



# Student Handbook

Registered Training Organisation

RTO 41256

August 2024

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# General Information

## 1. Handbook Introduction

The information contained in this document has been developed to assist students who are considering undertaking a course with Cubic Defence Australia. It provides essential and useful information about enrolments, training, student support, rights and responsibilities, fees and changes.

Please read and review the student handbook information prior to undertaking your training with us.

Before you complete and sign your enrolment form, please be certain that you have read through this handbook and understand all its contents including the Student Declaration. If you do not understand some information, we urge you to contact us on (07) 4775 1881 speak to one of our student administration members. By finalising, signing and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

## 2. Provider Details

Cubic Defence Australia supports the design and execution of advanced exercises and specialised training, as required by the Australian Army, Royal Australian Navy, and Royal Australian Air Force.

We provide exercise planning and management support, simulated environmental effects, medical training support and personnel capability, such as role players.

It is through this industry experience that our Registered Training Organisation (RTO) is a proud training provider offering a niche set of Accredited Courses and short courses for professional development in aligned industries. We are the Course Owner of the only Vocational Education and Training Course in Simulation and Interactive Technologies.

We offer training by advanced industry professionals in specialised areas and deliver students and Organisations with confidence in practical skills.

When choosing a training or education provider, it is important to consider whether the provider and the course will meet your needs and expectations. The National Vocational Education and Training (VET) Regulator Australian Skills Quality Authority (ASQA) have developed a [Fact Sheet](#) to use when making this decision.

As a National VET Regulator (NVR) Registered Training Organisation, we are required to comply with the Standards for RTOs 2015 which guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

<b>RTO Provider Number</b>	41256
<b>RTO Name</b>	Cubic Defence Australia
<b>Website</b>	<a href="http://www.cubic.edu.au">www.cubic.edu.au</a>
<b>Registration Details</b>	<a href="https://training.gov.au/Organisation/Details/41256">https://training.gov.au/Organisation/Details/41256</a>

## 2.1 Contact Information

Cubic Defence Australia is committed to supporting your learning journey with clarifying any questions you may have. Contacts are as follows.

Contact	Enquires related to	Contact Details
RTO Director	Compliance Complaints	Andrew Warlow
RTO Student Administration	Enrolment Fees Policies and Procedures Copies of qualifications	Amy Dalling Ayisha Lewis
Your Trainer and Assessor	Learning Resources Assessment Feedback Course Questions	Find these details in your Student Portal

## 3. Marketing and Advertising

Cubic Defence Australia ensures that all marketing and advertising of AQF and VET qualifications to prospective clients is accurate and consistent with its scope of registration and that no comparisons are made (notably of a disparaging nature) with any other training organisation. All Cubic Defence Australia Ltd, promotional information and course outlines, profiles and schedules can be found on our RTO Website [www.cubic.edu.au](http://www.cubic.edu.au).

## 4. Governance and Compliance

Cubic Defence Australia maintains governance arrangements across all operations within its scope of operation. The RTO Director ensures that Cubic Defence Australia complies with the VET Quality Framework and any national guidelines approved by ASQA and the Australian Qualifications Framework (AQF). This means that training complies with the regulated standards and that the RTO will continue to improve its training products and systems to maintain our registration as a reputable RTO. This includes:

- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [VET Quality Framework](#)
- [Australian Skills Quality Authority \(ASQA\)](#)
- [Australian Vocational Education and Training Management Information Statistical Standard \(AVETMISS\)](#)
- [National Centre for Vocational Education Research \(NCVER\)](#)
- [Australian Qualifications Framework \(AQF\)](#)
- [National VET Data Policy](#)

Additionally, Cubic Defence Australia abides by a range of State and Commonwealth level requirements that also establish obligations on our responsibilities as a training organisation and your responsibilities and rights as a student. A summary of these include.

- Anti-discrimination
- Apprenticeships and traineeships
- Children and Young People
- Equal Opportunity
- Unique Student Identifier
- Fair Work (including harassment and bullying)
- Privacy
- Workplace Health and Safety
- Spam and Cyber Security
- Consumer Protection

Copies of State and Federal legislation can be found on the Internet at [www.australia.gov.au](http://www.australia.gov.au) and [www.legislation.com.au](http://www.legislation.com.au)

Our continuous improvement processes ensures that there is full transparency of feedback of trainers, students and other stakeholders across the organisation and steps are implemented for continuous improvement and evaluation.

## 5. Policies

A range of policies underpin Cubic Defence Australia's RTO operations. The following policies are directly relevant to your enrolment and learning experience. The details of these can be found in Section 3: Student Policies.

These include:

- Code of Conduct
- Complaints and Appeals Policy
- Credit Transfer Policy Fees and Charges Policy
- Issuance of Certification Policy
- Learner Support, Access, Equity and Student Welfare Policy
- Marketing and Advertising Policy
- Privacy Policy
- Student Fee Refund Policy
- Student Records and Data Management Policy
- Website Terms of Use

A copy of other operational policies can be requested by contacting the Cubic Defence Australia RTO Administration Officer.

## Student Enrolment Information

### 6. Course Information

Our website has a comprehensive range of information that will help you make an informed decision concerning the training we provide. This includes:

- Specific Course Information including delivery and assessments.
- Fee Structure, Cancellations and Refund policies
- Student Policies and Expectations

### 7. Application for Enrolment

Enrolments into our courses will depend on whether you are attending a public course, are internal personnel or if Cubic or a partner has been engaged by an organisation to complete training for a group.

All our courses are scheduled and within a specific timeframe. Rolling enrolments and self-paced study are not offered except for recognition of prior learning (RPL). Upon successful application for enrolment, a letter of offer will be provided.

#### 7.1 Prerequisites

Enrolment and admission into some courses are subject to meeting certain prerequisite conditions. Specific details of the prerequisites pertaining to these training courses are contained in individual course documentation and are made available prior to enrolment. All course information is located on our website.

In the case that a potential student does not meet the prerequisite conditions, we will endeavour to assist you in understanding your options regarding meeting the standards. Any questions regarding prerequisites can be addressed by contacting our student administration team on the contact details provided in this handbook.

#### 7.2 Enrolment Process

Cohort Type	Enrolment Process
Public	Public courses are timetabled and available for enrolment on our website. To enrol complete the Application for enrolment form online at
Internal	Courses are timetabled and available for Cubic Defence Australia personnel. An Application for Enrolment form will be sent to you via email after the RTO Administrator is advised of your requested enrolment by your line manager.  Normal Cubic Defence Australia training and professional development processes are to be followed. This enrolment form must be completed prior to training commencing.
Third Party	Cubic Defence Australia provide training to industry partners including Army, Airforce, Navy and external partner Organisations. Courses are run privately by experienced CUBIC professionals. For a proposal and to arrange training please contact the RTO Partners Administrator on the contact details specified in the Contact Information Section.  An Application for Enrolment form will be sent to nominated personnel for completion. This enrolment form must be completed prior to training commencing.

*Note - You must provide your Unique Student Identifier on your enrolment form.*



Our team assess Applications for Enrolment and will contact applicants if additional information or documents are required as part of the overall enrolment process.

Once all documents are received individual participants will receive a Receipt of Application email. The Receipt of Application will detail important information such as:

- Enrolment details including start date of the course and location and requirements for face-to-face training days.
- Enrolled course details including qualification code and qualification name or unit of competency code and unit of competency description.
- Access specifics to our Learning Management System (LMS) aXcelerate.
- Details of learning and administrative support.
- Learning support that will be available to you such as administration support; mode of learning; and pre-learning requirements (where required).

### 7.3 Unique Student Identifier and VET Transcripts

Your Unique Student Identifier (USI) is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia. If you're at an RTO, TAFE or doing other nationally recognised training, you need a USI. Without one, you can't obtain Commonwealth financial assistance or your qualification or statement of attainment.

This system was implemented by the Australian Government in 2015, showing student achievements from 1 January 2015 onwards. It allows you access to a secure online record of all qualifications you've previously gained, regardless of the provider.

Cubic Defence Australia needs your USI to issue Certificates or Statements of Attainment. Therefore, it is mandatory all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/Students/create-your-usi> for more information, and instructions on how to apply.

USI account holders can access their VET outcomes online in the form of an authenticated USI VET transcript. VET Transcripts can be downloaded and be used to verify training outcomes or apply for credit transfers.

### 7.4 Language, Literacy and Numeracy

Clause 1.7 of the Standards for RTOs requires an RTO to determine the support needs of individual learners and provide access to educational and support services necessary for the individual to meet the requirements of the training product.

In maintaining this obligation Cubic Defence Australia will in most instances require completion of a Language, Literacy and Numeracy (LLN) skills assessment prior to commencement of study. This helps us to understand any potential issues to support students in the following five (5) core skill areas: reading, writing, oral communication, learning and numeracy. Participants will receive a weblink for this online test after Receipt of Application email. Once results of the LLN assessment satisfy the course entry threshold result levels, a **Letter of Offer** into the course will be sent. Where possible, we can make reasonable adjustments to ensure that all learners have equal access to learning opportunities.

Where it is reasonable for the RTO to expect that the participants in a cohort would have reasonable LLN skills to complete the enrolled course (such as an internal Cubic Employee or an Employee of an organisation conducting a private cohort) a LLN is not required. In this instance Participants will receive a weblink for a self-survey to identify any areas of concern or support that the individual may require.

## 8. Letter of Offer and Student Declaration

When an enrolment application has been successful, a Letter of Offer will be provided. By accepting the offer, you are agreeing to the Student Declaration. By agreeing to the declaration, you are

acknowledging that you have read and understood its terms and you agree to be bound by the by-laws, rules and policies of the RTO and understand your responsibilities as a Cubic Defence Australia RTO Student.

## 9. Course Outline/Learning Materials

After successful enrolment, you are given access to the online learning platform called aXcelerate. This is where you will access all your learning and assessment materials. A 'Welcome' email will be sent with login details to enable your access to aXcelerate. We recommend you login and familiarise yourself with the system prior to class. A tutorial on how to use aXcelerate in more detail will be provided during the course Orientation session.

## 10. Orientation

Accredited courses will have an orientation session prior to training commencing. Orientation is important as it will help you navigate all the different aspects of your course. The Orientation session may be integrated with the first workshop/class, or it may be a separate event.

Orientation sessions are not provided for short courses. However, if you have any questions or concerns prior to the course it is recommended to get in contact with your trainer who can provide you with orientation and general advice.

## 11. Course Fees and Fee Guarantee

Cubic Defence Australia accepts enrolments from internal personnel, external third-party Organisations as part of a service delivered, and enrolments from individuals. Course fees for individual enrolments are published on our website. Course fees for third-party arrangements are indicatively published on our website, however, may be subject to discounts or additional fees based upon specific service level arrangements agreed upon on a case-by-case basis.

Where Cubic accepts enrolments from internal personnel, course fees and administration will be managed in accordance with existing training procedures and approvals processes.

Where Cubic Defence Australia works with enterprises, and course fees are covered by employers, individual students will not be subject to fees or additional charges (unless specifically arranged with their employer).

Course fees are due and payable at the time of enrolment unless otherwise negotiated. No Statement of Attainment or Qualification will be issued until full and final payment has been received.

Cubic Defence Australia does not charge in advance for courses that are enrolled by private fee holding individuals. The intent of this is to ensure that mechanisms are in place to protect the student's investment. Cubic will invoice quarterly in advance for Qualifications for 3 units at a time.

## 12. Privacy and Personal Information

### 12.1 Your Personal Information

All Registered Training Organisations must collect a range of data from their students and report all this delivery activity to the National Centre for Vocational Education Research (NCVER). This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, as per the National VET Data Policy.

This policy provides information to students about how their personal information is protected, collected used and disclosed. Information on the NCVER Privacy Policy can be found at <https://www.ncver.edu.au/privacy>

Students of Cubic Defence Australia may be contacted and requested to participate in a range of surveys organised by State or Commonwealth governments, industry or the Organisations mentioned above.

## 12.2 Privacy

Cubic Defence Australia considers student privacy to be of utmost importance and strongly supports the privacy and confidentiality of its students in all aspects of its business operations. Information is collected and stored in accordance with the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles 2014.

Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out student information to any person or agency without the permission unless we are required to do so by law. More information is available in the Cubic Defence Australia Privacy Policy.

### 12.2.a Access to Your Records

Students have the right to request information or have access to their own individual records. If a student wishes to access their student file, they need to direct their enquiry to their trainer who will be able to provide the requested information or access.

If a student wishes to access any hard copy records, they must provide suitable photo identification, such as a current driver's license or passport and visual verification by way of in person or via video conference. prior to access being granted. The student will be able to view all records privately.

More information is available in the Cubic Defence Australia Training Privacy Policy.

## 13. Refund and Cancellation Policy

When an applicant accepts a place offered by Cubic Defence Australia and pays the fees or when an Organisation provides a purchase order and or pays on a quote for training it means a binding contract is created.

Notification of cancellation/withdrawal from unit/s of competency, withdrawal, or deferral from a course of study must be made in writing.

In the case of cancellation/withdrawal, the following cancellation fees will apply.

- Withdrawal from a course or qualification one (1) week prior to commencing any learning and/or assessment tasks associated with the course or qualification, you will receive a full refund.
- Withdrawal from a course or qualification less than one (1) week prior to commencing any learning and/or assessment tasks associated with the course or qualification, you will be required to pay all course fees due. This includes students who withdraw after the course commences.
- Refunds are not applicable for any course or qualification for withdrawals less than one (1) week.

Students wanting to withdraw will need to submit a Course Transfer/Deferment/Withdrawal Application form. Once it has been received, the student will receive confirmation of receipt within two (2) business days. Students will be notified of the outcome of their application within seven (7) business days from confirmation of receipt.

Students wanting to appeal decisions must do so in writing using The RTO Appeals form found on our website.

### 13.1 Extenuating Circumstances

In certain circumstances, Cubic may consider a formal request by a student for extenuating circumstances, which will be considered at the sole discretion of Cubic RTO Director.

For the extenuating circumstances to be considered, the student must supply supporting documentation including:

- A letter written by yourself, outlining your circumstances is not sufficient evidence. You must provide independent documentation that substantiates your claim. You will need to ensure that your supporting documentation is on an official letterhead (if relevant) and signed and dated.
- If the circumstances existed prior to the relevant withdrawal deadline, then your supporting documentation must show how your circumstances became worse after the withdrawal deadline.

## 14. Guarantee of Training

Cubic Defence Australia reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances.

Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered. Cubic Defence Australia reserves the right to change course fees, dates, content, trainers, or method of presentation at its discretion. Cubic Defence Australia undertakes that in the event they are unable for any reason to deliver training that has been paid for in full, they will refund the course fees or make alternative arrangements.

## 15. Anti-Discrimination and Harassment

Cubic Defence Australia prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status
- Disability

Prior to, and during our courses, we endeavour to ensure students are aware of the correct resources to facilitate successful completion of their course.

Our training and assessment practices promote flexibility in learning and assessment. This means we will work with you to maximise learning outcomes through providing options that are responsive to your individual needs and allowing access to support for individual circumstances.

We also ensure that those with differing needs and abilities have the same opportunities to successfully gain skills, knowledge, and experience through training. We are committed to providing and promoting equal opportunities for all students to be successful.

## Training and Assessment

### 16. Alternative Pathways

Cubic Defence Australia provide several pathways to recognising prior skills, knowledge and training that can be used as an alternative pathway to obtain accreditation or assessment. These are Recognition of Prior Learning (RPL), Assessment Only and Credit Transfer.

Students may use any or multiple alternative pathways for one unit of competency or more up to a full qualification.

Applications for RPL or Assessment Only Pathway can be made by completing the Application for Alternative Assessment Pathway. A Trainer and Assessor will undertake an Alternative Pathways

discovery session to determine whether this is an appropriate pathway to remove the risk of not being able to complete.

Pathway	Description
Credit Transfer	<p>Credit Transfer can be awarded where you have successfully completed the same Unit of Competency. The Unit of Competency may have been completed as part of another qualification and where they are within the eligibility period of a unit of competency.</p> <p>Cubic Defence Australia recognises qualifications and Statements of Attainment issued by other RTOs where there is not a period of validity such as a working at heights and first aid.</p> <p>We verify your certification with the issuing RTO prior to approving a Credit Transfer. To enquire about your eligibility for Credit Transfer, please talk to our team during your enrolment. process. To request credit transfer please submit your VET Transcript via the Application for Alternative Pathway form.</p>
Recognition of Prior Learning (RPL)	<p>RPL is an assessment process by which we evaluate skills and knowledge obtained through previous studies, work and or life experiences.</p> <p>Cubic Defence Australia provides RPL for units of competency. Students may obtain RPL for one or more unit of competency.</p> <p>In undertaking an RPL students are required to complete an RPL Assessment via our online Student Portal. This process involves answering several questions and providing context on how you have met and can demonstrate competency, provision of a portfolio of substantiating evidence and one or more third party reports provided by an independent party who can verify that they have observed and can verify that you have the skills and knowledge. In any RPL assessment at least 50% of all information provided must be with five (5) years of currency.</p>
Assessment Only	<p>Where evidence of previous study and/or work experience cannot be accessed to support a submission for Recognition of Prior Learning, you may be eligible to complete your studies via an Assessment-only pathway. There are criteria of eligibility for an Assessment-only approach so when enrolling, please speak to our team to determine whether this applies to you.</p>

## 17. Your Safety

Cubic is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the RTO staff.

- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas neat and tidy at all times.
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area.
- Observe hygiene standards particularly in eating and bathroom areas.

### 17.1 Electrical equipment

- Electrical equipment that is not working should be reported to Cubic staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### 17.2 Fire safety

- Cubic will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event, and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### 17.3 First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents and near misses must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

### 17.4 Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Cubic unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### 17.5 Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

## 18. Competency-Based Training

Vocational Education and Training is Competency-Based Training (CBT). CBT focuses on your ability to receive, respond to and process information to achieve competency. It is geared towards the attainment and demonstration of skills to meet industry-defined standards, and the learning content is primarily designed to prepare you for the workplace.

Our Trainers/Assessors are appropriately qualified and have extensive industry experience to deliver up-to-date training content in unique and specific circumstances ensuring you are “workplace ready”

on completion of your studies. Cubic Defence Australia implements blended learning using the following methods:

- Face-to-face classroom workshops.
- Online workshops.
- Online learning materials.
- Practical activities.
- Projects.
- Application in the workplace.

## 19. Qualified Trainers and Assessors

All Cubic Defence Pty Ltd trainers and assessors have long and valuable industry experience as well as demonstrated vocational experience in delivering training and assessment as required under ASQA Standards for Registered Training Organisations.

Individuals involved in the delivery of training and/or evaluation of student assessment materials are required to comply with the principles of assessment and rules of evidence as described in Clause 1.8 of the Standards for Registered Training Organisations when involved in the learning and assessment process. Cubic Defence Australia ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

- The necessary training and assessment competencies as stated in the Standards for RTOs
- Relevant vocational competencies at least to the level being assessed.
- Demonstrated current industry skills and knowledge.
- Familiarity with Equal Employment Opportunity and Workplace Health and Safety principles.
- Current working with Children Check or National Police Check.

Approved Trainers and Assessors will:

- Adhere to Cubic Defence Australia Facilitator Guides and timeframes governing the delivery of training and assessment activities for each course of study in which a student is involved.
- When required provide support to students to assist with queries during the learning process.
- Provide timely and accurate feedback to students relating to their assessment tasks.
- Keep accurate and secure records of student assessment results.
- Provide accurate data relating to the student's assessment results and progress through the learning process.
- Report on a student's progress and results clearly, concisely, open and honest, focusing only on information of relevance to the student's progress and assessment outcomes.

## 20. Duration of Studies

Prior to enrolment, you will be informed of the course duration. In some courses there may be the option to finish within a shorter timeframe; however, this depends on several factors, including the course schedule, your own efforts and commitment to submitting assessments by the due date/s, and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

## 21. Attendance

During your enrolment, you are expected to attend all workshops and classes scheduled online and in person.

While attendance at workshops and classes is not mandatory, we expect you to attend as it will help further your understanding and learning. Not attending workshops and classes may put you at a disadvantage when it comes to submitting and successfully completing your assessments.



Cubic Defence Australia expects students who are unable to attend scheduled workshops/classes to contact the RTO Administrator within seven (7) business days prior to the workshop date.

We understand that there may be times where, due to unforeseen circumstances, you may be unable to attend a scheduled class. Should this be the case, you will be responsible for catching up on any assigned work and activities. If you are continually struggling to attend scheduled classes, please discuss this with your RTO Administrator to determine other options that may be available, such as transferring to a different cohort.

Please be aware that if you are undertaking a course that has work placement requirements, it is mandatory to attend all sessions of your work placement. Note that you will not be deemed competent in a unit of competency until all hours of work placement are accounted for.

## 22. Support Services

Cubic Defence Australia is committed to assisting students who require additional support, advice or help during their course. To achieve this, you are encouraged to express your learning needs and any special assistance required at any stage during your learning journey. As a student you will have access to support services to provide you with the individual assistance you need to help make your study experience with us a positive one. Administrative support will be provided to help you manage the enrolment process, access, and use our learning management system (Canvas).

Academic support will be provided throughout your course by your Trainer/Assessor. If you are experiencing any difficulties with the course material, managing your time or commitment to your course, or other related matters, please do not hesitate to speak with your Trainer/Assessor or our staff to ask for guidance. Cubic Defence Australia has a diverse range of support services for our students. Where circumstances may affect your learning experience, we will support you where possible, including the possibility of referring you to internal and/or external support services. Please visit the following weblink for further information on our support services

Cubic Defence Australia is concerned for the welfare of our students however do not provide personal counselling or personal support. There are also several external professional organisations who can offer services to help:

- Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)
- Oasis Townsville (07) 4759 8777
- Mates4Mates 1300 4 MATES (62 837)

If you are in an emergency, or at immediate risk of harm to yourself or others, please contact emergency services on 000.

## 23. Withdrawals and Deferrals

Students can transfer into another cohort (where another cohort is available). To do so, they are required to fill out a Course Transfer/Deferral/Withdrawal Application form. Students will be notified of the outcome of their application within seven (7) business days, from confirmation of receipt. Upon successful transfer, students will be issued a new statement of schedule of fees. Transfer of scheduled fees will not be available after the first transfer.

Students can defer their studies for a period of up to twelve (12) months. A student who is deferring will not be able to transfer their scheduled fees and will be required to make full course payment before the deferral is accepted. Students wishing to return to studies after a deferral will need to state their intention to return to studies in writing. Students who do not return to studies within twelve (12) months of deferral will be withdrawn.

***Please note the cancellations and refunds policy before withdrawing.***



## 24. Student Behaviour/Academic Misconduct

Cubic Defence has a responsibility to ensure that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Cubic Defence Australia views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary, up to, and including expulsion from the course.

Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating.
- Harassment, bullying and/or discrimination.
- Falsifying information.
- Any behaviour or act that is against the law.
- Any behaviour that endangers the health, safety and wellbeing of others.
- Intentionally damaging equipment and/or materials belonging to Cubic Defence Australia and/or a partner organisation such as a school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning).
- Suspension from the course.
- Student to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit.
- Matter referred to the police.

Students found guilty of misconduct have a right to lodge an appeal by following our Student Complaints and Appeals process.

## 25. Assessment

### 25.1 Assessment Processes

Units of competency can be assessed on the same day of delivery, or afterwards depending on the mode of delivery. Units of competency delivered by mode of face-to-face for example is likely to be assessed on the same day as delivery.

#### Rules of Evidence

Cubic Defence Australia will ensure our assessment tools meet the Rules of Evidence:

- **Validity** - The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
- **Sufficiency** - The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- **Authenticity** - The assessor is assured that the evidence presented for assessment is the learner's own work.
- **Currency** - The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

#### Principles of Assessment

Assessment approaches will be in line with the Principles of Assessment:

- **Fairness** - The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learner's

needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

- **Flexibility** - Assessment is flexible to the individual learner by:
  - Reflecting the learner's needs.
  - Assessing competencies held by the learner no matter how or where they have been acquired.
  - Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
- **Validity** - Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:
  - Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance.
  - Assessment of knowledge and skills is integrated with their practical application.
  - Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
- **Reliability** - Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## 25.2 Assessment Methods

Cubic Defence Australia complies with all VET Quality Framework and Australian Skills Quality Authority (ASQA) requirements. We actively follow the Principles of Assessment (validity, reliability, fairness, and flexibility) and the Rules of Evidence (authenticity, currency, validity, and sufficiency).

All assessments comply with the respective training package requirements. Your Trainer/Assessor will inform you of specific assessment tasks, including how and when assessments will occur throughout the duration of your course.

Assessments are an opportunity for you to show you can perform the prescribed tasks and have a level of skill to the workplace standard. Each completed assessment is evidence of your performance. Assessment decisions are made after a Trainer/Assessor marks your assessment against pre-defined criteria and quality standards.

In this competency-based environment, there are no 'grades' like school or RTO. Your performance in each assessment task will have an outcome of 'Satisfactory' or 'Not Yet Satisfactory'. All your assessments for the unit are then considered together to determine the final outcome of either 'Competent' or 'Not Yet Competent'.

Assessment methods may include:

- Written and verbal questions:
- Projects
- Reports
- Practical demonstrations
- Case studies
- Supervisor reports
- Portfolios of previously completed work.

## 25.3 Due Dates

Assessment events and due dates will be provided to you in advance. If you cannot meet an assessment deadline, approach your Trainer/Assessor or Course Coordinator before the due date to discuss your options.

## 25.4 Assessment Attempts

You are provided with three (3) occasions to demonstrate your 'Satisfactory' performance in any assessment task. If your performance outcome is 'Not Yet Satisfactory' on your first attempt for an assessment, your Trainer/Assessor will provide feedback about the gaps in your performance and advise of any additional support required/available. This may include you attending additional training, working through part of the assessment again, or doing practice tasks. You will then be given two further attempts for resubmission.

If you receive a 'Not Yet Satisfactory' outcome after three attempts, your final unit outcome will be recorded as 'Not Yet Competent'. Should you wish to continue studying this unit, you will need to re-enrol into the unit to participate in further training.

## 25.5 Statement of Authorship (Plagiarism)

All assessment materials, including but not limited to homework assignments, projects, reports, papers and assignments submitted to a course are expected to be the student's own work. Plagiarism is using someone else's work and pretending it is your own work.

Failing proper acknowledgement of the origin, source, or ownership of material is a form of cheating. When work is submitted for assessment in any form, it is a fundamental expectation that the work being submitted is the sole work of the individual (or individuals if an assessment has been assigned as part of a group exercise).

While general discussion is recommended and encouraged to allow a better understanding of a topic or the requirements of an assessment item, assessment submissions must be your own work, for example written in your own words without assistance from the trainer or others. Submitting an assessment that is a result of a 'joint effort' where the task is required to be completed individually is deemed collusion and is unacceptable.

Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

All information taken from other sources must be clearly referenced and authorship acknowledged. Any student who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be required to re-enrol in the relevant unit/s.

Trainers/Assessors may verify authentic assessment in the following ways:

- Student confirmation and declaration (assessment summary sheet completed).
- Workplace supervisor verification.
- Additional verbal questions given to students on a random basis.
- Comparison of work style and quality for all work undertaken.

The signed student declaration in each unit of competency is a declaration by the student that all work contained therein is the student's own work. Cheating in any form will not be tolerated.

Where cheating is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course. Where cases of plagiarism are identified trainer/assessor will refer matters to the Compliance Manager to investigate and action.

## 26. Reasonable Adjustment

Reasonable adjustment refers to flexibility in assessment approaches to account for individual learning needs, while still adhering to the assessment requirements of the relevant training package or VET accredited course.

Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way.

To ensure flexibility and fairness in assessment, Cubic Defence Australia makes reasonable adjustments to qualifications and units/clusters to ensure that all students are accommodated and that no unnecessary barriers exist to their ability to demonstrate competence.

Cubic Defence Australia recognises that some people are better suited to learning via alternative teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is having trouble learning and achieving the desired results in the traditional setting may show considerable improvements.

Cubic Defence Australia respect these differences among students and will endeavour to make any reasonable adjustments to their methods to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence provided the student can verbally demonstrate competency (where this does not conflict with the required demands of the unit of competency). Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained. Where adjustments are made a declaration is to be stated, describing how the assessment was adjusted and signed by the student and the assessor.

Cubic Defence Australia staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards.

If a student's needs exceed the capacity of the support services Cubic Defence Australia can offer, they will be referred onto an appropriate external agency. The student will be made fully aware of associated costs prior to referral. In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered to ensure assessment decisions are appropriate.

## 27. Complaints and Appeals Process

Cubic Defence Australia understands that on occasion there may be instances of student dissatisfaction. We welcome the opportunity for improvement through receiving feedback from a dissatisfied party so that a resolution can be found and an opportunity to consolidate the feedback into a review and improvement of our policies and practices. This right to a complaint and appeal also extends to persons seeking to enrol into a course with Cubic Defence Australia or Third-Party delivering training on behalf of Cubic Defence Australia.

All complaints and appeals will be treated privately and confidentially. All complaints and appeals should be in written form and submitted to The RTO Director. It is recommended that students complete the Complaints and Appeals form available on our website.

**What is a Complaint?** A complaint is negative feedback about the RTO, its trainers/assessors, services, a third party or a student which has not been resolved locally. A complaint may be received by Cubic Defence Australia in any form and does not need to be formally documented by the complainant in order to be acted on.

Complaints may be made by any person but are generally made by students and/or employers. If the complainant chooses to submit their complaint in writing to the contacts identified in the Contacts Section of this Student Handbook.

**Assessment Appeals.** You are entitled to appeal an assessment decision, including assessment outcomes, if you believe the process was inappropriate or ineffectively implemented, or if you believe that the assessment outcome was incorrect. An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. This includes decisions made by Cubic Defence Australia or a third-party providing services on our behalf. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Cubic Defence Australia within twenty-eight (28) days of the student being informed of the assessment decision or finding.

**Early Resolution of Complaints and Appeals.** In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these

cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## 27.1 Complaint and Appeals Handling

Cubic Defence Australia applies the following principles to its complaints and appeals handling:

### 27.1.a Complaints

- A written record of all complaints is to be kept by Cubic Defence Australia including all details of lodgement, response and resolution.
- Cubic Defence Australia will maintain a complaint register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- All parties involved in the allegations will be informed and provided an opportunity to present their case.
- The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where Cubic Defence Australia GM considers that more than 60 calendar days are required to process and finalise the complaint, the GM or a staff member appointed by the GM must inform the complainant in writing, including reasons why more than sixty (60) calendar days are required. As a benchmark, Cubic Defence Australia will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of Cubic Defence Australia and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.
- Cubic Defence Australia shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No Cubic Defence Australia representative will disclose information to any person without the permission of Cubic Defence Australia GM. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision.
- The decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose, and must not consider irrelevant considerations.

### 27.1.b Appeals

- Cubic Defence Australia provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. In these circumstances the Cubic Defence Australia PGM will advise of an appropriate party independent of Cubic Defence Australia to review the complaint (and its subsequent handling) and provide advice to Cubic Defence Australia regarding the recommended outcomes.
- Where the complainant or person lodging an appeal is not satisfied with the handling of the matter, they are to have the opportunity for a body that is external to Cubic Defence Australia to review his or her complaint or appeal following the internal completion of complaint or appeals process. Students who are not satisfied with the process applied by Cubic Defence Australia may refer their grievance to the following external agencies:
  - In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
  - In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.
- Complaints can also be lodged directly with the National VET Regulator the Australian Skills Quality Authority via their website at the following link: <https://www.asqa.gov.au/complaints>
  - The National VET Regulator (Australian Skills Quality Authority – ASQA) is not able to act as an independent third party for review of complaints or appeals on assessment decisions and cannot act as an advocate for an individual student.
  - Where the complainant seeks an external/independent review, any costs associated with that review process shall be borne by the complainant.

## 28. Issuing of Certificate/Qualification

Upon successful completion of your course, a Certificate or Statement of Attainment will be issued to you within 30 days of you being assessed as meeting all requirements for the course. If for some reason Cubic Defence Australia ceases RTO operations whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met the requirements.

You will be provided with a physical and digital copy of your qualification and or statement of attainment and results will be submitted to USI and will be available on your VET Transcript. For reproductions of your qualifications a fee will be incurred according to the fee structures.

## 29. Feedback and Continuous Improvement

We are dedicated to ensuring that the practices of Cubic Defence Australia and our courses are continually being reviewed to ensure the best possible outcomes.

Our qualifications, units and resources are reviewed on a regular basis to ensure relevancy and currency. This approach to continuous improvement relies on input from you as a student, regarding your experience while studying with us. We use your feedback to ensure we are delivering the best training possible.

We welcome feedback at any time but will also specifically ask for it via a Learner Survey emailed at the completion of your studies. You can provide feedback during your course by emailing: [registered.training@cubic.com](mailto:registered.training@cubic.com)

## 30. Quality Assurance

Cubic Defence Australia is responsible to effectively monitor training and assessment delivered on our behalf to ensure it meets the Standards for RTOs. As a part of our quality assurance processes at Cubic Defence Australia, you may be contacted by a member of Cubic Defence Australia staff and requested to complete a telephone survey to gather feedback on the delivery of our courses.



It is not mandatory to complete these surveys and you may refuse at any time if contacted by Cubic Defence Australia.

### 31. Industry Consultation

Industry refers to the bodies that have a stake in the training, assessment and client services provided by RTOs.

Cubic Defence Australia liaises with industry representatives to confirm that the currency of all course material and to ensure training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed courses are reflective of future industry and employment growth. Consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers.

### 32. Validation

Cubic Defence Australia ensures that our business model moderates all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid. Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes. Assessment tasks and course results are moderated which means results and assessment decisions made are reviewed to determine whether the tool is providing consistency and reliable outcomes.

## Policies and Procedures

### 33. Student Declaration

- 1) I agree to comply with and understand that I will be bound by all relevant by-laws, rules and policies of Cubic Defence RTO, including a requirement to follow any reasonable instructions of RTO officers. I understand that RTO by-laws, rules and policies may be amended from time to time, and I am responsible for regularly reviewing current RTO policies, which can be found on the Cubic RTO Website.
- 2) I agree that it is my responsibility to ensure that all information and documentation supplied by me in relation to my enrolment at the RTO is complete and correct. I understand that the RTO may refuse, terminate or otherwise vary my enrolment or any decision made in relation to my candidature at the RTO based on inaccurate, misleading or incomplete information. I agree that the RTO relies on the accuracy of all information provided by me and is not responsible or liable for any errors arising out of inaccurate information provided by me.
- 3) I agree to update my personal information, including contact information, held by the RTO no later than five (5) working days after any change, through my RTO student account or by contacting Student Central.
- 4) I agree to use the email account provided during enrolment for all formal communication with the RTO. I agree that I am responsible for checking my student email account regularly and I understand that the RTO uses the student email account and student webpages as its primary source of communication with students.
- 5) I accept that the RTO may use the mobile telephone number I provide to alert me via phone or message (Short Messaging Service, 'SMS') to matters relating to my attendance at the RTO in an emergency, or urgent matters relating to my enrolment.
- 6) I agree to be responsible for the payment of any student contribution, tuition fees and any other compulsory fees related to my enrolment or graduation by the due date in each teaching session. I understand that failure to do so may result in my access to RTO services being cancelled or restricted, the cancellation of my enrolment and action being taken by the RTO to recover the outstanding amounts.

- 7) I understand that the RTO's Privacy Management Plan and associated privacy policies set out how the RTO collects, holds, uses and discloses my personal information or my health information. I understand that I can obtain further details about the use and disclosure of student personal information in the RTO's privacy policies which can be found on the cubic RTO Website.
- 8) I consent to the RTO using my personal information for any purpose it deems necessary to carry out its educational, administrative and operational functions. I acknowledge that all information will be collected, stored, used, disclosed and destroyed in accordance with privacy, records management and other relevant laws and policies.
- 9) I understand that the RTO may disclose my personal information to a person or organisation external to the RTO where:
  - required or permitted by law, including where the disclosure is required for the RTO to comply with its mandatory or contractual reporting requirements to government departments or agencies, statutory or regulatory bodies and/or their agents.
  - necessary for any reason related to my enrolment as a student, including enrolment, teaching, progression, assessment, misconduct, graduation and alumni affiliation at the RTO, including to communicate with me about these issues or to provide me with any benefit as an RTO student.
  - required as part of any mandatory reporting requirements for international students, including to the Department of Immigration and Border Protection and any other government departments and agencies, sponsors, exchange partners and/or their agents.
  - required for third party information technology service providers engaged by the RTO to provide services and support such as hosting, infrastructure, software, databases and backup which may include services utilising cloud technology and third parties holding and/or processing RTO data on their systems on behalf of the RTO.
  - required for any course for which a placement is required, for such purposes including administration, background checks, accreditation purposes or for any inherent requirements.
  - to prevent or lessen a serious and imminent threat to the life, health or safety of any person, or damage to RTO property; or
  - I have otherwise provided my express consent to the RTO.
- 10) I acknowledge that my providing this declaration is a condition of my enrolment at the RTO and
- 11) that I will be notified of any changes to these terms in writing to my nominated email account.

## 34. Student Code of Conduct Policy

### Policy Statement

Cubic Defence Australia is committed to demonstrating high standards of personal and professional conduct, and this commitment extends to students, who are a fundamental part of the RTO community.

The Code of Conduct reflects the RTO values of excellence and quality, scholarly rigour and integrity, equity and inclusiveness, collegiality and participation, academic freedom, commitment and accountability expected. Under this Code, students have the following obligations and responsibilities.

### Applicability

This policy applies, and provides guidance to, all students enrolled at the Cubic Defence RTO 41256. This applies to students enrolled in a qualification or single unit or study as well as students enrolled in programs offered through other affiliates if the program is registered as an RTO award.

The policy applies to all students when attending Cubic Defence Australia premises or participating in activities as part of their study off RTO premises, including online activities.

This Code should be read in conjunction with the following Rules, Policies, Procedures and Guidelines:

- Acceptable Use of Digital Services Policy
- Alcohol and Drug Control Policy



- Assessment Policy
- Bullying Prevention Policy
- Curriculum Advice to Students Procedures
- Discrimination, Harassment, Vilification and Victimisation Prevention Policy
- Equal Opportunity and Diversity Policy
- Respect and Inclusion in Learning and Working Policy
- Sexual Harassment Prevention Policy
- Sexual Misconduct Prevention and Response Policy
- Student Honour Code
- Student Misconduct Rule

### **Student Rights and Responsibilities**

As a student with Cubic Defence Australia RTO, you have the right to:

- to be adequately informed of training services, opportunities and any changes to policies and procedures that may affect you.
- be treated fairly and with respect.
- learn in an environment free from discrimination and harassment.
- be given a supportive environment for training and assessment.
- be given details about your course and what it includes.
- receive high quality training and assessment from qualified trainers.
- privacy and security of your personal details and training records.
- prompt and appropriate handling of complaints and appeals.
- apply for recognition such as RPL or credit transfer.
- receive and give feedback.
- receive information on assessments and
- be provided records of your training progress.

To help make your training a success, your responsibilities include to:

- treat others with respect and fairness and avoid any behaviour that might offend, embarrass or threaten others.
- be punctual.
- follow safety requirements.
- ask for help or explanations if you have questions.
- follow any conditions of your course and this Student Handbook.
- follow all reasonable directions.
- actively participate in all sessions in your training schedule or set by your trainers.
- complete and submit all assessments by their due dates.
- make sure all work submitted is your own work, and not to plagiarise, collude or cheat in any assessment.
- Advise your trainer If you have any issues that might affect your ability to participate in your course This might include any language, literacy or numeracy concerns you may have, or learning and scheduling adjustments you might need.

### **Provision of Service**

Cubic Defence Australia guarantees that the services provided by Cubic Defence Australia will be:

- provided with due care and skill.
- fit for any specified purpose (express or implied).
- provided within a reasonable time (when no timeframe is set).

We guarantee to supply training and assessment services within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as your ability. to complete the training and assessment, in line with the relevant Training and Assessment Strategy.

All students have the right to act under Australia's consumer protection laws.

### **Changes to Agreed Services**

Where there are any changes to the agreed training and assessment services that will affect you, Cubic Defence Australia will advise you as soon as practicable.

If Cubic Defence Australia, or a third-party delivering training and assessment on its behalf, closes or is unable to deliver any part of the qualification or course that you are enrolled in, Cubic Defence Australia RTO will ensure that you:

- Are transferred to another RTO with the least disruption to individuals concerned.
- Are provided with an appropriate refund for the service not provided.
- Are issued with Certificates or transcripts based on completed units of competency.

### **Communication**

Cubic Defence Australia guarantees that you will receive adequate and timely information about your training and progress including:

- Important dates and location information.
- Workshop duration and assessment due dates.
- Assessment requirements.
- Changes in course requirements.
- Adequate feedback on assessment results and progress.
- Support services.

### **Privacy and Disclosure of Information**

Cubic Defence Australia respects the privacy of student information. To meet our privacy and data obligations, Cubic Defence Australia is required to collect student personal information for a variety of reasons.

Cubic Defence Australia will collect and retain personal information relating to your enrolment with us, including your personal details, your cultural background, your individual needs and your educational background. We will also retain records of your training activity. Your personal information is stored and retained securely, not kept longer than necessary, and disposed of appropriately. Refer to the Privacy Policy for further Information.

### **Workplace Health and Safety**

Workplace Health and Safety legislation applies to everyone at Cubic Defence Australia.

All staff, students and visitors have a responsibility to ensure training and assessment venues are safe and that their own actions do not put the health and safety of others at risk.

Cubic Defence Australia has a duty of care to provide students, staff, and others with a safe learning and working environment. Our commitment is to provide and maintain an environment for you that minimises any risks to health or safety.

We promote a positive culture focusing on the physical, mental and emotional safety of our staff and students.

As a student, it is your obligation to participate in the Work Health and Safety process by:

- Manage your own physical and mental health, being responsible for your own actions, and maintaining a healthy work, study, life balance and not undertaking activities that might cause injury to yourself or others.
- Report any potential hazards, accidents or near misses to your trainer or any staff member.
- Familiarise yourself with details of emergency and evacuation plans.

- Keeping the training area neat and tidy at all times to reduce the likelihood of accidents.
- Observe all site requirements.
- Follow safety directions from your trainer/assessor or any staff member.
- Reporting issues or behaviours that may impact the safety and wellbeing of yourself and others.

### 35. RTO Privacy Policy

Cubic Defence Australia takes the privacy of students very seriously and complies with all legislative requirements.

These include the Privacy Act 1988. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act).

In our operation as a Registered Training Organisation (RTO) we are required to collect certain information by external agencies such as the National VET Regulator and other licensing bodies to meet our compliance requirements as an RTO.

In complying with Privacy Principles, Cubic Defence Australia has robust systems and procedures to ensure we meet all of the privacy requirements including:

- **Collection** We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
- **Use and disclosure** Personal information will not be used or disclosed for a secondary purpose.
- **Data quality** We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
- **Security:** We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification, or disclosure.

Cubic Defence Australia collects information for a primary purpose. The primary purpose we collect information is for: the delivery of training, complying with the reporting requirements of an RTO, reporting to the government on training outcomes and in the case of corporate training to report on training outcomes to an engaging employer.

Information is not collected, used and disclosed for any purpose other than the primary purpose of collection (a 'secondary purpose') except:

- where a secondary purpose is related to the primary purpose of collection and the student would reasonably expect to use or disclose the information for the secondary purpose, or
- Cubic Defence Australia reasonably believes that the use or disclosure is necessary to lessen or prevent a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety, or
- Cubic Defence Australia has reason to suspect that unlawful activity has been, is being or may be engaged in, and uses or discloses the personal information as a necessary part of its investigation of the matter or in reporting its concerns to relevant persons or authorities, or
- the use or disclosure is required or specifically authorised by law.

Notwithstanding the above, Cubic Defence Australia is prohibited by law from releasing a student's personal information to third parties, including members of their family without that individual's prior written consent.

#### 35.1 Photography Privacy

We recognise that in some circumstances there are sensitivities relating to the taking of photographs.

This is particularly relevant to capturing images of children. We may, from time to time, wish to take photos of training activities we are conducting.

When these instances arise in an environment external to our own training facilities, we will first obtain permission from the premise's owner or manager, as well as from the students / applicable guardians

If you have concerns about how Cubic Defence Australia is managing your personal information, we encourage you to inform our staff and discuss your concerns.

You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information.

You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints> .

### 35.2 Student Data

Under the Standards for RTOs 2015, we are required to capture student data at the time of enrolment. It is the student's responsibility to ensure they provide accurate information in regard to themselves and their enrolment. It is the student's responsibility to ensure they inform us of any change of personal details in writing within seven days of the change occurring.

This data is known as AVETMISS data – Australian Vocational Education and Training Management Information Statistical Standard. We must gather information regarding the following data:

- who the student is.
- where they study and what they study.
- We are also required to confirm the identity of the student enrolling into the course. This may involve requesting copy of photo ID or other documents that will verify the student ID.
- For more information on specific ID requirements for your course, refer to the 'Student Information' for your course available on [www.cubic.edu.au](http://www.cubic.edu.au), our RTO website.

Please Note: Enrolment into a course will not be confirmed unless the required student data and proof of ID has been collected and confirmed. Records Management All course paperwork is scanned and entered into our Training Desk database.

Files are stored for the legislated period of time and electronic files are backed up regularly and are stored on a protected server. Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential.

### 35.3 Accessing Personal Records

Students have access to personal records upon written request to the contacts nominated in the Contacts section of this handbook.

A Request for access to Student Records Form is available for this purpose, or to allow access to records by a third party. The form can be downloaded from our website under the student section.

In all cases Cubic Defence Australia will require proof of identity to protect the privacy of all client information. Student assessment records are only retained by Cubic Defence Australia for the legislated minimum timeframe of 6 months as per the ASQA General Direction on Retention requirements for completed student assessments. Students are obligated to keep Cubic Defence Australia informed of their current contact details and to inform us immediately of any change in these details. Students should be advised that if they do not receive any correspondence due to incorrect contact details, they are fully responsible.

### 35.4 NCVET Privacy Notice

The National Centre for Vocational Education Research (NCVER) as at Schedule 1 of the VET Data Policy requires information to be collected and provided for the following purposes:

- **Why we collect your personal information?** As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

- **How we use your personal information?** We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO. How we disclose your personal information We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (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.

### **How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act.

Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable: administration of VET, including program administration, regulation, monitoring and evaluation, facilitation of statistics and research relating to education, including surveys and data linkage, understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. 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](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

The Department of Employment and Workplace Relations (DEWR) is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities.

For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency.

Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Cubic Defence Australia to:

- request access to your personal information.
- correct your personal information.
- make a complaint about how your personal information has been handled.
- ask a question about this Privacy Notice.

### 36. Retention of Data

Cubic Defence Australia will securely store and retain student and training information for the minimum time required by law only. This includes the following information:

Student Personal Information	The Australian Privacy Act does not specify exact retention periods for personal information. Instead, it requires that personal information should not be kept once it is no longer needed for any purpose for which it may be used or disclosed under the privacy principles however information is required to be maintained for audit purposes – 5-7 years for retrospective audits is conservative.
Copies of Student Identification	Unnecessary to retain physical copies.
Copies of Completed Student Assessments	Six (6) months from completion of assessment. Completed assessments include all evidence
Copies of statements of attainment, qualifications	30 years

Our retention policies have been defined to meet compliance requirements and reduce risk of student exposure by retaining information unnecessarily. As such it is recommended that for your own records and subsequent use you retain a copy of your own training and assessment records.