



ceav
INSTITUTE

2021 STUDENT HANDBOOK

***All information contained in this Handbook is accurate at the time of printing.
However, CEAV Institute fees and details are subject to change. Course commencement is dependent on
sufficient enrolments, accreditation and registration requirements.***

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Welcome

The Career Education Association of Victoria Incorporated (CEAV) was formed in 1975 to provide services and support to industry and schools. CEAV is a not for profit, peak professional association, providing professional development and support to its members and quality career development services to the community. CEAV is also a founding member of the Career Industry Council of Australia (CICA). CICA is the national peak industry body for the career industry. CICA provides endorsement for CHC81315 Graduate Certificate in Career Development Practice and CHC41215 Certificate IV in Career Development.

In 2013, CEAV redeveloped its profile to be more reflective of its purpose and its increased capacity to provide a more holistic approach to career education services for its members and the broader community. In 2014, the association commenced trading as the **Australian Centre for Career Education (ACCE)**. The ACCE supports its members and non-members to promote career development as a lifelong process. This is achieved through the development and delivery of ethical and professional career education programs and products. This occurs via workshops and seminars, conferences, special projects, email information distribution, telephone advice, a professional journal, in-house publications, resources via our online SHOP and specialist delivery of accredited training and professional development through its training division, **CEAV Institute**.

The membership base now represents a wide range of educational and industry groups and provides service to its members through four distinct divisions – CEAV Inc; CEAV Institute; CEAV Careers Counselling Australia; and CEAV Research and Development.

CEAV Inc is an educational charity membership association with a mission to improve the quality of career development services in schools and the broader community.

CEAV Institute (RTO 22523) offers training courses in career development and delivers its programs through a centre of excellence in teaching and learning. Trainers and assessors are professionally qualified career practitioners with extensive experience in education and training.

CEAV Careers Counselling Australia is a registered DGR charity, providing vocational assessment and careers counselling services to the community.

CEAV Research and Development works to provide the evidence base of the impact of career development for the public benefit of all Australians.

This Student Handbook outlines the accredited training course CHC81315 Graduate Certificate in Career Development Practice. Further information is available online at www.ceavinstitute.edu.au.


For more information contact the CEAV Institute on

P: (03) 9433 8000 **E:** support@ceavinstitute.edu.au

About CEAV Institute

CEAV Institute is our Registered Training Organisation (RTO 22523) that delivers accredited training in career development qualifications and professional development programs to members and the wider community.

CEAV Institute only offers courses and professional development related to the career industry. Our aim is to build the capacity of career practitioners to deliver quality, current career development services. Therefore, career practitioners need to meet CICA professional standards that require career practitioners to be appropriately qualified to deliver career services. To comply with these national standards, CEAV Institute offers two nationally accredited qualifications that provide 'professional' or 'associate' status:



CHC81315
Graduate Certificate
in Career Development
Practice

CICA Endorsed
[Professional]

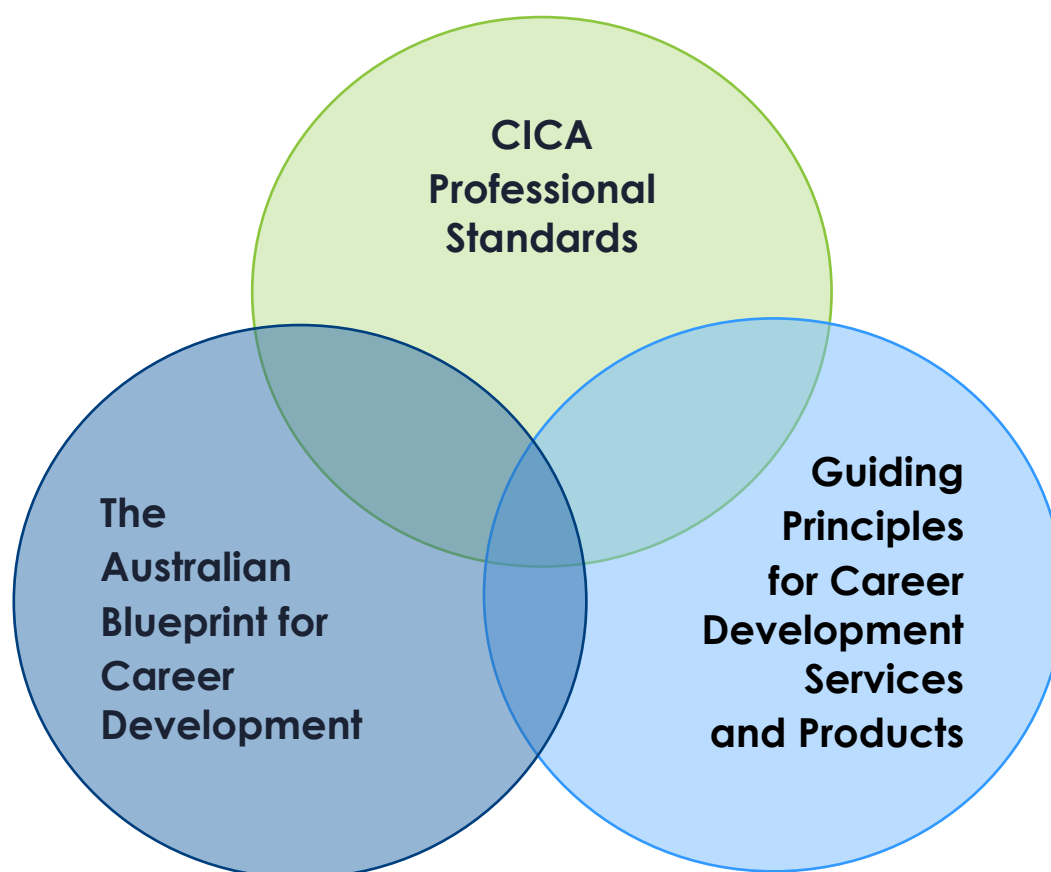


CHC41215
Certificate IV in
Career Development

CICA Endorsed
[Associate]

CICA Quality Assurance Framework

CEAV Institute recognises that individuals learn differently and each person has their own learning style and preferences. Responsive to the needs of adult students, our trainers provide a collaborative, flexible and supportive approach to training. Our experienced trainers are very accessible, approachable and skilled in the implementation of a range of learning strategies to build capacity of all students in our courses.



Objectives

CEAV Institute objectives are to:

- Be a leading provider of Career Development training.
- Equip career practitioners in their work to ensure that all people develop sufficient career management skills to advance their career development and to manage their career transitions successfully.
- Support the upskilling of career practitioners and to ensure all people working in the career development field are appropriately qualified.

Links to National Associations

The ACCE has links with equivalent industry associations interstate. It is also a founding member of the Career Industry Council of Australia (CICA) - a strategic alliance of Australian professional associations involved in career development to support the professional standards for the career development industry.

Contact Details

CEAV INSTITUTE

☎ (03) 9433 8000

🌐 www.ceavinstitute.edu.au

@ support@ceavinstitute.edu.au

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61 Civic Drive
Greensborough VIC 3088

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PO Box 245
Greensborough VIC 3088



CEAV Conference 2019

SECTION 1

CHC41215 Certificate IV in Career Development

This course prepares students for the role as an associate career development practitioner for work in a range of settings. Graduates of this qualification can apply for registration to practice at the associate level with any of the [10 Career Industry Council of Australia Member Associations](#).

Associate career development practitioners provide services that help people manage their careers, make occupational and study decisions, plan career transitions and find career information.

This is an entry level qualification for people working with clients in career transition.

An Associate career practitioner conducts career interviews and provides some career advice and offers services such as:

- Providing career information
- Assisting clients to engage in self-exploration
- Assisting clients to engage in self-assessment activities to identify their skills and motivations
- Assisting clients to explore education, training and occupational options
- Assisting clients to develop job search skills
- Referral to career guidance or career counselling (Practitioners with CHC81315 Graduate Certificate in Career Development Practice qualification).

This course is designed to provide the underpinning knowledge and skills to support workers who provide programs and services to individuals and groups of clients and employers to support people in planning their career and/or locating, securing and maintaining suitable employment. They may work in career information and transition services or assist in career advisor roles in education, training, school or transition work environments.

Duration and Delivery Model

This course runs for approximately 12 months part-time and requires an average study commitment of 5 hours per week. It follows a blended delivery model with a combination of 7 scheduled fixed-date, all-day workshops with supported learning through the CEAV Institute's Learning Management System (LMS), a Student Portal for submitting assessments and self-paced study and assessment.

All student learning materials, activities and resources, webinars and workshop recordings are available on the LMS.

All students receive their schedule for the fixed-date, all-day workshops at least 1 week prior to the course commencement date. This allows for planning around any work commitments as workshop attendance is a requirement to meet the outcomes of this course.

**** All workshops are currently delivered online via ZOOM due to COVID-19 restrictions. Students will be advised of any changes with at least 4 weeks' notice.***

Entry Requirements & Prerequisites

Students must have appropriate language, literacy and numeracy levels to undertake this course and have access to a computer with reliable internet access.

Students will be expected to be currently employed in career development or a related field. Alternatively, students can undertake placement at a career service. There is a requirement of 120 hours of work placement and the placement must ensure regular access to the service so the student can complete practical assessments.

There are no pre-requisites.

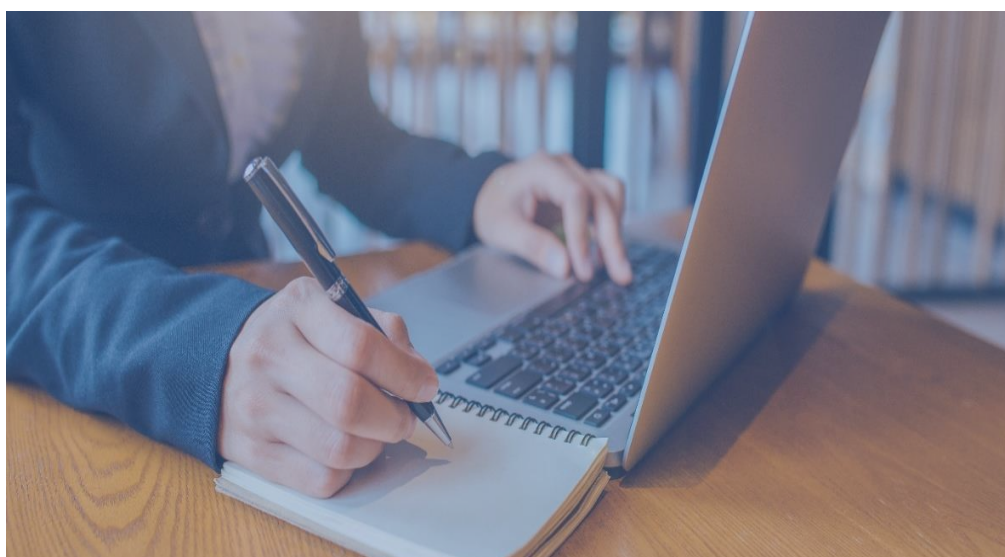
Assessment Methods

Assessments will involve a combination of written assignments, online discussion forums, workplace tasks, practical exercises, case studies and Supervisor / Manager Reports.

Completion Requirements

This course is made up of 13 units of competency - 8 core and 5 electives. CEAV Institute has selected the most applicable units of competency to suit career practitioners working with people in career transition in a variety of settings. This course equips career practitioners with the career competencies outlined in the CICA professional standards and provides graduates with the CICA 'Associate' level qualification as an Australian Career Development Practitioner.

Students may progress to the CHC81315 Graduate Certificate in Career Development Practice.



Articulation & Pathways

TOPIC 1 Career Development Practice	Core	CHCECD008 Deliver services consistent with a career development framework
	Core	CHCLEG001 Work legally and ethically
TOPIC 2 Facilitating Career Development	Core	CHCECD001 Analyse and apply information that supports employment and career development
	Core	CHCECD010 Provide support to people in career transition
TOPIC 3 Career Interviewing	Core	CHCECD009 Conduct career guidance interviews
	Core	CHCCOM002 Use communication to build relationships
	<i>Elective</i>	CHCYTH011 Work effectively with young people & their families
TOPIC 4 Workplace Relationships	Core	CHCPRP001 Develop and maintain networks and collaborative partnerships
	<i>Elective</i>	CHCYTH003 Support young people to create opportunities in their lives
TOPIC 5 Career Planning for Diverse Clients	Core	CHCDIV001 Work with diverse people
	<i>Elective</i>	CHCECD007 Maximise participation in work by people with disability
TOPIC 6 Delivering Career Planning and Development	<i>Elective</i>	CHCGRP002 Plan and conduct group activities
	<i>Elective</i>	CHCPRP003 Reflect on & improve own professional practice

Workshops

There are a total of seven (7) workshops delivered online and/or face-to-face. All workshops are interactive and provide students with practical activities using case studies to practice and perfect their skills and knowledge.

1. *Introduction and Career Development Frameworks (1 day)*

This workshop introduces students to CHC41215 Certificate IV in Career Development. An overview of the course, assessments and timelines are provided. Discussion of Topic 1, Career Development Practice, is completed and students complete the Commencement Activity for this topic.

2. *Career Development Practice (1 day)*

This workshop focuses on the role of Australian Career Practitioners, the CICA Professional Standards for Australian Career Development Practitioners and the frameworks within which they work, whilst also exploring some of the essential resources used in the career development field. Students develop an understanding of the theories that have informed

the current career development context. The legal and ethical issues that we all face and challenge us in the workplace are discussed.

3. *Facilitating Career Development (2 days)*

This workshop focusses on developing an understanding of current labour market information, factors influencing labour market trends and changes in the way we work. Participants will develop the skills and understanding necessary to equip their clients to use labour market information, compete in the current world of work and develop the skills and credentials to make successful employment transitions. Participants will gain knowledge of education and training pathways, effective career decision making and practical self-marketing tools that assist clients to future proof their careers. This is particularly relevant in a Covid-19 world.

4. *Career Interviewing (2 days)*

This two-day workshop equips students with the skills and knowledge required to assist clients identify their career aspirations and develop career plans through the effective conduct of career interviews. Learners will improve their skillset by discussing how to conduct career guidance interviews with at least 3 different clients from different backgrounds through case studies. Students will gain the skills and knowledge to apply specific communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust. Students will explore the skills and knowledge required to cooperate in mutual agreement on the activities, outcomes and processes of young people's family members/nominated carers, for the purpose of achieving goals identified in consultation with the young person to address their concerns and/or risks.

5. *Workplace Relationships (2 days)*

Positive and collaborative workplace relationships are central in attracting and retaining employees. This workshop focuses on the skills and knowledge required to identify networking and collaboration needs and develop formal and informal partnerships to enhance service delivery and improve professional practice. In addition, case studies will be used to explore how to assist young people to identify the challenges and opportunities in their lives and to work towards their goals on an individual or group level.

6. *Diversity (2 days)*

Diversity and inclusion is pivotal in all workplaces. This workshop explores the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people. Through case studies, students will undertake a structured process to reflect on own perspectives on diversity. The skills and knowledge required to monitor employment opportunities, assist people with disability to prepare for employment, match jobs to individuals and provide ongoing support are explored and how to assist at least 3 people with disability gain employment.

7. *Professional Practice and Program Delivery (2 days)*

The final workshop focuses on taking pro-active responsibility for your professional development by evaluating and enhancing your practice through a process of reflection and ongoing professional development. In addition, how to plan and conduct group activities and establish, lead and participate in a group using a collaborative, strengths-based approach is explored. Students will use case studies to plan and conduct different group activities for groups with diverse participant profiles.



2021 Course Fees

Full Fee-Paying Student

Total Course Fee	\$4,048.00
Deposit non-refundable (within 7 days of enrolment)	\$448.00
Remaining Balance	\$3,600.00
Student Membership (<i>optional</i>)	\$55.00

You will be invoiced the total amount owing of \$3,600.00 with a monthly reminder of a \$360.00 payment over 10 months.

Skills First Eligible Student

The total cost of the program	\$528.00
Skills First Eligible Concession holders	\$105.60

You will be invoiced the total amount owing of \$528.00 or \$105.60 payable within 30 days of enrolment.

The approximate value of the government contribution for this qualification is between \$5852 and \$6160 based on the nominal hours.

Should you wish to negotiate an individual payment plan, please contact the Records and Reporting Officer on Ph: 03 9433 8000.

Fee Concession Entitlement

For enrolments in programs at the Certificate IV level and below, the Training Provider must apply a Fee Concession to a student who, prior to the commencement of training, holds a current and valid:

- a) Health Care Card issued by the Commonwealth;
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card.

A dependent spouse or dependent child of a card holder is also entitled to the Fee Concession. The CEAV Institute must sight and retain copies of evidence of a student's entitlement to a Fee Concession.

- ✓ All prices are quoted in Australian Dollars
- ✓ All fees are GST exempt
- ✓ CEAV Institute does not accept fees in advance
- ✓ Course fees will not be refunded if withdrawal occurs 4 weeks after course commencement
- ✓ The student tuition fees as published are subject to change given individual circumstances at enrolment

Skills First Funding

This is to acknowledge that training for government subsidised courses is delivered with Victorian and Commonwealth Government funding. The Victorian Government provides subsidised places for eligible residents into some courses. In general, you are eligible for a government-subsidised training place under 'Skills First' if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen
- an Asylum seeker/victim of human trafficking (must have ARC/ASRC referral, or online VEVO validation by Institute staff)

and are living in **Victoria** for the duration of your studies;

and are **any** of the following:

- under 20 years of age
- any age and seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
- any age and seeking to enrol in VCE or VCAL
- any age and seeking to enrol in an apprenticeship
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification**

and are commencing/concurrently studying no more than 2 government-subsidised courses in a calendar year;

and are commencing no more than 2 government-subsidised courses at the same Australian Qualification Framework level in your lifetime (some exemptions apply – check with us if you are not sure).

You are also required to:

- obtain a **USI** ([Unique Student Identifier](#)) prior to enrolment as part of your eligibility for a government-subsidised place
- show **evidence** of your citizenship/residency and age at enrolment. This can include one of the following (original or certified copy required, plus an additional photocopy to submit):
 - a current green Medicare card
 - an Australian birth certificate (not birth extract)
 - a current Australian passport
 - a current New Zealand passport
 - a naturalisation certificate (Australian citizenship certificate)
 - formal papers from DIBP confirming permanent residence. If you are under 20, **proof of age** must also be presented, if not included in one of the above documents.

You can also check what you may be eligible for using the interactive [Victorian Skills Gateway Eligibility Indicator](https://www.skills.vic.gov.au/s/how-to-check-your-eligibility). <https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>

General Eligibility Excursions

Prisoners detained in a custodial setting are not eligible for a government based subsidised place. The only exception is an individual on a community-based order, or an individual from the Judy Lazarus Transition Centre, where students can physically access training outside a custodial setting without supervision. Such students must present with a letter from the Department of Human Services, confirming their status in line with this rule, and then the letter attached to the student's enrolment form.

Students detained under the Mental Health Act 1986; or the Crimes (Mental Impairment and Unfitness to be Tried) Act 1987 or the Sentencing Act 1991 at the Thomas Embling Hospital are not eligible for government-subsidised place.

Secondary school students already enrolled with a separate government, non-government, independent or catholic secondary school, or registered for home schooling, are generally not eligible for a government-subsidised place at TAFE (school-based trainees and school-based apprentices excepted).

**Information is subject to change pending notification of changes of government policy for government subsidised places. Some eligibility exclusions may apply. Please check your eligibility for a government subsidised place with our Student Administration Unit when enrolling in your course.*

SECTION 2

CHC81315 Graduate Certificate in Career Development

This course prepares students for the role of a career development practitioner for work in a range of settings. Graduates of this qualification can apply for registration to practice at the 'professional' level with any of the [10 Career Industry Council of Australia Member Associations](#).

Professional career development practitioners provide services that help people manage their careers, make occupational and study decisions, plan career transitions and find career information.

The Graduate Certificate in Career Development Practice is an [AQF Level 8](#) qualification. Practitioners at this level have advanced knowledge and skills to make high level, independent, complex judgements in the context of providing guidance in career development.

This course features an appropriate balance between theory, models, frameworks and their practical application. The assessment methods reflect this balance, providing students with current and in-depth understandings to support their work with a range of clients. Students are equipped with the skills to research the context of career development services, apply new understandings of quality practice, develop advanced micro skills in career counselling and incorporate ethical practice into their work.

The added value of choosing this course with the CEAV Institute is its design by professional career practitioners with recent experience in cross-sectoral career development services: government and non-government schools, tertiary education, alternative education, counselling, job placement and employment, career coaching and mentoring, workforce re-entry programs and others. All trainers and assessors with the CEAV Institute also practice with [CEAV Career Counselling Australia \(CCCA\)](#); a registered charity, providing career education and careers counselling services to the community.

Duration and Delivery Model

This course runs for approximately 12 months part-time and requires an average study commitment of 10 hours per week. It follows a blended delivery model with a combination of 7 scheduled fixed-date, all-day workshops (comprising a total of 8 days), supported learning through the CEAV Institute's Learning Management System (LMS), select online tutorial sessions and self-paced study and assessment.

All student learning materials, activities and resources, as well as webinars and workshop recordings are available on the LMS.

All students receive their schedule for the fixed-date, all-day workshops at least 1 week prior to the course commencement date. This allows for planning around any work commitments as workshop attendance is a requirement to meet the outcomes of this course.

** All workshops are currently delivered online via ZOOM due to COVID-19 restrictions. Students will be advised of any changes with at least 4 weeks' notice.*

Entry Requirements & Prerequisites

This course runs for approximately 12 months part-time and requires an average study commitment of 10 hours per week.

Students will be expected to be currently employed in career development or a related field. Alternatively, students can undertake placement at a career service. There is a requirement of 120 hours of work placement and the placement must ensure regular access to the service so the student can complete practical assessments.

This qualification is open to individuals who hold a qualification at diploma level or higher in a discipline related to career development or counselling work or significant previous experience working in a job role involving the self directed application of knowledge with substantial depth in some areas and the exercise of independent judgement and decision making.

Assessment Methods

Assessments will involve a combination of written assignments, online discussion forums, workplace tasks, practical exercises, case studies and Supervisor / Manager Reports.

2021 Course Fees

Total Course Fee	\$7,205
Deposit non-refundable (within 7 days of enrolment)	\$605
Remaining Balance	\$6,600

You will be invoiced the total amount owing of \$6,600 with a monthly reminder of a \$660 payment over 10 months.

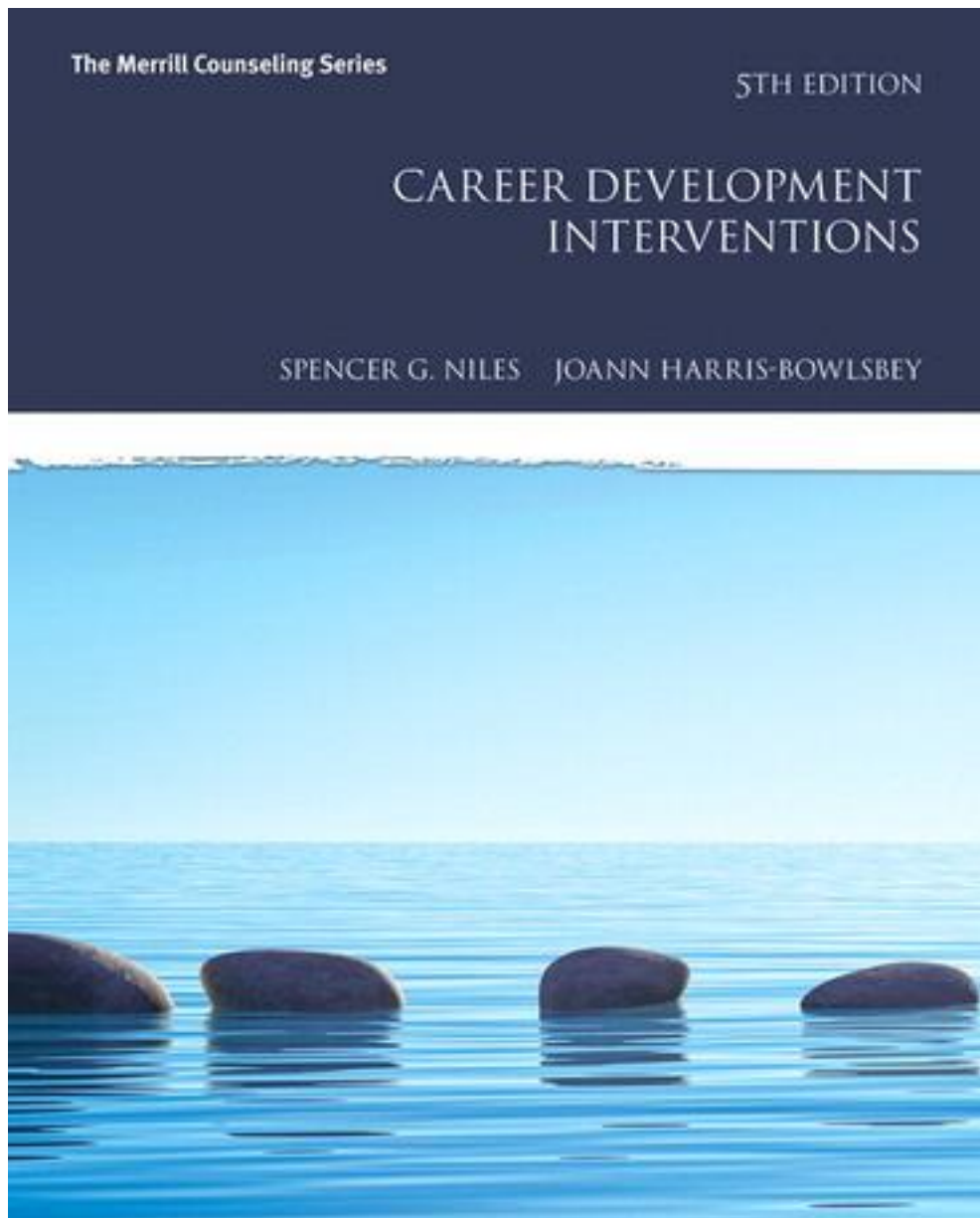
Should you wish to negotiate an individual payment plan, please contact the Records and Reporting Officer on Ph: 03 9433 8000.

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- ✓ All fees are GST exempt
- ✓ CEAV Institute does not accept fees in advance
- ✓ Course fees will not be refunded if withdrawal occurs 4 weeks after course commencement
- ✓ The student tuition fees as published are subject to change given individual circumstances at enrolment

Required Text

Students are provided with access to the following text in the LMS:

Niles, Spencer. G. and Harris-Bowlsbey, JoAnn. G. (2017)
Career Development Interventions in the 21st Century
Merrill publications, 5th Edition.



Completion Requirements

This course has 7 units of competency – 5 core and 2 elective units. The CEAV Institute has selected elective units to suit those who are careers practitioners working with clients in a variety of educational and training settings.

This course has been divided into 4 parts for delivery purposes. Units that are related are studied together. This ensures learning and assessments that are meaningful and relate directly to the work environment where students are employed or engaged in a placement.

Articulation & Pathways

TOPIC 1 Legal & Ethical Practice and using research to improve your practice	Core	CHCLEG003 Manage legal and ethical compliance
	<i>Elective</i>	CHCPOL003 Research and apply evidence to practice
TOPIC 2 Strategic Career Service Delivery	Core	BSBLED807 Establish career development services
	Core	CHCECD011 Manage quality in career development practice
TOPIC 3 Career Development & Counselling	Core	BSBLED808 Conduct a career development session
	<i>Elective</i>	CHCCSL002 Apply specialist interpersonal and counselling interview skills
TOPIC 4 Professional Development	Core	CHCPRP006 Lead own professional development

Workshops

There are a total of four (4) workshops (comprising a total of eight (8) days) delivered online and/or face-to-face. The workshops provide opportunity for students to delve into the topics and readings and consolidate their learning. All workshops are interactive and include practical activities and case studies for students to hone their skills and knowledge before attempting the assessment tasks.

SECTION 3

Important Student Information

At CEAV Institute, Students can expect:

- To receive course materials, assessment tasks and assessment criteria within published timeframes.
- That courses are CICA endorsed and are consistently delivered.
- That consideration is given to the diverse range of backgrounds and learning needs of students. All students receive parity in terms of learning resource provision and guidance to support their learning.
- That trainers/assessors will provide consistent learning and teaching experiences, particularly in relation to the validation of assessment.
- That at commencement of the course, students are provided with a clear description of assessment requirements, standards of performance and assessment criteria.
- The conduct of student assessment be transparent and fair and follow approved assessment standards for all assessment activities which are provided to students.
- Assessment activities to be reviewed on an annual basis.
- Trainer and assessor feedback to be provided to students on completed assessment activities which address how performance might be improved in the unit of study.

CEAV Institute expects that Students will:

- Behave as adult students respectful of their own and other's rights and responsibilities.
- Read the student handbook and all course material fully so they are aware of course expectations, policies and procedures.
- Acknowledge that, by enrolling in a course with CEAV Institute, they agree to adhere to course expectations, policies and procedures and pay the course fees.
- Participate fully in the course in which they are enrolled.
- Contact CEAV Institute if they have any questions or concerns so that CEAV Institute is able to support their learning.
- Agree to adhere to the CEAV Code of Conduct (refer to CEAV website).
- Inform CEAV Institute of any change to their employment and/or contact details, both work and home.

Student Membership *(optional)*

For individuals who are undertaking a qualification in Careers Education and who have not previously been a member of the CEAV have the opportunity to purchase a Student Membership with CEAV. The membership is valid for 12 months after purchase.

By purchasing a student membership, you have access to:

- ✓ CEAV member portal
- ✓ CEAV eJournal subscription
- ✓ CEAV eNews fortnightly publication
- ✓ Online teaching and learning resources for career education
- ✓ Professional development at member rates
- ✓ Member only free webinars

Student Membership Price: \$55 per year

**If you withdraw from your qualification with CEAV Institute you are no longer eligible for a Student Membership and your membership status will be suspended. The student membership is non-refundable.*

For more information about the CEAV Student Membership and other memberships follow the link below:

<https://www.ceav.vic.edu.au/membership/membership-information/>

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- ✓ All fees are GST exempt
- ✓ CEAV Institute does not accept fees in advance
- ✓ Course fees will not be refunded if withdrawal occurs 4 weeks after course commencement
- ✓ The student tuition fees as published are subject to change given individual circumstances at enrolment

Once qualified, membership of a CICA endorsed organisation is a requirement of maintaining your Associate or Professional status as a career practitioner.

Resources & Facilities

Students will have access to the online LMS for all learning materials, assessment tasks and can contact trainers/assessors via LMS, email and telephone. When face-to-face training workshops are required, all training will be conducted in a fully equipped, disability accessible training room.

Enrolment

If you wish to enrol in a course, you will need to either contact the CEAV to discuss enrolment or complete an inquiry form on the CEAV Institute website. Upon receipt of the inquiry form, prospective students will be contacted to discuss their career goals and aspirations and the suitability of the course to meet these plans. Each student is offered a Career Conversation with a qualified career advisor who will discuss their career goals and determine recognition of prior learning and credit transfer.

The enrolment form is completed once the student has decided that their choice is appropriate. It is important that you complete all sections of the enrolment form, including your current address and date of birth.

Recognition of AQF Qualifications & Statements of Attainment

One of the most important features of the Australian Quality Training Framework is the recognition of Qualifications and Statements of Attainment issued by RTOs.

As a registered training organisation, the CEAV Institute must accept the credentials issued by another registered training organisation based in any State/Territory of Australia.

Credit Transfer

Students with previous VET qualifications or statements of attainment can apply for direct credit transfer with the CEAV Institute. Students are advised to check for currency as deleted or superseded training package units cannot be accepted for credit transfer.

Students must present evidence of the exact unit of competency (code and title) for credit transfer of a core unit(s).

Students may apply for credit transfer for between 2 and 5 elective units using alternative units of competence from any endorsed Training Package or accredited course – these alternative units must contribute to a valid, industry-supported vocational outcome in career development.

Credit transfer applications must be submitted within 4 weeks after enrolment.

What is Credit Transfer?

Credit transfer means the granting of status or credit by an institution or training organisation to Students' (subjects) or units of competency completed at the same or another institution or training organisation.

If you have completed any of these units of competency in another course, you can apply for **Credit Transfer**. There is no charge for credit transfer. Contact CEAV Institute for details.

Recognition of Prior Learning

Students who already have knowledge and skills gained through previous work experience and/or related study may wish to consider recognition of prior learning. RPL is the acknowledgement of competencies previously attained which exempts students from completing selected units or assessments to demonstrate competency in the course.

It is imperative students provide evidence that their skills and knowledge are up-to-date, used in current practice and match the industry-supported vocational outcome of the unit(s).

RPL is an evidence-based process that usually requires the student to complete an evidence portfolio, collection of knowledge questions, third-party report, interview with their assessor and, if required, complete any gap-training.

RPL applications must be submitted within 4 weeks after enrolment.

Students interested in credit transfer or RPL are strongly advised to indicate this on their course expression of interest form and must submit their application within 4 weeks of enrolment.

Applying for RPL

Step 1 Students must enrol in the course and pay the fee while the RPL process is undertaken.

Step 2 Obtain and complete the RPL Student Kit Part A from your CEAV Trainer.

Step 3 Discuss your RPL Application with your trainer. Your trainer will provide you with the RPL Student Kit Part B

Step 4 Submit your completed RPL Application using the RPL Student Kit Part B (by following the RPL application instructions explained in the RPL Student Kit Part A) **within 4 weeks of enrolment**.

Step 5 Following assessment of your RPL application, you will be notified in writing of the outcome of your RPL application.

Possible outcomes of a RPL and/or Credit Transfer Application

You will be contacted within 21 days about your RPL and/or Credit Transfer application and informed of the outcome which will be one of the following:

- Application successful and credit granted, current competencies recognised.
- Application suspended pending student providing further information/evidence.
- Application rejected. Student may seek to undertake the coursework and complete the related assessment tasks for those units.

Application rejected. The student may appeal and the application may be re-assessed. If required, a final decision will be made by the RTO Training Manager in consultation with the Assessor/Trainer.

Delivery of Units of Competency

CEAV Institute has grouped the delivery of the units of competency together to reflect work functions within the industry.

The following definitions are provided to assist student understanding:

- **Competency-based training and assessment** develops the skills, knowledge and attitudes required to achieve competency.

Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace.

Units of competency specify the standards of performance required in the workplace. When a student has demonstrated they can do a workplace task, they are considered competent.

Competency-based training is:

- Based on units of competency.
- Outcomes-focused, relying less on inputs such as curriculum and more on a student's ability to consistently apply their knowledge and skills to the standard of performance required in the workplace.
- Work-based learning.
- Self-paced and flexible.

- **Assessment** means the process of collecting evidence and making judgements on whether competency has been achieved to confirm that an individual can perform to the standard as specified in a training package of a VET accredited course.
- **Assessment system** is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment and the Rules of Evidence as defined in the Standards for Registered Training Organisations (RTOs) 2015.
- **Assessment tool** includes the following components – context and conditions of assessment, tasks to be administered to the student, an outline of the evidence to be gathered from the student and evidence criteria used to judge the quality of performance (i.e., the assessment decision-making rules). The term also takes in the administration, recording and reporting requirements.
- **Assessment method** includes the strategy or method used to gather evidence to help support a valid assessment decision and recognises the student has demonstrated competence in a range of settings. A range of assessment methods can be used; for example, direct observation, product-based methods, portfolios, questioning and evidence collected from a third party.
- **Assessor** is a teacher who holds the vocational and training and assessment competency and currency as required by the Standards for Registered Training Organisations (RTOs) 2015 and relevant Training Package or Accredited Curriculum qualification requirements.
- **Evidence** is the information gathered by the Assessor to determine competence. Evidence can take many forms and be gathered from a range of sources using different assessment methods. The Assessment tool is used to capture this evidence and is retained by the RTO for review at industry validation and audit.

Submission of Coursework

As part of your course, you will be required to complete research, readings, learning activities and reflection on how these can be applied in the workplace. Your trainer will also set you Assessment Tasks designed to determine if you have developed the skills and knowledge required by the unit of competency. You will also be required to demonstrate your skills in the workplace or in a simulated situation that reflects workplace conditions.

Students will be expected to be currently employed in career development or a related field. Alternatively, students can undertake placement at a career service. There is a requirement of 120 hours of work placement and the placement must ensure regular access to the service so the student can complete practical assessments.

It is important to complete this course work on a progressive basis during the course. Your trainer will guide you on the timelines that relate to the scheduled workshops. Students are also encouraged to attend the monthly Chat sessions to participate in discussions with the trainer and other students. A timetable of submission dates has been provided to support your completion of the qualification. It is advised that you follow these submission dates.

Participation in the online discussion forums is not only a valuable learning experience, it also enables your trainer to assess your understanding and provide support where necessary. Students must submit work in electronic form by uploading the written assessment tasks to the Student Portal by the due date unless you have been granted an extension of time as a result of a successful application for extension.



It is your responsibility to keep a copy of the submitted work for your own records. CEAV Institute retains this evidence for presentation at validation and audit.

All work must be clearly presented. Page numbering must be used and your name and the unit code(s) and title(s) should appear in either the header or footer of the document. Hand-written work must be presented in a similar format. All assessments must be submitted with the task cover sheet.

Where an assessment task is a 'not satisfactory' result, students will have the opportunity to provide further evidence and resubmit. This applies for a 21-day period only, dated from the return of the assessment task. Students are also eligible to appeal an assessment result (refer to complaints and appeals policy).

Academic Honesty

Students must ensure the authenticity of their work. In all written work submitted for assessment they must acknowledge the sources of their material appropriately. As a rule, wherever work is submitted that is not a student's own original work, it must be acknowledged. A well-constructed written assessment task – report, essay etc - should refer to and build on the work of others, supporting and strengthening their work and advancing knowledge.

Quoted passages should be placed in quotation marks (or presented as an indented paragraph if longer than three lines) and their source referenced within the text (author, date and page

number). A list of references should be provided at the end of the work (where appropriate) to acknowledge the resources used in the completion of the task. Plagiarism is a serious issue and students must ensure that all information is acknowledged appropriately.

- **Plagiarism** is a type of cheating which involves the use of published or unpublished works of others and misrepresenting the material as one's own work.
- **Cheating** is the practice of deceptive acts for the purpose of obtaining a competency result in any assessment event. Cheating includes assisting another student to deceptively obtain a competency result.

CEAV Institute will treat assisting in plagiarism and cheating as a form of plagiarism and cheating. This may include knowingly assisting another person to cheat or allowing another student to copy work by giving them access to a draft/completed assignment. CEAV Institute have no objection to students discussing an assignment, however, joint planning and/or execution of work is not permitted.

Plagiarism & Cheating Procedure

- Students identified as engaging in any actual or suspected form of plagiarism or cheating in any assessment event will be reported by the Assessor to the RTO Training Manager immediately.
- Evidence of the activity will be reported in writing by the Assessor and contain a detailed account of the event or actual documented evidence of the action
- On the receipt of the written report detailing plagiarism or cheating, CEAV Institute Manager will discuss the situation with the Assessor to investigate the evidence, including giving the student the right to be heard and determine whether there is in fact a case of plagiarism and cheating and the level of severity of plagiarism and cheating. The Assessor will then seek an interview with the student or students involved in the allegation of plagiarism or cheating in order to discuss the allegations.
- The student interview will be utilised to advise the student or students of the allegation and of their right to state their account of the alleged offence.
- In the case of a student denying their involvement in plagiarism or cheating, CEAV Institute RTO Training Manager will delay any further action until the allegation is further reviewed and evidence examined.
- Where the allegation cannot be substantiated by reasonable evidence, the student's assessment outcome will be upheld.
- Where the allegation is authenticated by the evidence presented, the student assessment outcome will be cancelled and the student provided with an opportunity to take responsibility for their actions and own up to the offence. The RTO Training Manager shall apply their own discretion as to whether the student's enrolment should be cancelled.

- Where the student has admitted fault and demonstrated an understanding of the implications of their actions, the Assessor will advise the student of the activities required to be completed by the student that will allow the student to resubmit their own work for assessment.
- Where the allegation is authenticated and the student refuses to admit their wrongdoing, the assessment outcome will be cancelled. The RTO Training Manager shall apply their own discretion as to whether the student's enrolment should be cancelled and a statement of attainment issued for all units of competency previously gained.
- All student interview outcomes must be recorded in writing and placed on the students file and an electronic copy kept in the Plagiarism folder in the Training Drive.
- Should a student decide to appeal the outcome, the student's enrolment shall be maintained during the period of the appeal and only cancelled where the student's appeal has been decided in favour of the decision to cancel the students' enrolment by an independent adjudicator.

Penalties for plagiarism, cheating and academic dishonesty may include:

- A formal warning.
- Loss of credit for the relevant task/s.
- Requirement to undertake reassessment by completing new or adapted task/s.
- Termination of enrolment.

Extension Requests

Requests for extensions due to illness, unforeseen circumstances etc. are to be negotiated with the trainer at least three (3) working days before the submission date. No extensions will be granted past the final submissions date.

All extensions must be requested in writing (email is acceptable). Any medical conditions must have a medical certificate to validate the request for extension.

The Extensions Policy is available on the CEAV Institute website www.ceavinstitute.edu.au

Assessment Results

All students are able to access their results at any time via the Student Portal.

Assessment tasks are marked satisfactory or not yet satisfactory. Assessors provide clear feedback on areas for improvement. Tasks that are deemed to be not yet satisfactory can be resubmitted.

When all assessment tasks for that unit have been completed satisfactorily, the student will be deemed competent.

Should you require a statement of results or evidence of course completion prior to the issuing of formal certificates, please contact CEAV Institute via email support@ceavinstitute.edu.au



Student Support Services

Student Support Services is the name given to programs which support students educational programs.

There are several ways in which CEAV Institute will support you:

- CEAV Institute maintains a comprehensive and up to date online Learning Management System to which all enrolled students have access.
- CEAV Institute encourages trainer/assessor and student discussion through online forums to assist students with course content.
- Trainers/Assessors are available to students via email and telephone to answer any questions or concerns that students have about any aspect of their education and training with CEAV Institute. Individualised tutoring is also provided to meet the needs of students.
- CEAV Institute will provide a fully equipped, disability accessible training room with internet access for all training workshops.
- Students have access to the extensive Course Reference Library and onsite laptop computer borrowing with internet access at CEAV Level 3, 61 Civic Drive, Greensborough 3088, Monday to Friday from 10.00am – 4.00pm excluding public holidays and Christmas shutdown period.
- CEAV Institute will provide referral to relevant services for support for literacy and numeracy difficulties. E.g., Victorian Adult Literacy and Basic Education Council when required. Referral list available on request. Any additional cost incurred will be met by the student.

- CEAV Institute will ensure students have every reasonable opportunity to complete their training program. CEAV Institute is committed to supporting all students' learning and will make reasonable adjustments to training and assessments for students with identified special needs. Students need to contact the trainer/assessor to discuss their circumstances.

Student Safety Measures – on site

CEAV Institute is committed to providing a safe work environment for all students undertaking courses with CEAV Institute.

To this end:

- All onsite training days will be conducted between 9.00am and 4.00pm. CEAV Institute will provide 2-3 break times during training days.
- CEAV Institute recommends that students should take measures to ensure that they do not spend more than four hours of study in any one session without a break from their study stations and computers.
- CEAV Institute recommends that a reasonable break time should be approximately 30 minutes.
- CEAV Institute recommends that students advise their trainer or the RTO Training Manager if they require further assistance in terms of their safety while undertaking their course of study.
- CEAV Institute is close to public transport, both trains and buses.
- Ample on site and on street parking is available. CEAV Institute is located within walking distance to shops.
- CEAV Institute provides a disability ramp and lifts for access to the building.

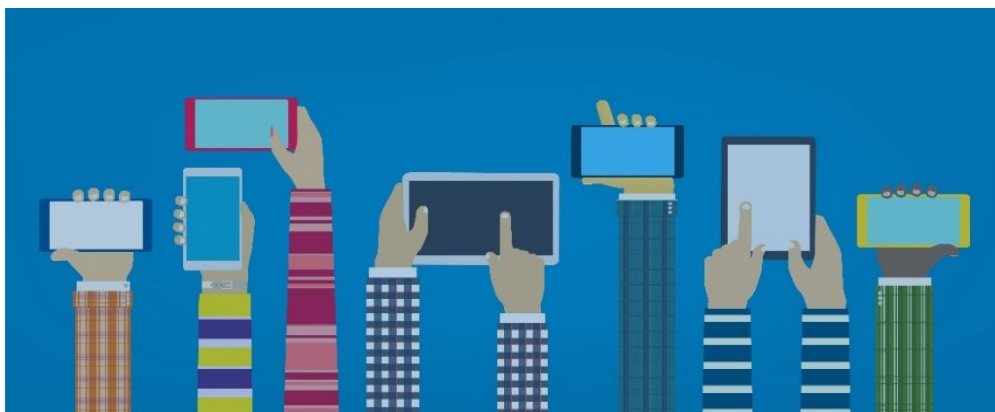
Safe use of digital technology

CEAV Institute encourages students to ensure they remain safe at all times while participating in online and face to face Zoom sessions.

We take the following measures:

- Online training is conducted between 9.00am and 4.00pm. CEAV Institute will provide 2-3 break times during training sessions.
- CEAV Institute recommends that students should take measures to ensure that their workstation is setup appropriately for their Zoom Sessions. We suggest turning off email notifications so that you can focus fully on the session.
- Please enable your camera so that everyone can see you. This supports clear and effective communication with your trainer and other participants.
- Come prepared with a water bottle and any printed materials that relate to the session.

- Your trainer will ensure that you have regular breaks. When you are put into breakout rooms, please provide constructive input.
- You can use the chat box to ask questions or share ideas, website and other information.



Issuing of Results

Students will be issued with an electronic copy of Certificate and/or Statement of Attainment at the conclusion of study. An electronic Certificate and/or Statement of Attainment will only be approved for issue when the CEAV Institute Manager is satisfied the student has met all the course requirements and there are no other outstanding commitments (financial and/or required documentation).

Qualification certificates will be withheld if fees are outstanding. Qualifications are issued in accordance with the relevant policies and procedures of CEAV Institute located on the CEAV website at www.ceav institute.edu.au

Student Feedback

CEAV Institute will seek student feedback on your level of satisfaction with the education and training delivery, assessment and support services. CEAV Institute will ask students to complete a number of evaluations. You will be asked to complete an evaluation form at the end of each training workshop and student satisfaction survey midway and at the completion of your course. You will also be asked to participate in the QI Student engagement survey. This is part of the ongoing review and monitoring that will assist CEAV Institute to continue to improve the effectiveness of our training programs and RTO services.

Your participation and honest feedback will be sought. All responses will be anonymous (if desired) and will be used to review processes and implement change if necessary as well as continue to ensure CEAV Institute provides a high standard of training and assessment. For further details refer to the CEAV Institute Continuous Improvement Policy.

Access to Training Records

Students' progress and records are maintained and updated to ensure that an accurate and complete record of their academic program becomes a part of their permanent record. Students have access to their progress and results via the Student Portal.

Additionally, students may request access to their records by completing the Request to access personal information form and providing proof of identification. Third party access cannot be approved unless the Release Authorisation Form is completed and signed by both the student concerned and third party. Forms can be downloaded from the CEAV Institute website at www.ceavinstitute.edu.au

Change of Enrolment

If a student wishes to change their enrolment to another course, the fees paid will be transferable to the new course, however, this must be done within the first 4 weeks of course commencement.

Change of enrolment is subject to availability and will not normally be considered after more than 4 weeks from course commencement unless there is a compelling reason for the change. Change of enrolment must be applied for in writing and may occur if CEAV Institute and the student agree on the benefits of the change. CEAV Institute reserves the right to enrol students into the appropriate course.

Change of Personal Details

It is your responsibility to inform CEAV Institute of any change to your employment and/or contact details - both work and home. In this way, CEAV Institute is able to maintain an up to date student database. Please complete the Notification of Change of Address form and submit to Records and Reporting.



SECTION 4

CEAV Institute Policies and Procedures

CEAV Institute has made available a selection of policies and procedures relating to your participation in training delivery and assessment and the general day to day operations of CEAV Institute on the CEAV Institute website www.ceav institute.edu.au.

The following Policies and Procedures are summarised below to assist students.

Access and Equity

Equity is a term used to cover issues relating to access to VET, participation in VET and achievement of outcomes in VET. Equity issues range from providing a supportive learning environment to adjusting assessments to meet individual circumstances, from policies on fee reduction to development of inclusive training materials. Basically, equity refers to the ability to achieve results in training and to receive training in an inclusive environment with inclusive materials. An inclusive environment or set of materials is one that acknowledges and values the differences between people and cultures. It includes rather than excludes.

CEAV Institute is committed to ensuring that all prospective students are able to participate and have the opportunity to build on their potential, make choices and receive responsive and appropriate products and services. While the destination for all students may be the same (i.e., demonstrating competence to the standard required), the journey may be different. For example, some students may gain their credential through skills recognition. Some students may need more time than others, for example, because of their family or work responsibilities. CEAV Institute aims to ensure equity by being flexible, responsible and avoiding a 'one size fits all' approach to training and assessment.

Access generally refers to the ability to enter training. CEAV Institute is committed to improving access includes improving physical access to the training venue and ensuring that selection criteria do not discriminate against students.

The Universal Declaration of Human Rights

The Charter of Human Rights and Responsibilities Act 2006 (the Charter) is a Victorian law that sets out the protected rights of all people in Victoria, as well as the corresponding obligations on the Victorian Government and any organisation providing services, such as funded training, on their behalf.

The Charter of Human Rights applies in the following circumstances:

- Deciding whether to request information, who to request the information from and the nature and scope of the request.
- Sharing information voluntarily that would promote the wellbeing or safety of a child but could impact upon the wellbeing and safety of another child.
- Sharing information voluntarily for a family violence assessment or protection purpose.
- Voluntarily sharing information about perpetrators with victim survivors to assist them to manage their safety or with a child or their parent to manage a risk to that child's safety.
- Seeking the views and wishes of a person regarding sharing their information.
- When making a decision that requires applying and interpreting a decision-making threshold in practice, such as considering whether it is 'safe, appropriate and reasonable' to seek a person's views.
- Engaging with clients or responding to complaints.

CEAV Institute is committed to providing a fair, safe and inclusive place to learn, where every person is respected and treated with dignity.

Complaints & Appeals

CEAV Institute is committed to resolving complaints and appeals efficiently and ensuring that the outcomes are consistent, fair and just.

- **Complaint** is the informal or formal expression of concern in regard to some aspect of the conduct of CEAV Institute operations, services, staff or students.
- **Appeal** is a request for a review of a decision made by CEAV Institute (or a third party providing services on CEAV Institute's behalf), including decisions about assessment, made by CEAV Institute or a third party providing services on behalf of CEAV Institute. An appeal can also be made against CEAV Institute's outcome decision of a formal complaint.
- **Complainant** means the person making the complaint.

CEAV Institute has developed a policy and procedure for addressing students and staff complaints and appeals. If at any stage during your application/enrolment or course delivery/assessment you feel dissatisfied, you have the right to complain or appeal any decision that you disagree with. All policies, procedures and forms for complaints/appeals are available on www.ceavinstitute.edu.au

Students should, in the first instance, approach relevant members of the RTO staff. Where the complaint is not resolved to the student's satisfaction then **a formal written complaint is to be lodged using the CEAV Institute Student Complaints & Appeals form** which is available on the CEAV Institute website.

This is not mandatory, as **the student may formally present their case in person** but will assist with the processing of the complaint or appeal. Complainants have the right to be accompanied by any person of their choice including legal or other representatives at any time during the complaint or appeal process. Where the official form is not used and where it is deemed appropriate, a designated senior member of staff shall record details of the complaint or appeal using an official complaint form. All official complaints and appeals shall be recorded in writing.

Should the complaint or appeal still not be resolved, after referral to the RTO Manager, the complainant has the right to lodge a complaint externally with an appropriate external agency such as one of those listed below:

1. ASQA <http://www.asqa.gov.au/complaints/making-a-complaint.html>
2. The National Training Complaints Hotline on 1800 000 674.
3. A Mediation Adviser as approved by the Law Institute of Victoria.

Where a student's appeal regarding assessment has been successful, the student shall be given a fair opportunity for reassessment.

Occupational Health & Safety

CEAV Institute recognises that the health and safety of all its staff and students undertaking study through CEAV Institute is a priority. This includes all forms of behaviour that might impact the health, welfare and safety of others. If accidents or incidents do occur, they should be reported. Incidents should be investigated to ensure that the possibility of recurrence or further risks is minimised.

If you have any concerns regarding any aspect of your health and safety during your enrolment with CEAV Institute, you should contact the CEAV Institute Manager. Contact details are in the front of this handbook.

Privacy

CEAV Institute is committed to protecting the privacy of its staff and students by ensuring that the security of personal information is maintained within the organisation. CEAV Institute endorses the National Privacy Principles (set out in amendments to the Privacy Act 1988 that came into being on 21 December 2001) and has adopted them in its management of personal information.

CEAV Institute will ask you for private information for the purposes of processing your enrolment form and managing your education and training. This information will only be used by the CEAV Institute for the purposes for which it is intended.

The Privacy Act covers the collection, use, disclosure, quality and security of personal information and gives individuals the right to access and correct their information. You have the right to access

your records at any time by contacting the CEAV Institute on Ph. 03 9433 8000 during business hours or downloading the appropriate form from www.ceav institute.edu.au

Welfare of Students

Staff and students of CEAV Institute are expected to treat each other with care, courtesy and fairness and to use acceptable language at all times. Therefore violence, intimidation or bullying will not be tolerated.

Withdrawal & Refunds

CEAV Institute recognises that students may be unable to continue their enrolment for a variety of reasons. You may need to withdraw from the course in which you enrolled. In this situation contact the CEAV Institute Manager to discuss your situation. You will be asked to complete a Course Withdrawal Form.

If more than 4 weeks of course delivery has passed, there will be no refund available. In exceptional circumstances such as financial hardship, immediate family bereavement and/or serious illness, refunds will be considered on an individual basis at the discretion of CEAV Institute.

If CEAV Institute cancels the course, reschedules at a time not suitable to you or is unable to offer you a place in the course of your choice due to excess numbers, you will receive a full refund.

CEAV Institute focuses on supporting a prospective student to understand how their options may affect their future eligibility for funding and, ultimately, helping them to choose the right training. This includes the provision of sufficient information for them to make an informed choice and the allowance of a cooling off period where a student may change their mind without penalty.

The refund policy allows for 4 weeks after course commencement where the student may withdraw and receive a refund.

All policies, procedures and forms relating to Withdrawals are available on www.ceav institute.edu.au/forms/

GET IN TOUCH

 **(03) 9433 8000**

 **WWW.CEAVINSTITUTE.EDU.AU**

 **SUPPORT@CEAVINSTITUTE.EDU.AU**