



CLET
TRAINING
RTO #31254

LEARNER
INFORMATION
BOOKLET



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WELCOME TO CLET TRAINING

CLET Training is a registered training organisation (RTO #31254) and prides itself upon delivering courses that are founded upon:

- Extensive experience
- Up to date resources
- Informed learning strategies and delivery methodologies
- Modern online study environments

CLET has several qualifications offered via online training and several more offered for recognition of prior learning (RPL).

This learner information booklet is made available for prospective learners who are considering undertaking a study course with CLET. It is also available online for RPL applicants.

General information

Location:

CLET's Head Office is located at 104/20 Lake Orr Drive Varsity Lakes, Qld. This office is generally unmanned, and appointments are required.

CLET operates fully online and can be contacted via the website: www.clet.edu.au/contact-us, email 24/7 or phone on 1300 760 605 during business hours.

Enrolled learners can send a message 24/7 to all CLET staff via the Student Messaging System inside Study Cloud.

Opening Hours:

CLET's head office is open from 8am to 4pm AEST Monday to Friday.

Contact Details:

Phone 1300 760 605

Email: info@clet.edu.au



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What is a RTO?

A registered training organisation (RTO) delivers nationally recognised training and assessment in the vocational education and training (VET) sector. As a RTO that offers qualifications across Australia, and based in Queensland, CLET Training is approved and regulated by the Australian Skills Quality Authority (ASQA).

As a RTO, CLET Training, has an obligation to all learners to ensure that the quality of training and assessment offered is in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*.

As a RTO, CLET Training is authorised to deliver and assess qualifications as approved by ASQA and listed on the national register at <https://training.gov.au/Organisation/Details/31254> and to issue qualifications pursuant to the Australian Qualifications Framework (AQF).

Is this course right for me?

Prior to enrolment, learners will complete a questionnaire 'is this course right for me?'. This is a self-assessment, and the results are not seen by CLET staff. This will allow learners to decide, based on the questions asked, whether the course they are considering enrolling in is the correct course for them. If any questions are answered with a 'no', the learner will not be able to proceed to enrolment. Options to remedy the answer will be provided with each 'no' ticked. If all answers are 'yes', the enrolment process will become available.

This process is to ensure that learners are in the correct course for their needs, meet the entry requirements for the qualification, have considered all consequences of enrolment including study requirements and costs, can meet the hardware and software requirements of the course, and understand the demands of the course.

Qualifications Offered

CLET has a wide range of courses available across several Training Packages. All courses are nationally recognised and can be viewed on the website at www.clet.edu.au

Only some of CLET's qualifications are offered for study, The remainder are offered for recognition of prior learning (RPL) only. These means that qualifications not offered for study are only available for assessment for those learners who have employment experience in the relevant area.

The qualifications offered for study are displayed on the website here:

<https://www.clet.edu.au/qualifications>

The qualifications offered for RPL are displayed on the website here:

<https://www.clet.edu.au/rpl/qualifications/all/>



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If you wish to proceed with RPL, you can complete the RPL Assessment Form here:

<https://www.clet.edu.au/rpl/rpl-assessment-form/>

If you wish to proceed to study, you can enrol in your chosen course through the course page from the list available here: <https://www.clet.edu.au/qualifications>

When you enter the course page you will be able to see the code and title of the qualification to ensure you are enrolling in the correct qualification for study. If it is published on the CLET website and available for enrolment, you can assume that the course is current.

All qualifications available for study and RPL as listed on the CLET website are nationally recognised training and appear on the National Register at www.training.gov.au

All study courses offered by CLET are delivered fully online, there is no attendance at any physical location. CLET does not employ or contract third parties to deliver any training. All qualifications delivered and assessed are done so under the CLET Training RTO #31254 as listed on the National Register at <https://training.gov.au/Organisation/Details/31254>

Flexible Delivery

Flexible delivery means that there are no assessment due dates for any courses offered by CLET. The courses are fully flexible, and learners can choose how quickly or slowly to complete their studies.

We confirm that the anticipated time for completion of Certificate IV and Diploma level courses is 24 months, and for Advanced Diploma level courses, 36 months.

Learners must be mindful that nationally recognised qualifications can be updated every five years or so by the industry councils (or equivalent). This will mean that a course may reach a time when there is only 12 months left for the study to be completed.

When this occurs, the flexibility of the CLET courses will be impacted and finish times may be implemented. Wherever possible, CLET will support learners to 1. Complete the qualification they are currently enrolled in, or 2. Work with the learner to transition them to the new qualification whenever possible.

CLET always prefers learners to have the most current version of a qualification but sometimes the change is dramatic and a transition to the new one from an old one may negatively impact the learner (i.e.: number of units to be studied increases). In all instances, CLET will work with the learners to achieve the best possible outcomes.



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Work Placement

CLET does not currently offer any work placement opportunities with its study or RPL programs. At this point in time, the qualifications delivered by CLET do not demand any work placement for successful completion.

Units of Competency

Each qualification has a number of units. The specific units offered for each study course are available under each course on the CLET website at www.clet.edu.au

NB: All study courses are registered for deliver and assess on the National Register.

Depending on your requirements you may elect to enrol in a full qualification or an individual unit of competency. To enrol in any single units, please contact CLET on 1300 760 605 or info@clet.edu.au for the enrolment process.

Course Structure

The qualifications offered by CLET in the study programs are designed to be studied in full, or as part of a partial RPL or credit assessment. The number of units to be completed in a qualification are in accordance with the qualification rules as published on the National Register at www.training.gov.au

A partial RPL means that learners have received credit for some of the units in the qualification by RPL and only need to study the remaining units to be issued the qualification. Partial RPL is an option on all qualifications offered for study by CLET.

A credit assessment means that learners have received credit for some of the units in the qualification by Credit for prior study (already holds the units from previous study) and only need to study the remaining units to be issued the qualification. Credit assessment is an option on all qualification offered for study by CLET.

Entry Requirements

CLET provides a range of training programs with varying entry requirements. Some may have specific entry requirements that include competency pre-requisites, and/or prior or concurrent work experience. Specific details are available on the course pages on the CLET website at <https://www.clet.edu.au/qualifications>



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Technical Requirements

All learners **must** have access to a computer with the following specifications and software/accessories to be able to study with CLET:

- Windows PC / Laptop / Tablet
- Speakers and microphone
- Windows 7 (or higher)
- Latest version of Chrome
- Microsoft Office (2010 or higher)
- Latest Adobe PDF Reader

Apple Mac PC's

- Mac OS X 10.6 (or higher)
- Latest version of Chrome or Safari
- Microsoft Office for Mac (2010 or higher)
- Latest Adobe PDF Reader

Android

- Android Latest
- Latest version of Chrome

*iPhone & iPad**

- iOS Latest
- Latest version of Chrome or Safari

* Learners using an iPad or iPhone will need to upload documents from a Laptop, PC or have a Dropbox account.

Firefox Browser does not support all software provided inside CLET online Study Cloud.

CLET technical staff are available if any assistance is required.

Software

Software requirements include those that can ensure the basic document preparation and some creative components:

- Microsoft Office software with Word and PowerPoint, or equivalent for Mac or tablet
- Access to Zoom is provided
- Some supporting (free) programs can be recommended such as Canva, MilaNote, Miro, Loom



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Enrolling in a Course

Once a learner has selected a course and completed the 'is this course right for me?' questionnaire, they can go ahead and enrol. Following on from the questionnaire, the enrolment process is fully online. A copy of photo ID needs to be provided. This can be done during the enrolment process or later.

CLET Training does not engage any third parties to deliver training or assessment. Enrolment is only with CLET directly through the CLET website or alternatively as provided, if necessary, through arrangement with CLET staff.

Any assistance with enrolment can be sought by phone on 1300 760 605 or email at info@clet.edu.au

Course Fees

Depending on the course you wish to undertake the course costs will vary from individual units of competence to a full qualification, including a pro rata fee schedule for partial RPL or credit assessment.

All study courses require a \$500 deposit upon enrolment. The deposit includes a \$200 non-refundable administration fee. If the enrolment is terminated by the learner prior to the course start date, the deposit minus the non-refundable administration fee will be refunded. If the enrolment is terminated by CLET prior to the course start date, the full deposit will be refunded.

There is no cooling off period following enrolment.

Full course fees are listed under each course on the website and include payment plan options.

Payment plans as listed on the website are a convenient pre-scheduled option, however learner's may request alternative payment plans to suit their finances. The initial deposit for enrolment is mandatory but payment options after that are flexible. Learners can contact Accounts on 1300 760 605 or accounts@clet.edu.au to arrange a payment plan that suits. The payment plan policy can be viewed here: <https://www.clet.edu.au/terms-and-conditions/>

Enrolments are not confirmed until payment of the deposit or authorised purchase orders are received.

Your enrolment will be acknowledged, and all enrolments confirmed in writing via SMS text message and email. Additional confirmation in writing by mail is available upon request.

All cheques should be made payable to CLET Training.



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Payment Plan instalments are deducted on the 10th of each month unless otherwise arranged. A statement of account is produced and issued direct to the learner by email at each payment point.

Subsidised training

CLET does not offer any subsidised training nor any government funding. All courses for study are fee for service.

CLET does not offer VET Student Loans.

CLET does not engage the services of any third-party financiers to support learner enrolments. This is because missed payments can result in penalties with the financiers that CLET would prefer not to be enforced on learners.

Payment types

The online enrolment form requires a credit/debit card for payment.

All payments can be made either by credit/debit card or by EFT into the CLET account. CLET cannot direct debit accounts (this also can create unexpected and unwanted fees for learners).

Invoices can be issued for any fees payable, prior to payment if needed.

Refunds

Course fees become due and payable in full on the course commencement date. Payment plans are offered as a convenience by CLET and do not negate a learner's liability for the full fees at the course commencement date.

Refund Policy (also available here <https://www.clet.edu.au/terms-and-conditions/>):

The refund policy explains that no refund of fees will be made after the course commencement date:

CLET will make a full refund of all fees paid should a course be discontinued by CLET or become unavailable for delivery or assessment by CLET. In this instance, should the learner desire to take an alternative course offered by CLET, the fees paid will be fully transferrable to that course. In the event of a course for which the learner has sought enrolment being unavailable or no acceptable alternative course is available, all fees paid are fully refundable.

In no instance will refunds be payable because the industry provider of the vocational outcome has changed their education entry requirements.



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Should a learner cancel their enrolment with CLET the following conditions will apply regarding a refund of fees paid:

The \$200 enrolment administration fee is non-refundable in any instance. Cancellation by a learner prior to the commencement date of their enrolled course will result in a full refund of fees paid to date minus the enrolment administration fee.

No refunds will be given for cancellations or discontinuations after the course commencement date or after exclusion for unsatisfactory attendance or behaviour.

Notification for cancellation of enrolment in a course with CLET must be given in writing. [Contact us](#) or via internal message in the CLET online course management system is acceptable. All requests for cancellation will be processed within four weeks and any resulting refund will be paid within one week of the claim being agreed.

For RPL:

The RPL assessment process is available without cost and therefore refunds are not usually needed. If for any reason a refund is required, a request can be made in writing to accounts@clet.edu.au and will be considered on individual merits. Factors influencing refunds will include the capacity to return the qualification to CLET and the period of time since its issue (giving more time for it to have been distributed and not capable of full recall).

Course Changes

Course dates, times, course content and fees are occasionally subject to change. Should the need for such changes occur, we make every effort to inform course learners prior to the commencement of training or as soon as practicable after the course start date.

Where nationally recognised programs are changed in line with changes to competency standards, a transition phase is provided to allow existing learners to complete their qualifications. Qualified staff are available to discuss your options at a time suitable for you.

If a learner wishes to change courses, fees are transferable to the new course subject to pro-rata fees deduction for resources already provided/units completed. In instances where an extended period of time has lapsed an administrative fee may be charged for the transfer.

Course Materials

Each course has equipment and software requirements that the learner must provide or have access to, so they are able to successfully participate in the study program. These are listed on the course page on the website at <https://www.clet.edu.au/qualifications> and listed above in this booklet.



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All other course materials are made available for learners on the CLET comprehensive online course management system, Study Cloud.

Some units require hard copy materials to complete assessment tasks, and these will be sent out by CLET via post to learners as required. If a learner is not in a position to receive hard copy materials by post, adjustments to the assessment task will be made where possible through consultation between the learner and the trainer/assessor.

Assessment

In accordance with the Australian Quality Training Framework and pursuant to the *Standards for Registered Training Organisations (RTOs) 2015*, CLET conducts assessment for the nationally recognised qualifications it holds on scope with the National Register at <https://training.gov.au/Organisation/Details/31254>

The assessment processes adopted by CLET include assessment of tasks completed in training programs, RPL, and Credit for prior study.

Training based assessment

The CLET assessment processes for training are conducted online and in accordance with the assessment instructions provided during course design against the criteria of the relevant training product. The assessment will be valid, reliable, flexible, and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and learners will be encouraged to participate in collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications. It is the responsibility of the Trainer/Assessor to ensure that the learner is given every opportunity to demonstrate that they can meet the required performance standards.

Recognition of Prior Learning

Recognition of Prior Learning is an assessment process that maps the outcomes learners have achieved through previously unrecognised learning and/or life/work experience against the outcomes of the specific competencies within qualifications.

The assessment involves collecting evidence and making judgements on a learner's achievement of the criteria set out in a competency standard

Recognised learning includes previous study as evidenced by a qualification or Statement of Attainment



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Unrecognised learning includes programs that do not lead to achieving nationally endorsed competency standards or accredited course outcomes (e.g. Statement of Attendance, workplace mentor program etc)

Benefits:

RPL creates flexibility in a system that previously discounted or ignored some forms of qualifications and informally gained skills.

The following are benefits stemming from the use of RPL for employees and employers:

- Reduces unnecessary time spent in re-learning competencies already held. Thus, prevents costly retraining
- Enables credit towards qualifications
- Creates opportunity to access education, training, and employment opportunities for the individual
- Provides an indication of any gaps in skills and knowledge of employees

The Assessment Process:

Learners can apply for RPL by completing the online form on the CLET website at <https://www.clet.edu.au/rpl/rpl-assessment-form/>

The form allows for the upload of evidence in support of the request for RPL. Completing the form will result in an email response that sets out evidence requirements to help learners gather necessary documentation.

CLET RPL Team will conduct the assessment by mapping the experience of the learner against the criteria of each unit in the relevant qualification.

If a learner is not sure which qualification may be most relevant, CLET will conduct an initial review that will provide a list of recommended qualifications for assessment based on the learner's employment history.

RPL is offered for all qualifications on CLET's scope. The qualifications available via RPL are listed here: <https://www.clet.edu.au/rpl/qualifications/all/>

Entry requirements do apply for some qualifications, and these are specified on each RPL qualification page.

If already enrolled in a course, learners can apply directly to CLET Administration for RPL via the student messaging system, and a Trainer/Assessor will provide information about the best or most appropriate means of demonstrating competence.



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Credit for Prior Studies

Competencies achieved and detailed in Statements of Attainments or qualifications issued by other Registered Training Organisations will be recognised by CLET.

Learners can apply for Credit for prior study using the online form on the CLET website at: <https://www.clet.edu.au/credit-prior-study/general/>

Learners can upload existing transcripts or records of result or statement of attainment from previous studies when completing the form. CLET will conduct the assessment and confirm the outcome by way of credit assessment letter via email if for a qualification being offered for study by CLET.

Credit for prior study cannot be offered for qualifications not available for study with CLET because the outcome will be no different to the statement of attainment already held by the learner. However, credit for prior study can be used in conjunction with the RPL process if a learner has relevant employment and study experience.

Credit for prior study is not available for full qualifications if the credit sought is for the same qualification.

Assessment principles and rules of evidence

CLET applies the principles of assessment and rules of evidence for all assessments conducted, whether they be through training, by RPL or by Credit for prior study.

The principles of assessment are as follows and are prescribed in the *Standards for Registered Training Organisations (RTOs) 2015*:

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.



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Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor or another occasion:

- Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- The individual learner's needs are considered in the assessment process.
- Where appropriate, reasonable adjustments are applied by the RTO to take into account 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; and
- 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.

The rules of evidence are as follows and are prescribed in the *Standards for Registered Training Organisations (RTOs) 2015*:

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



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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.

Qualified Trainers/Assessors

Pursuant to the *Standards for Registered Training Organisations (RTOs) 2015*, CLET's courses are delivered by trainers and assessors who either hold the units they are assigned or have the vocational competencies at least to the level being delivered and assessed, plus current industry skills directly relevant to the training and assessment being provided, and current knowledge and skills in vocational training and learning that informs their training and assessment.

In addition, CLET training and assessment is only conducted by staff that hold a one or more of the following:

- Current Certificate IV in Training and Assessment
- Current Diploma of Vocational Education and Training
- Bachelor of Adult and Vocational Education

Plus, CLET trainers and assessors undertake professional development in the fields of:

- knowledge and practice of vocational training, and
- learning and assessment, including competency-based training and assessment

Support Services Information

CLET identifies that a correct fit between RTO and learner is needed to achieve positive training outcomes. This means that CLET needs to offer support services to ensure learners have the best chances of success.

The CLET website provides information about each qualification available for training and all qualifications available for RPL. This information should be perused by learners to see whether it meets their needs.

When a learner considers enrolling in a course, the 'is this course right for me?' questionnaire is the first opportunity for the learner to self-assess whether CLET is the correct RTO to meet their needs as a learner.



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Language, Literacy and Numeracy

New learners, enrolling in full study programs, will be required to complete a short language, literacy, and numeracy questionnaire prior to commencing units of competency. The questionnaire is designed to identify learners who may find it difficult to achieve the outcomes of the course in the scheduled timeframe. Where a learner has been identified with potential support needs, the trainer and assessor for the first unit of study will monitor progress and be available for additional support during the study and assessment process.

Support questionnaire

Learners will also be required to complete a short support questionnaire prior to commencing units of competency. The questionnaire is designed to identify any support issues that CLET should be aware of to better assist a learner with their learning.

CLET acknowledges that it is limited in some support areas because of courses being offered fully online. The following support reference guide outlines CLET's limitations

SUPPORT REFERENCE GUIDE

Language Literacy and Numeracy

Should a learner or potential learner be identified with language, literacy or numeracy support requirements which are sufficient that the learner is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, learners are to be advised that CLET does not have the necessary support services available, and the learner referred to external agencies for support. Assistance to the learner, and liaison with the external agency may be provided, where applicable, to identify the specific support requirements. Costs will be borne by the learner.

Learning Support

Should a learner or potential learner be identified with learning support requirements which are sufficient that the learner is unlikely to achieve the competency standards, and customised delivery or assessment strategies will not address the issue, learners will be advised to contact an external agency to address the issue. Assistance to the learner, and liaison with the external agency may be provided, where applicable, to identify the specific support requirements. Costs will be borne by the learner.



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Impairment Support

CLET has some tools in place to assist learners who identify with an impairment, whether it be physical, mental, emotional, or learning. CLET acknowledges that these are restricted by 1. An online environment and 2. The demands of the criteria for training packages

Should a learner or potential learner identify themselves with an impairment, trainers will liaise with the learner to address their support needs. If, however, CLET is unable to accommodate the needs of the learner, CLET will endeavor to identify another Registered Training Organisation delivering the same competencies who are able to accommodate the needs of the learner.

External Welfare Services

Given the nature of the learner group that CLET supports, mental health support is important. Whilst CLET does not offer this directly, the following are a list of appropriate mental health support services for this client base.

Lifeline	13 11 14	www.lifeline.org.au
Fortem	1300 339 594	www.fortemaustralia.org.au
Soldier On	1800 011 046	www.soldieron.org.au
Beyond Blue	1300 224 636	www.beyondblue.org.au
Beyond Blue Suicide Callback	1300 659 467	
Blue Hope	1300 002 583	www.bluehope.org.au
DVA	1800 838 372	www.dva.gov.au

Privacy Policy

Learners can be assured that personal information provided to CLET will be given maximum protection and made available only to authorised users such as employers where a contract (e.g. Training Contract) exists, or to government agencies to meet government reporting requirements, for research, audit, moderation, and evaluation purposes.

The privacy policy is available for viewing here: <https://www.clet.edu.au/terms-and-conditions/>

Copyright

The law requires copyright loyalty payments for the reproduction of a considerable amount of publishable material, notably books.

For study and research purposes, learners are allowed to copy 10% or one chapter of a book or one article per issue of a journal. More extensive reproduction may be possible; however, permission must be sought.



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Discrimination and Harassment

CLET aims to provide an environment free from discrimination and harassment for both learners and staff. Discrimination and harassment come in many forms and may relate to gender, age race, religion, sexual preference, or impairment. If necessary, please contact CLET on 1300 760 605 to obtain confidential support and information about options to deal with such situations.

Learner Conduct

Learners are expected to behave in a manner which is courteous, safe, and not disruptive within training and assessment activities conducted by CLET online. The following are examples of unacceptable behaviour or actions:

- Negative, disrespectful and/or inappropriate comments or abuse towards CLET staff
- Any unsafe or illegal practice, including online;
- Dishonesty in training and assessment activities;
- Obstructive behaviour;
- Disorderly, disruptive, or harassing behaviour;
- Non-payment of fee requirements
- Discrimination towards any other person

Gross misconduct may result in suspensions or expulsion from CLET training and assessment programs.

Complaints and Appeals

Feedback from learners, positive or negative, is highly valued and assists CLET to strive for excellence through constant evaluation and continuous improvement.

Learners also have the right to expect open, fair, and effective complaints procedures. CLET management will ensure that all complaints and appeals are actioned promptly (no longer than 60 calendar days as prescribed by the *Standards for Registered Training Organisations (RTOs) 2015*).

To address a complaint, or appeal an assessment, RPL or Credit Transfer decision, learners or clients are advised to refer to the following Complaints and Appeals Process:

Complaints and Appeals Process

1. Refer to the CLET Complaints and Appeals Policy available here:
<https://www.clet.edu.au/terms-and-conditions/>



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2. Lodge a complaints or appeal form with CLET (see below)
3. Actively participate in the complaints and appeals process as CLET conducts the inquiry and seeks to resolve the issue in the best interests of all parties.

The Complaint Form is available for download here: <https://www.clet.edu.au/terms-and-conditions/>

The Request for Appeal Form is available for download here: <https://www.clet.edu.au/terms-and-conditions/>

Access and Equity

The Management and staff of CLET are responsible for ensuring access and equity for all learners. This ensures all learners are treated equally and fairly and have equal access to participation in training. Selection of learners into courses is based on learner's meeting course pre-requisites and entry requirements, course fee payment and on a first-in first-served basis, and no potential learner will be discriminated against for any other reason.