex Group Training Solutions. Together with your Student Handbook, the following policies should assist you in navigating your way through the RTO and your training. For any inquiries and concerns, please reach out to the Student Support Officer at trainingsolutions@cex.com.au.

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Student Fees

Purpose

Prior to enrolment, C.ex Group Training Solutions ensures all students are aware of the fees and charges associated with a course enrolment and/or services with C.ex Group Training Solutions. This document also provides guidelines for the eligibility and assessment of refunds, including for early withdrawals.

C.ex Group Training Solutions ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment; and/or other involvement with C.ex Group Training Solutions (RTO Code: 06309) ABN:. 35000875516

Policy

Information about fees and charges

Persons seeking to enrol with C.ex Group Training Solutions must read this **Student Fees Policy** and **Refunds Policy** before signing their **Privacy Statement and Student Declaration** on the enrolment form. If the person has questions regarding these policies, they must obtain answers to their questions prior to enrolling.

C.ex Group Training Solutions acknowledges that it has a responsibility to protect fees paid by students. C.ex Group Training Solutions will not accept payments over \$1,500 (no GST applies) from each individual student prior to the commencement of the course.

Statement of Fees

The information provided to each student includes:

- The total amount of all fees including course fees, administration fees, resource fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid.
- The Privacy Statement and Student Declaration provided on the enrolment form is taken to be an acceptance of all fees and charges associated with the student's enrolment.

Tuition Fees

Tuition fees are reviewed every 12 months.

Unless otherwise specified, tuition fees include the cost of all compulsory training and assessment resources. Optional textbooks and resources recommended but not required for completion of the course, are not included in tuition fees and will be an additional cost should the student wish to purchase such resource(s).

Optional workshop and associated fees must be paid at the time of booking to secure a reservation.

Tuition fees are not transferrable to any other individual or organisation.



Recognition of Prior Learning (RPL) Fee

A fee is charged for Recognition of Prior Learning (RPL). The fee will be determined on a case-by-case basis as the RPL can be for a whole unit of competency, multiple units of competency or a complete qualification.

RPL Fee

| SIT30622 - Certificate III in Hospitality | \$ 445 per unit |
|---|-----------------|
| SIT40422 - Certificate IV in Hospitality | \$ 356 per unit |

Terms and Methods of Payment

Fees are to be paid within XX of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule which has been approved by C.ex Group Training Solutions.

C.ex Group Training Solutions accepts the following methods of payment: Credit card; Direct debit or EFT transfer.

Credit Card Payments

Credit card payments cannot be taken over the phone. Students who wish to pay via Credit Card must complete the form and mail it back to C.ex Group Training Solutions.

Direct Debit Payments

Where a student has indicated that fees are to be paid by direct debit, this option is only valid where the form is accompanied by a Direct Debit Request Form. The form must be appropriately and accurately completed and in line with the approved direct debit payment schedules. It is the payee's responsibility to ensure that C.ex Group Training Solutions receives an accurate and completed Direct Debit Request Form in order to take up the direct debit payment option.

Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within XXX days.

Direct Debit Request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the form.

Where a default occurs in direct debit payments due to insufficient funds or otherwise, C.ex Group Training Solutions will contact the payee to make alternative arrangements for payment.

C.ex Group Training Solutions reserves the right to refuse a payee the option to pay by direct debit where there have been two (2) or more defaults on payment during a direct debit term.

Late Payment

Where a student is more than 60 days overdue with payments, C.ex Group Training Solutions reserves the right to suspend training services until payment is made to bring the fees up to date.

Students who are having trouble paying their fees are invited to call C.ex Group Training Solutions office to make alternative arrangements for payment during their period of difficulty.



For long-term outstanding amounts, C.ex Group Training Solutions utilises the services of a debt recovery agency to ensure the collection of all fees.

Issuance of AQF Certifications

Upon completion of a course and once all fees have been paid, the relevant printed AQF certification documentation will be issued and sent to the registered address of the student within 30 days, in accordance with the Completion Procedure.

Where a student withdraws from a course and once all final fees have been paid, a Statement of Attainment for the completed Units of Competency, will be sent to the student's registered address. Note: These requirements differ from state to state, based on contractual requirements.



Refund Policy

Scope

This should be followed by C.ex Group Training Solutions's RTO Manager, Student Support Officer, Administrative Manager and any other staff in processing requests for refund.

- 1. If a student wishes to withdraw their enrolment and request a refund, they must complete a Withdrawal Form.
- 2. Students who provide notice to cancel their enrolment 10 business days or more prior to the program's commencement are eligible for a full refund of the fees paid.
- 3. Students who give notice to cancel their enrolment 9 business days or less prior to the program's commencement are entitled to a 75% refund of the fees paid. The retained amount (25%) by C.ex Group Training Solutions is necessary to cover the costs of staff and resources that have already been committed based on the student's initial intent to undertake the training.
- 4. Students who cancel their enrolment after a training program has commenced will not receive a refund for any fees paid in advance.
- 5. The C.ex Group Training Solutions RTO Manager may exercise discretion in all situations if the student can demonstrate that extenuating or significant personal circumstances led to the withdrawal. In these cases, the student may be eligible for a refund or offered a full credit toward the tuition fee for another scheduled program in lieu of a refund.
- 6. When refunds are approved, the refund payment must be issued to the student within 14 days from the time the student submits a completed Withdrawal Form. Tuition refunds will be made via electronic funds transfer using the authorised bank account nominated by the student on the Withdrawal Form.
- 7. The Student Support Officer will ensure that all documents related to this procedure are stored in the student's file of the respective student for future reference.



Grievances, Complaints and Appeals Policy

Scope

This policy applies to all students, prospective students, clients, referral agents, staff and other stakeholders of C.ex Group Training Solutions. This policy is relevant to both academic and non-academic complaints and grievances.

Policy

Complaints and appeals systems

C.ex Group Training Solutions is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible. C.ex Group Training Solutions aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- Set in place a complaints and appeals handling system that is client focused and helps C.ex
 Group Training Solutions to prevent reoccurrence
- Ensure a complaint or appeal is resolved promptly, objectively, confidentially and with sensitivity
- Ensure the views of each party are respected
- Ensure each party is not discriminated against nor victimised
- Ensure there is a consistent response to complaints and appeals

All formal complaints and appeals and their outcomes will be recorded in the Complaints and Appeals Register. The register is reviewed by management and used for improvement and learning.

Nature of complaints and appeals

Complaints and appeals may be made in relation to any C.ex Group Training Solutions services, activities and decisions such as:

- The enrolment, induction/orientation process
- The quality of training and resources provided
- Training and assessment matters, including student progress, timeframes for completion, assessment results, curriculum and awards in a course of study
- Withdrawals and refunds
- Access to personal records
- Bullying and harassment, including sexual harassment
- Decisions made
- The way someone has been treated.

Resolving issues before they become a complaint

Complaints and grievances are to be resolved preferably informally and directly between the individuals who are party to the grievance.

The Student Support Officer can assist students to resolve their issues at this level.



General Procedure for Complaints and Appeals

Scope

The Complaints and Appeals policy is designed to provide students with a clear and unbiased process for addressing concerns related to the conduct of C.ex Group Training Solutions's students/ personnel or assessment results. It is essential for all members of C.ex Group Training Solutions to be well-acquainted with this procedure.

- A current student may file a complaint about the conduct of any C.ex Group Training Solutions
 personnel, Trainers/Assessors, other staff, or another student of C.ex Group Training Solutions
 by submitting a written complaint to the RTO Manager or any other member of C.ex Group
 Training Solutions. Complaints may be made verbally, via email, through a letter, or by
 completing the Complaint Form.
- 2. All complaints must be promptly forwarded to the RTO Manager upon receipt. For verbal complaints, the C.ex Group Training Solutions member who receives the complaint must either create a written report, signed by the complainant or request the complainant to put the complaint in writing.
- 3. Upon receiving the complaint, the RTO Manager should contact the complainant within 24 hours, acknowledging receipt of the complaint. Following this, the RTO Manager will proceed to investigate the matter by discussing it with the complainant and soliciting supporting evidence, if available.
- 4. Within 24 hours of speaking with the complainant, the RTO Manager must inform the person being complained of, referred to as the "Respondent" for this policy. The RTO Manager shall either invite the Respondent to a meeting to discuss the complaint and indicate an intent to mediate between the parties or send a written invitation to a mediation.
- 5. RTO Manager should schedule the mediation conference no later than 5 days from the receipt of the complaint.
- 6. During the mediation, the RTO Manager acts as a mediator, encouraging the parties to reach a mutually acceptable settlement.
- 7. If the parties reach an agreement, the RTO Manager should record it in the minutes of the meeting and have both parties sign it.
- 8. If no settlement is achieved, the RTO Manager shall speak to both parties and request them to submit their respective evidence within 24 hours.
- 9. If there are witnesses, the RTO Manager should conduct private interviews with each witness.
- 10. Once the RTO Manager has collected all evidence, the case will be submitted for resolution, with notice to both parties.
- 11. Based on the available evidence, the RTO Manager will provide findings and recommendations to the CEO within 3 days of receiving evidence from the parties. All evidence submitted will also be forwarded to the RTO CEO.
- 12. If the RTO Manager requires more time to decide due to complex issues or personal circumstances, both parties will be notified, stating the reasons for the delay. However, the RTO Manager should not exceed 10 days to decide and forward findings and recommendations to the C.ex Group Training Solutions CEO.
- 13. Upon receiving the RTO Manager's recommendations, the CEO shall review the findings and attached evidence, ensuring that all parties had an opportunity to present their case and that the principles of natural justice and procedural fairness were followed.



- 14. If any party was not given the chance to present their side, the C.ex Group Training Solutions CEO shall remand the case to the RTO Manager and instruct them to meet with the affected party to obtain their input. Any evidence will be immediately forwarded to the C.ex Group Training Solutions CEO.
- 15. The C.ex Group Training Solutions CEO must make a decision on the complaint within five days of receiving the RTO Manager's findings and recommendations.
- 16. If the C.ex Group Training Solutions CEO requires more time to decide due to complex issues or personal circumstances, both parties will be notified. However, the C.ex Group Training Solutions CEO should not exceed 10 days to decide after receiving the RTO Manager's findings and recommendations.
- 17. The C.ex Group Training Solutions CEO shall provide a written decision, explaining the basis and findings, which will be sent to both parties.
- 18. The RTO Manager will ensure that all correspondence and records of complaints and appeals, along with their outcomes, are securely maintained and filed in the students' records.
- 19. All proceedings shall be handled confidentially and shall not influence or prejudice the progress of the appellant in any current or future training.
- 20. Any individual involved in the investigation of a complaint may opt to have an advocate or support person present at any stage of the investigation.

Complaint Process – Non-Academic

- 1. The decision of the C.ex Group Training Solutions CEO is subject to appeal, and complainants should be well aware of this option and how to initiate an appeal.
- To initiate an appeal, the complainant shall complete the appeal form and submit it to the RTO Manager
- 3. Upon receiving the appeal form, the RTO Manager shall promptly forward it to the C.ex Group Training Solutions CEO.
- 4. The C.ex Group Training Solutions CEO has five days to reach a decision on the appeal.
- 5. The C.ex Group Training Solutions CEO shall provide a written decision that clearly explains the basis and findings of the appealed case. Subsequently, this written decision shall be promptly sent to both parties.
- 6. The RTO Manager is responsible for securely maintaining and filing all correspondence and records of complaints, appeals, and their outcomes in the students' files.
- 7. All appeals shall be handled confidentially and will not adversely impact or bias the appellant's progress in any current or future training.



Appeals Process – Academic Outcomes

- 1. Students have the right to appeal an assessment decision if they believe they were treated unfairly during the assessment or if they think the decision is incorrect, provided they have valid grounds for an appeal.
- 2. Valid grounds for appealing an assessment decision (when the client believes the decision is incorrect) may include, but are not limited to, the following:
 - a. Incorrect judgment of competency achievement.
 - b. Non-compliance with the Assessment Plan.
 - c. Allegations of assessor bias.
 - d. Allegations of assessor incompetence.
 - e. Incorrect information provided by the assessor regarding the assessment process.
 - f. Inappropriate assessment methods for the competency in question.
 - g. Faulty or inadequate equipment.
 - h. Unsuitable assessment conditions.
- 3. Appellants can provide details of their appeal either verbally or in writing using the Appeal Form. If the appeal was made verbally, the C.ex Group Training Solutions member to whom the appeal was raised will request the appellant to complete the Appeal Form.
- 4. All appeals must be lodged within 7 calendar days of the assessment result notification to the client unless the appellant has justifiable reasons for a delay.
- 5. The assessor shall inform students of their right to appeal the assessment decision after notifying them of the decision if they believe they have valid grounds to do so.
- 6. All appeal forms must be submitted to the Training Manager, who will assign another trainer or a panel of trainers to review the assessment. The trainer who conducted the original assessment may not review their own assessment or be part of the review panel.
- 7. The Training Manager shall notify the appellant upon assignment of the appeal to a trainer or a panel of trainers.
- 8. All appeals will be handled confidentially and will not affect or bias the participant's progress in any current or future training.
- 9. The trainer tasked with the review or the panel (the "Reviewers") must all be qualified to assess the course in question. The Reviewers have 5 days from receiving the assignment from the Training Manager to complete the review and submit their findings and recommendations.
- 10. An investigation into an appeal may result in one of the following outcomes:
 - a. Appeal upheld: Options include reassessment, granting appropriate recognition, or conducting a new assessment.
 - Appeal rejected/not upheld: The client may be required to undergo further training or experience, resubmit evidence, or undertake a new assessment in accordance with the C.ex Group Training Solutions assessment policy.
- 11. The Reviewers shall provide a written decision explaining the basis of their findings and recommendations, which will then be forwarded to the RTO Manager.
- 12. If the Reviewers require additional time to review and provide recommendations, they must notify the Training Manager, who will, in turn, inform the appellant. Reviewers should not take more than 15 days to submit their recommendations.
- 13. The RTO Manager will notify and explain the decision to the appellant. The RTO Manager will contact the appellant and clarify the basis for the findings and decision.
- 14. The RTO Manager will ensure that all correspondence and records related to complaints and appeals, as well as their outcomes, are securely maintained and filed in the students' records.



- 15. If the appeal is expected to take more than 60 calendar days to finalise, the C.ex Group Training Solutions will inform the appellant in writing, providing reasons for the extended timeline. The appellant will also receive regular updates on the progress of the appeal.
- 16. If the appellant is dissatisfied with the outcome of the appeal, a request may be made to the RTO Manager to refer the case to an independent assessor or a panel of assessors.
- 17. The RTO Manager shall inform the appellant of the costs associated with a third-party review and require the appellant to settle these costs before proceeding.
- 18. The selection of the assessor or panel of assessors shall be made through mutual agreement between the parties.
- 19. C.ex Group Training Solutions Management will identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence in line with C.ex Group Training Solutions's Continuous Improvement Processes.



Student Withdrawal and Deferment Policy

Purpose

This policy and procedure defines the circumstances and process for a student to defer, cancel or withdraw from a course they are enrolled in. The document should be read in conjunction with the Student Fees, Charges and Refunds Policy, as there are circumstances where the student may be able to claim for a full or part refund of fees, or charges paid in relation to their training.

Policy

Deferment, cancellation and withdrawal request

Deferment is defined as:

- Postpone the course commencement for no more than six (6) months, or
- A temporary interruption to the course for no more than 12 months, this is also known as suspension.

Cancellation is defined as cessation the course enrolment

Withdrawal is leaving a course after enrolment but prior to the course end date.

Students can only apply to defer, suspend or cancel their enrolments if the course enrolled in is no longer available or there are compassionate or compelling circumstances. Such circumstances are generally beyond the control of the student and have an impact on the student's course progress or the student's wellbeing. Supporting documents must be provided with the application for deferment, suspension or cancellation, such as a medical certificate, police report, psychologists report or any relevant documents. Each request is treated on a case-by-case basis with no guarantees of the outcome.

Withdrawal

To maintain an enrolment, each student must participate, engage in assessments and studies on a regular basis. Where they do not, the student will be contacted to determine if continuing or withdrawing from their studies.

Students who withdraw from a course prior to completing the qualification will be issued a statement of attainment for any Unit of Competency where they have achieved a 'competent' result prior to their withdrawal, provided all fees due up to that date have been paid in full.

Students are advised about their rights to defer, cancel or withdraw during the pre-enrolment process as well as the induction session, and through publication of this and related policies and procedures. All refund arrangements are subject to requirements outlined in *Refund Policy*.

Course no longer offered

Where C.ex Group Training Solutions ceases to offer a course, students being impacted will be issued a Statement of Attainment with all the units deemed competent.

Procedure

Deferment or Cancellation

Applications for deferment or cancellation must be made in writing to C.ex Group Training Solutions via info@cex.com.au.



The request to defer or cancel an enrolment must be received within fourteen (14) days of ceasing participation in a course.

C.ex Group Training Solutions will notify the student of the outcome within seven (7) days on the date of application received.

Withdrawal

The student must make their application to withdraw using the Request to Withdraw Form.

The Request to Withdraw Form and accompanying documents, must be lodged within fourteen (14) days of ceasing attending class or online study or 10 business days or more prior to the program's commencement.

C.ex Group Training Solutions will review the request, make notation in its Student Management System.

C.ex Group Training Solutions will notify the student of the outcome within seven (7) days on the date of application received and entitled refund if there is any.

Student Participation

Participation in the learning program (online, blended, or face to face) is a requirement of maintaining an enrolment.

C.ex Group Training Solutions regularly reviews the progress of enrolled students.

Students who have not demonstrated participation and/or attendance in their study on a regular basis will be contacted to discuss their options including deferring or withdrawing from their studies.

If no response is received within three (3) times contact attempted, action will be taken to withdraw the student from the course.



C.ex Group Training Solutions Privacy Policy

Purpose

C.ex Group Training Solutions is committed to maintaining the privacy and confidentiality of its Registered Training Organisation (RTO) personnel and participant records. This document is intended to inform of our commitment to respect the personal information of our stakeholders, staff and students. It outlines how we collect, store, use, dispose and disclose personal information, and your rights in relation to that personal information.

Policy

This policy applies to C.ex Group Training Solutions Pty Ltd (RTO Code) ABN:

C.ex Group Training Solutions complies with the Privacy and Personal Information Protection Act 1998, the Health Records and Information Privacy Act 2002, the Privacy Act 1988 and the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, where applicable.

The following sections of this policy outline how we manage personal information.

Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure

C.ex Group Training Solutions retains a record of personal information about all individuals with whom we undertake any form of business activity. C.ex Group Training Solutions must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:

- Providing services to clients
- Managing employee and contractor teams
- Promoting products and services
- Conducting internal business functions and activities
- Requirements of stakeholders.

As an RTO regulated by the ASQA, C.ex Group Training Solutions is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments.

In particular, the legislative instruments:

- Standards for Registered Training Organisations 2015
- Data Provision Requirements 2012.

Kinds of personal information collected and held

The following types of personal information are generally collected:

- Contact details
- Employment details
- Educational background
- Demographic Information
- Course progress and achievement information
- Financial billing information



The following types of sensitive information will be collected and held:

- Identity details
- Complaint or issue information
- Disability status and other individual needs
- Indigenous status
- Background checks (when necessary or where applicable).

Where C.ex Group Training Solutions collects personal information of more vulnerable segment of the community (such as children), additional practices and procedures are also followed.

Parent/guardian consent form and contact details are also obtained

How personal information is collected

C.ex Group Training Solutions's usual approach to collecting personal information is to collect any required information directly from the individuals concerned. This may include the use of forms (such as registration forms, enrolment forms or service delivery records) and the use of web-based systems (such as online enquiry forms, web portals or internal operating systems).

How personal information is held

C.ex Group Training Solutions's usual approach to holding personal information always includes robust storage and security measures. Information collected is:

- As soon as practical, converted to electronic means
- Stored in secure, password protected systems, such as financial system, learning management system and student management system
- Monitored for appropriate authorised use

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. Virus protection, backup procedures and ongoing access monitoring procedures are in place.

Destruction of paper-based records occurs as soon as practicable in every matter, using secure shredding and destruction services at all C.ex Group Training Solutions sites.

Individual information held across systems is linked through an allocated identification number for each individual.

Retention and Destruction of Information

C.ex Group Training Solutions securely disposes the documents for which personal information records are kept. In the event of our organisation ceasing to operate the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to the ASQA, as required by law.

Accessing and seeking correction of personal information

C.ex Group Training Solutions confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals must contact C.ex Group Training Solutions staff and request an Access to Records Form.

In all cases where access is requested by a third party, C.ex Group Training Solutions will ensure that:

Parties requesting access to personal information are robustly identified and vetted



- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter)
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

Making our Privacy Policy available

C.ex Group Training Solutions provides its Privacy Policy to students during its pre-enrolment process and induction process.

Review and Update of this Privacy Policy

C.ex Group Training Solutions will review this Privacy Policy:

- On an ongoing basis, as suggestions or issues are raised and addressed, or as government required changes are identified
- Through our internal audit processes on a regular basis
- As a part of any external audit of our operations that may be conducted by various government agencies as a part of our registration as an RTO or in normal business activities
- As a component of each complaint investigation process where the compliant is related to a privacy matter.

Australian Privacy Principle 2 – Anonymity and pseudonymity

For general enquiries, C.ex Group Training Solutions provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a matter, whenever practical.

Requiring identification

C.ex Group Training Solutions must require and confirm identification of individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a Condition of Registration for all RTOs under the National Vocational Education and Training Regulator Act 2011 that we identify individuals and their specific individual needs on commencement of service delivery and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

There are also other occasions within our service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.

Australian Privacy Principle 3 — Collection of solicited personal information

C.ex Group Training Solutions only collects personal information that is reasonably necessary for our business activities. All information we collect is collected by lawful and fair means.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

C.ex Group Training Solutions may from time to time receive unsolicited personal information. Where this occurs, we promptly review the information to decide if we could have collected the information



for the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy, otherwise it is destroyed.

Australian Privacy Principle 5 – Notification of the collection of personal information

Whenever C.ex Group Training Solutions collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards.

Our notifications to individuals on data collection include:

- C.ex Group Training Solutions's identity and contact details, including the position title, telephone number and email address of a contact who handles enquiries and requests relating to privacy matters
- The facts and circumstances of collection such as the date, time, place and method of collection, and whether the information was collected from a third party, including the name of that party
- If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection
- The purpose of collection, including any primary and secondary purposes
- The consequences for the individual if all or some personal information is not collected
- Other organisations or persons to which the information is usually disclosed, including naming those parties.

Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations, website form acceptance of details or in person through questioning.

Collection from third parties

Where C.ex Group Training Solutions collects personal information from another organisation, we:

- Confirm whether the other organisation has provided the relevant notice above to the individual
- 2. Whether the individual was otherwise aware of these details at the time of collection
- 3. If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.

Australian Privacy Principle 6 – Use or disclosure of personal information

C.ex Group Training Solutions only uses or discloses personal information it holds about an individual for the primary purposes for which the information was collected, or secondary purposes in cases where:

- An individual consented to a secondary use or disclosure
- An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection
- Using or disclosing the information is required or authorised by law.

Requirement to make a written note of use or disclosure for this secondary purpose

If C.ex Group Training Solutions uses or discloses personal information in accordance with an enforcement related activity we will make a written note of the use or disclosure, including the following details:



- The date of the use or disclosure
- Details of the personal information that was used or disclosed
- The enforcement body conducting the enforcement related activity
- If the organisation used the information, how the information was used by the organisation
- The basis for our reasonable belief that we were required to disclose the information.

Australian Privacy Principle 7 – Direct marketing

C.ex Group Training Solutions does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing
- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').

On each of our direct marketing communications, C.ex Group Training Solutions provides a prominent statement that the individual may request to opt out of future communications, and how to do so.

An individual may also request us at any stage not to use or disclose their personal information for the purpose of direct marketing, or to facilitate direct marketing by other organisations. We comply with any request by an individual promptly and undertake any required actions for free.

We also, on request, notify an individual of our source of their personal information used or disclosed for the purpose of direct marketing unless it is unreasonable or impracticable to do so.

Australian Privacy Principle 8 – Cross-border disclosure of personal information

Before C.ex Group Training Solutions discloses personal information about an individual to any overseas recipient, we take reasonable steps to ensure that the recipient does not breach any privacy matters in relation to that information.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

C.ex Group Training Solutions does not adopt, use or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements
- Where reasonably necessary to verify the identity of the individual
- Where reasonably necessary to fulfil obligations to an agency or Government Authorities
- As prescribed by regulations.

Australian Privacy Principle 10 – Quality of personal information

C.ex Group Training Solutions takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete. We also take reasonable steps to ensure that the personal



information we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.

This is particularly important where:

- When we initially collect the personal information
- When we use or disclose personal information.

C.ex Group Training Solutions takes steps to ensure personal information is factually correct. In cases of an opinion, we ensure information considers competing facts and views and makes an informed assessment, providing clear this is an opinion. Information is confirmed up to date at the point in time to which the personal information relates.

Quality measures in place supporting these requirements include:

- Internal practices, procedures and systems to audit, monitor, identify and correct poor-quality personal information (including training staff in these practices, procedures and systems)
- Protocols that ensure personal information is collected and recorded in a consistent format, from a primary information source when possible
- Ensuring updated or new personal information is promptly added to relevant existing records
- Providing individuals with a process to review and update their information
- Reminding individuals to update their personal information at critical service delivery points (such as from application to enrolment and completion) when we engage with the individual
- Contacting individuals to verify the quality of personal information where appropriate when it is about to used or disclosed, particularly if there has been a lengthy period since collection
- Checking that a third party, from whom personal information is collected, has implemented appropriate data quality practices, procedures and systems.

Australian Privacy Principle 11 — Security of personal information

C.ex Group Training Solutions takes active measures to consider whether we can retain personal information we hold, and to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

We destroy or de-identify personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to C.ex Group Training Solutions offices and work areas is limited to our personnel only - visitors to our premises must be authorised by relevant personnel and are always accompanied. Any information in a paper- based form, is maintained in an appropriately secure place to which only authorised individuals have access.

Regular staff training and information bulletins are conducted with C.ex Group Training Solutions personnel on privacy issues, and how the Australian Privacy Principles apply to our practices, procedures and systems. Training is also included in our personnel induction practices.

We conduct internal audits as to the adequacy and currency of security and access practices, procedures and systems implemented.

Australian Privacy Principle 12 — Access to personal information



Where C.ex Group Training Solutions holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:

- Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf
- Respond to a request for access:
 - Within 14 calendar days, when notifying our refusal to give access, including providing reasons for refusal in writing, and the complaint mechanisms available to the individual
 - Within 30 calendar days, by giving access to the personal information that is requested in the way it was requested.
- Provide information access free of charge.

Australian Privacy Principle 13 – Correction of personal information

C.ex Group Training Solutions takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

Individual Requests

On an individual's request, we:

- Correct personal information held
- Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.

In cases where we refuse to update personal information, we:

- Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual
- Upon request by the individual whose correction request has been refused, take reasonable steps to associate a statement with the personal information that the individual believes it to be inaccurate, out-of- date, incomplete, irrelevant or misleading
- Respond within 14 calendar days to these requests
- Complete all actions free of charge.

Correcting at C.ex Group Training Solutions initiative

We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

How to contact us to make a privacy complaint

If you have a query or concern about this Privacy Policy or how we manage your personal information, or wish to make a complaint in relation to a breach of your privacy, you can contact us by trainingsolutions@cex.com.au

We take all privacy complaints seriously and will investigate your complaint in a confidential manner. We will inform you the investigation outcome within a reasonable timeframe.



Forms

Complaint Lodgement Form
Complainant to complete when lodging a formal complaint

| Name | | | | Date of lodgement of the | |
|---|-----------|-------------|------------------|--------------------------|--|
| | | | | complaint | |
| Course | | / | | Course Start Date | |
| Mobile Number | | 1 | | Course End Date | |
| Email Address | | / | | | |
| | | | | | |
| Details of the Compl | aint | | | | |
| Date incident | /- | | | | |
| occurred | //= | | | | |
| Location incident | Ех. сатр | us, online, | etc | | |
| occurred | 1 | | | | |
| Persons involved | | | | | |
| (other than | | | | | |
| yourself) | | | | | |
| Outline what occurr | ed or wha | t the comp | olaint is all al | oout | |
| | | | | | |
| Were there any injuries, or damage to property? If Yes, please | □ Yes | □ No | | | |
| describe the injuries or damage? | | | | | |
| Were there any witnesses? | ☐ Yes | □ No | | | |
| If Yes, please provide their names. | | | | | |
| Other relevant infor | mation | | | | |
| | | | | | |



| Declaration |
|--|
| This is to confirm that I all information I provide in this form are true and correct to the best of my knowledge. |
| Signature of Complainant - Date |

| | | Office Use Only |
|-------------------|----------------------------|--|
| This com | plaint was | acknowledged within 48 hours of receipt. |
| □ Yes | □ No | Name and initial of Authorised Officer: |
| | plainant ha days to res | is been notified if it is expected that the complaint will require more than 30 solve. |
| □ Yes | □ No | Name and initial of Authorised Officer: |
| This com closure. | plaint has I | been entered into Complaints and Appeals Register and will be monitored to |
| □ Yes | □ No | Name and initial of Authorised Officer: |
| | | |



Appeal Form (Non-academic)

Appellant to complete when lodging Appeal

| Appellant | Name | |
|-------------|------------------------------|---|
| Course | | |
| Mobile N | umber | |
| Email Add | lress | |
| | | |
| Details of | the Appea | |
| | _ | |
| Complain | | of the community |
| Date of 10 | oagement (| of the complaint: |
| Rationale | for the app | peal: |
| | • • | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| Other rele | evant infor | mation |
| | | |
| | | |
| | | |
| | | |
| | | |
| | <u> </u> | |
| | | Declaration |
| This is to | anfirm tha | at all information I provide in this form are true and correct to the best of my |
| knowledg | | it all illiornation i provide in this form are true and correct to the best of my |
| Kilowicug | С. | |
| | | |
| | | Signature of Appellant - Date |
| | | |
| | | |
| | | |
| | | |
| | | Office Use Only |
| This appe | al was ackr | nowledged within 48 hours of receipt. |
| | _ | |
| ☐ Yes | □ No | Initial of Authorised Officer: |
| The same | llout kaa laa | non-matified if it is appropriated that the appropriate will require many them 20 |
| | liant has be days to reso | een notified if it is expected that the appeal will require more than 30 |
| calciludi (| uays to 1850 | JIVE. |



| □ Yes | □ No | Initial of Authorised Officer: |
|--------------------|-------------------|--|
| This appe closure. | llant has been ei | ntered into Complaints and Appeals Register and will be monitored to |
| □ Yes | □ No | Initial of Authorised Officer: |



Assessment Outcome Appeal Form

Appellant to complete when lodging an Assessment Outcome Appeal

| Appellant Name | | Date of | |
|-----------------------------|--|-----------------------|----------------|
| | | lodgement | |
| Course | | | |
| Mobile Number | | | |
| Email Address | // | | |
| | | | |
| Details of the Appea | | | |
| Location of | | | |
| Assessment(s) | | | |
| Name of Assessor | | | |
| Unit(s) of | | | |
| Competency Assesse | d | | |
| Type of Assessment | (Please tick the appropriate b | ox/es): | |
| | | | |
| | ☐ Written questions and ans | swers | |
| | ☐ Examination | | |
| | ☐ Oral questioning | | |
| | ☐ Practical demonstration: o | bservations and che | cklists |
| | ☐ Case studies and problem | | |
| | ☐ Role play or workplace sin | - | |
| | ☐ Portfolio of completed wo | | |
| | · | лк | |
| | ☐ Project ☐ Third party reports from work placement supervisor | | |
| | | | rvisor |
| | ☐ Other | | |
| Appeal Explanation | | | |
| | eve the assessment outcome was | incorrect or other re | asons for your |
| assessment outcome | | medirect or other re | usons for your |
| assessment outcome appears | | | |
| | | | |
| | | | |
| What response or ac | tion do you seek or expect? | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | Declaration | <u> </u> | |
| | Decidiation | | |
| This is to confirm tha | This is to confirm that all information I provide in this form is true and correct to the best of my | | |
| knowledge. | | | |
| | | | |
| | Signature of Appellant - Date | | |
| | o.o.iatare or rippent | | |



| | | Office Use Only |
|-------------------|-----------------------------------|---|
| This app | eal was acknow | vledged within 48 hours of receipt. |
| □ Yes | □ No | Initial of Authorised Officer: |
| | ellant has been days to resolv | notified if it is expected that the appeal will require more than 30 e. |
| □ Yes | □ No | Initial of Authorised Officer: |
| This app closure. | ellant has beer | entered into Complaints and Appeals Register and will be monitored to |
| □ Yes | □ No | Initial of Authorised Officer: |



Request to Withdraw Form

| Section I - Enrolment Lietal | l- |
|--|--|
| Section 1 – Enrolment Detai | IS . |
| Student Name | |
| Qualification/ Training | |
| Product Enrolled | |
| Course Start Date | |
| Proposed Withdrawal | |
| Date | |
| Time elapsed since course | |
| commenced | |
| | |
| Section 2 – Student's Notific | ation |
| the course. | related to the RTO's performance now prevent me from continuing |
| · · | ails and attach. This should be comprehensive and where that supports your request to withdraw is also |
| AND I have raised my on Please provide details of | and attach. In the interest of continuously improving our |
| Scrvices, pieuse provide | e as comprehensive information as possible. |
| | e as comprehensive information as possible. |
| Student Signature | e as comprehensive information as possible. |
| Student Signature Date of Signature | |
| Student Signature | |
| Student Signature Date of Signature Time elapsed since course c | ommenced |
| Student Signature Date of Signature | ommenced |
| Student Signature Date of Signature Time elapsed since course of Section 3 – For RTO's Complete The RTO is withdrawing the | ommenced |



| | otification was not obtained but the following informal or attempts to contact the student are documented in the |
|--------------------------------|--|
| | verbally advised an RTO staff member (name:) of their o withdraw on(date). |
| ☐ The studer (date). | nt advised the RTO by email of their intention to withdraw on |
| following t | rempted to contact the student on the following dates he student's absence from training or an informal n to withdraw: |
| | List all dates: |
| Based on <rto name="">'s</rto> | Fees, Charges and Refunds Policy, the student is: |
| ☐ Eligible for a refu | und (Form passed to Finance to administer the refund) |
| ☐ Not eligible for a | refund. |
| Additional Notes | |
| | |
| | |
| | |
| | |
| | |
| Staff Name | |
| Staff Signature | |
| Position Date | |
| Date | |