



Pre-enrolment Information for Students undertaking CMTO courses* as part of the Smart and Skilled Program

*This training is subsidised by the NSW Government

For Further Information

If you would like to talk with someone about the courses which are available through the CMTO call us on 02 9318 9626.

CMTO Service
Student Support Services
Training Issues
Consumer Protection Officer

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Welcome to the Community Media Training Organisation. As a CMTO Student we aim to support your learning in the best way possible. As part of the Smart and Skilled Program NSW, the CMTO is pleased to be offering courses to students in Sydney and the Mid North Coast of NSW.

The following information will help you in undertaking your studies.

Enrolment

The Community Media Training Organisation will follow the procedures below when enrolling students in Smart and Skilled Training courses:

1. Check your eligibility for the Smart and Skilled Program. You can check for your eligibility on the Smart and Skilled website, however the CMTO will require some proof of eligibility and some signed statements at the time of enrolment.
2. Declaration: you will be required to sign a Consent to use and Disclosure of Personal Information to the Department of Education and Communities and Other Government Agencies.
3. Prior to enrolment you will receive the following information:
 - Recognition of Prior Learning and Credit Transfer Information
 - Consumer protection Information
 - What to do if you want to defer or discontinue training
 - How to access support during the course
 - CMTO contacts
 - Information about fees
4. On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued.

Students applying to take part in CMTO courses which are subsidised by the NSW Government's Smart and Skilled Program must meet certain eligibility criteria before enrolling. [Check out more about the CMTO courses offered as part of the Smart and Skilled Program.](#)

Unique Student Identifier

From January 2015, it is a requirement that all students in Australia have Unique Student Identifier (USI). The USI will be an identification number which will enable your records and results obtained after January 2015 to be recorded in an online system for you. This will enable you to access your training records whenever you need to.

There are two ways to create a USI:

1. Create your own:

This can be done by going to the [Unique Student Identifier Website](#) where you can follow the steps. You will need some forms of identification such as a driver's licence, Medicare card, a passport, birth certificate, citizenship certificate etc

2. The CMTO can create it for you:

In order for the CMTO to create a USI for you, you will need to give us permission to do this on your behalf. Please contact the CMTO office on 02 9318 9626.

The CMTO cannot issue you with a certificate or statement of attainment if you do not have a USI. To obtain a USI go the [Unique Student Identifier Website](#) and follow the steps.

Fees and refunds

Fees

All information regarding fees to be paid by students undertaking courses which are subsidised by the Smart and Skilled Program will be supplied information individually before their enrolment is finalised.

Students applying to take part in CMTO courses which are subsidised by the NSW Government's Smart and Skilled Program may have to pay fees for their course. Exemptions apply. You will find further information on student fees for these courses on the [Smart and Skilled website](#).

The CMTO will allow students to pay their fees in instalments and a schedule of payments will be sent to them before the enrolment is finalised. The Community Media Training Organisation, in accordance with the Conditions of Registrations, accepts payments of no more than \$1,000 from each individual student prior to the commencement of the course. Students will then be able to make fortnightly payments throughout the course until their full fee has been paid. These fortnightly payments will only commence once the initial payment has been applied to the schedule.

For example:

A Certificate IV student is paying \$3,500 for a 35 week course (\$100 for every week of the course). They are required to pay \$1,000 in advance. This advanced fee is applied to the first 10 weeks of the course after which the student will be required to pay \$200 at the end of each subsequent fortnight. All fees collected will be retained by the CMTO. No extra fees will be charged to students.

Students are allowed to resubmit assessments twice for each unit before an extra fee is incurred.

Refunds

The CMTO refund policy is as follows:

Outline of Refunds	
Withdrawal prior to agreed start date	Full refund
Withdrawal after the agreed start date	50% refund
Course withdrawn by RTO	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made	Full refund

RPL and Credit Transfer

Recognition of Prior Learning (RPL) is a process which recognises what you have learnt from life experience (activities such as public speaking or music), work experience both at the station or in other workplaces (presentation, studio operations, administration, project management, online work etc) and other training or professional development you have participated in. If you think about work at a radio or television station and then think about other work and activities you participate in, then you may realise that the things you learn outside of the radio or television station will assist you in your work at the station. At the



time of enrolment you will be asked whether you think you are able to perform any of the tasks outlined in the course timetable and description. For example, you may already know how to audio edit or use a mixer. If you apply for RPL you will need to present evidence of your work/skills and after an interview with your assessor be granted the unit without having to complete assessment tasks.

For credit transfers you will need to provide verified evidence that you have completed the nominated units at another Registered Training Organisation. This means that you will attach a verified copy of your statement of attainment or certificate to your enrolment form. The CMTO will contact the issuing RTO to verify the statement. You must not enrol in a unit with the CMTO which you have completed elsewhere.

Reasonable Adjustments for Assessments

Reasonable adjustment for assessments is offered to ensure that everyone is treated equally in the assessment process- this means that, where possible we make reasonable adjustments to the assessment process to meet the individual needs of students.

Reasonable adjustment might mean making adjustments to learning materials, adapting the

physical environment or making adjustments to the procedures for assessment. If, for example, you have difficulties understanding the requirements of assessment because English is not your first language or you have a reading disability, the CMTO can provide you with assistance. In the first instance, contact your trainer about your concerns.

Deferral or Withdrawal from Training

Deferrals

If for any reason you wish to defer your involvement in training and assessment, you should discuss the matter first with your trainer who may refer you to the Training Manager. If you have a particular grievance or complaint it will be referred to the CMTO's Customer Protection Officer. We will do everything we can to support you in continuing your training.

You can only defer your studies for 12 months, after this time you will not be entitled to continue with your course. Requests for deferrals need to be made in writing and sent to the Training Manager at the CMTO.

Withdrawals

If you decide to withdraw from the course we would like you to discuss the reasons for doing so with your trainer or the CMTO Training Manager. If you have a particular complaint or grievance then you should contact the Consumer Protection Officer. Your withdrawal should be sent in writing with reasons and the date you have decided to stop studying. The CMTO will refund any outstanding fees in accordance with our Fee and Refund Policy.

The CMTO will issue you with a statement of attainment for any units you have completed within 21 days of the notice of discontinuation. We will also update your training plan and provide you with a copy.

Code of Practice

The CMTO has adopted the following Code of Practice for all students enrolled in our Smart and Skilled Program.

Students Rights and Obligations

All students have the right to:

- Expect that the education and training they receive will be of a quality consistent with ASQA regulations and Smart and Skilled Contract requirements
- Be informed about personal information that is collected about them and the right to review and correct that information
- Access to a providers consumer protection complaints system

All students have obligations including, but not limited to:

- Provide accurate information to the provider
- Behave in a responsible and ethical manner

CMTO's Obligations

All providers have obligations including but not limited to:

- provide the training and support necessary to allow the consumer to achieve competency
- provide a quality training and assessment experience for all consumers
- provide clear and accessible feedback and consumer protection system including an identified consumer protection officer
- maintain procedures for protecting consumers' personal information.



Consumer Protection and Complaints Handling Procedures

The CMTO has a Consumer Complaints and Appeals Policy and Procedure which can be found in the Student Handbook and on the CMTO website. In summary, students enrolled in courses which are part of the Smart and Skilled Program will follow this procedure:

- In the first instance, complaints should be submitted to the CMTO office on a Complaints and Appeals Form which is obtainable by emailing info@cmto.org.au
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement according to the CMTO Consumer Complaints and Appeals Policy
- The designated Consumer Protection Officer is the CMTO, Nicola Joseph. Her role is to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines. She can be contacted on 02- 9318 9619 or by emailing nicola@cmto.org.au
- If a student feels matters are unresolved to their satisfaction and wish to inform a third party, they should contract the NSW Department of education and Communities Consumer Protection Unit for Students. They can do so at <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students> or by emailing enquiries@smartandskilled.nsw.gov.au or by phoning 1300772104.

Student Support

Being a student is exciting but sometimes you might need assistance. You may have a particular problem getting your assessment tasks done or may have difficulty accessing the resources on the CMTO Moodle. It may be that you need assistance to build your confidence or overcome a personal barrier you are experiencing.

For any requests for assistance contact your trainer or the CMTO office (info@cmto.org.au or 02 9318 9626). You will find a list of other support services available in the CMTO Student Handbook which you will receive on enrolment.