



Learner Information Guide

2022 | 2023

Contents

A background image showing a group of students in a classroom or lecture hall. In the foreground, a young woman with long dark hair is smiling and looking towards the right. Behind her, a man and another woman are also looking in the same direction. They appear to be engaged in a lecture or presentation.

Welcome	3
About CIT Solutions	4
Rights and Responsibilities	6
Security, Safety and Emergencies	7
A-Z Information	10
Bruce Campus Map	28
Index	29

Disclaimer

This publication contains information which is current as of February 2022. Subsequent changes may be made, affecting the accuracy or currency of the information herein. CIT Solutions takes all due care to ensure that the information contained herein is accurate but reserves the right to vary information described in this publication without notice.

Please visit citsolutions.edu.au for the most up-to-date information.

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Welcome

From the General Manager

CIT Solutions is a part of the Canberra Institute of Technology (CIT) group, which has a proud 100-year history as one of the longest standing and leading Technical and Further Education (TAFE) institutions in Australia. Together, CIT and CIT Solutions provide a unique, integrated offering that empowers learners to unleash their potential, to adapt to our quickly changing environment. We support



our students to prosper and to achieve their personal aspirations while best serving their communities, country and the world in the 21st century.

Our daily life has been disrupted since the COVID-19 pandemic spread around the globe. To keep your learning journey going, our instructors have continued servicing learners by delivering instructor-led virtual classes and using our online learning platforms, Engage and My Aged Care (MACLE).

Learning never stops at CIT Solutions! We promise that our team will continue to innovate whether we deliver the programs to you on campus, via virtual instructor-led classes, or as self-paced online study. We appreciate your continued understanding of these uncertain circumstances.

As always, we are here to support every learner's endeavours and to assist you in achieving success in reaching your goals and ambitions. Improving your learning experience and graduate outcomes remains the top priority at CIT Solutions. We truly believe our success is our students' success.

Our dedicated pursuit of educational excellence is what drives us, and we welcome every opportunity we have to engage with you and make your experience meaningful, memorable and valuable. We are here to help you obtain the skills and knowledge you are seeking.

I look forward to the moment we can meet again on campus and am truly excited to see what we can accomplish together.

Warm regards,

Catherine Ng
General Manager
CIT Solutions Pty Ltd



About

Our company

CIT Solutions Pty Ltd is nationally recognised as a high quality provider of learning and development services. The company was established in 1989. Our facilities are located on the Bruce campus of the Canberra Institute of Technology (CIT).

- We work closely with clients to clarify their needs and create solutions. We help individuals achieve personal goals or perform better in their job role and help organisations achieve their strategic business goals.
- We provide exciting life-long learning options for a large number of Canberrans each year through our Centre for Short Courses (CSC).
- We are recognised by many Commonwealth departments and ACT Government directorates as a preferred provider for short courses and qualifications in government, business, management and languages.
- We provide access to CIT's nationally recognised qualifications for international students each year.

Code of practice

One of CIT Solutions' obligations, as part of a Registered Training Organisation, is to document and follow a Code of Practice.

The Code assures clients of our commitment to deliver Vocational Education and Training (VET) consistent with the standards endorsed by State and Territory Ministers under the Australian Quality Training Framework (AQTF).

The Code's focus is on:

- provision of training and assessment services
- issuance of qualifications
- marketing of training and assessment services
- financial standards
- provision of information

- recruitment of learners
- support services
- complaints mechanisms
- record keeping
- continuous improvement.

Copies of CIT Solutions' Code of Practice are available from our Learner Experience Team.

CONTACT US

CIT Solutions Pty Ltd

Postal Address

PO Box 226, Jamison, ACT, 2614

Street Address

Canberra Institute of Technology, Bruce Campus
Building J, Vowels Crescent, ACT – Ngunnawal
Country, 2617

CIT Solutions acknowledges the ancestral lands of the Ngunnawal people of the Canberra region where we live, work and learn. We pay our respect to elders both past and present, the First Australians and Traditional Custodians of the Country, whose cultures are among the oldest living in human history, and we extend our recognition to their descendants.

T. +61 2 6207 4444

F. +61 2 6207 4343

E. citsol@cit.edu.au

W. citsolutions.edu.au

Learner Experience Team

T. 02 6207 4444

E. citsol@cit.edu.au

ABN 250 086 458 23 | RTO 0101

"We deliver workshops, short courses and qualifications for individuals and groups."

Commitment to quality

CIT Solutions is committed to excellence in vocational education and training through proactive planning, regular auditing and continuous improvement in all our activities.

Our capability

We have a large team of experienced professionals who can:

- design and develop effective learning and development systems, strategies and programs
- deliver workshops, short-courses and qualifications for individuals and groups
- provide workplace, online, blended and face-to-face training options
- gain national recognition for clients' existing training programs
- recognise people's current knowledge and skills and provide learning and development solutions to address gaps
- evaluate learning and development systems, policies, procedures and programs
- facilitate strategic planning and reviews.

We have specialist expertise in public sector administration; financial management; project management; intelligence, risk and investigations; procurement, contract management and strategic procurement; policy development; management, leadership and change management; communication, negotiation and conflict management; training and assessment.

We provide professional language and cultural awareness programs. We offer translators, interpreters and nationally recognised testing services in over 50 languages. We also deliver Indigenous cultural awareness programs in partnership with CIT's Yurauna Centre.

We provide consultancy services in many aspects of education and training such as the development, use and continuous improvement of national training packages; accreditation services; design of learning and development strategies and support of Registered Training Organisations.

We have a high level of community engagement through the provision of the ACT's largest range of programs for recreation and personal development.

We draw on the resources of CIT to meet the learning and development needs of organisations.

Our commitment to customer service

At all customer contact points, we aim to:

- respond to your enquiries in a friendly, polite and prompt manner
- treat you as an individual
- wear name badges and tell you our names on the telephone and in correspondence
- answer your phone call within five rings
- serve you at the counter within five minutes
- respond to your telephone messages within 48 hours of receipt
- respond to your email messages within 48 hours of receipt
- write letters clearly so they can be easily understood
- acknowledge your letters within five working days.

Rights & Responsibilities

Responsibilities in the learning environment

CIT Solutions Responsibilities

CIT Solutions is responsible for providing learners with:

- a learning environment which is respectful, supportive, positive and meets diverse needs
- a learning environment which is free of discrimination, bullying and harassment, and protects learner health and safety
- learner services which meet the needs of all learners
- accurate, accessible and timely information about all relevant aspects of their program
- timely, fair and constructive assessment of their work and feedback
- access to staff to discuss program/subject matters and to have their concerns addressed
- appropriate facilities and equipment to support the learning environment and learner needs
- recognition of legal rights including upholding of privacy principles.

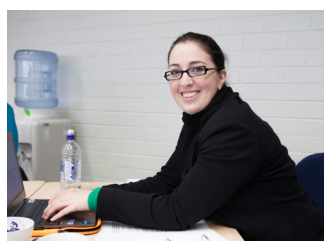
Learner Responsibilities

Learners' responsibilities are to:

- treat other learners and staff with respect and fairness in a culturally sensitive, tolerant, non-discriminatory and non-bullying/harassing manner
- manage their own learning and be aware of requirements set out in this learner guide
- behave in a manner which does not adversely affect the learning of others
- participate constructively in the teaching learning environment, and maintain steady academic progress
- complete all assessment tasks honestly without cheating, plagiarism or copyright violations
- use information technology and other equipment safely, appropriately and legitimately
- follow CIT procedures to appeal assessment decisions or resolve concerns or complaints.

Consequences

- Failure to meet these responsibilities by CIT Solutions learners or staff will be addressed in the most appropriate manner including counselling, or, if it is an ongoing concern, disciplinary action.



Security, Safety & Emergencies

Security, safety and emergencies on campus

CIT Solutions expects students to comply with Work Health and Safety policies, procedures and guidelines, and to conduct themselves in a safe manner and not place themselves or others at risk.

CIT Solutions is committed to providing a safe and healthy workplace for its staff, learners, contractors and visitors in accordance with the Work Health and Safety Arrangements Policy. The policy provides information and resources to enable all those working within the CIT carry out their WHS responsibilities. All learners should review the policy; the policy is available on the CIT website at <http://cit.edu.au/policies>

All staff, learners, contractors and visitors are expected to:

- comply with the Work Health and Safety Arrangements Policy
- conduct all research and teaching in a safe manner that ensures no harm can come to other persons, property or the environment
- cooperate with CIT Solutions in the development, implementation and maintenance of safe working procedures and practices
- participate in all levels of training programs immediately report hazards and incidents
- actively participate in sustaining the safety culture at CIT Solutions.

CIT Solutions follows the direction and advice provided by ACT Health on COVID-19 safe workplace practices to ensure that we provide a safe working environment for our employees, and a safe learning environment for our clients and learners.

Personal security and emergency contacts

- Phone **131 444** and ask for the Police or call Security on **133 277** if threatened.
- Learners studying off-campus should contact the Police in their state or contact relevant staff at the venue.



Emergency Phones

Emergency phones are available on every CIT campus. See the campus maps for their location.



Did you know...

000 is the emergency number within Australia for Police/Fire/Ambulance. **To call this number from within CIT you need to dial 0 then 000.**

Police: **000**

Ambulance: **000**

Fire Brigade: **000**

When using a mobile phone, dial **112** for emergency. **112** can also be dialled in any network coverage area even without the presence of a SIM card or having the PIN number for the phone.

CIT Security: **1300 721 238**

Police Attendance Line: **131 444**

Poisons Information Line: **131 126**

Your personal security is important

- Be aware of your surroundings and use your intuition to recognise dangerous situations.
- Assess the risks you take each day and have a safety plan that will help you get out of trouble. Think about what you would do if you felt threatened. Be prepared to scream or shout if you feel threatened or are attacked.



- If you have felt threatened or have been hurt, report the incident to your teacher or any CIT Solutions staff member.
- Ensure that you have all emergency numbers available in case you need to call someone.
- Avoid isolated places particularly at night. Walk only on lit walkways and avoid shrubs and trees. Do not take short cuts.
- Be alert and walk purposefully. Confidence deters attackers. Walk with a friend or stay with a group or walk closely to someone going in the same direction.
- Be wary of strangers.
- If you feel you are being followed change your direction and go to a place where there are other people. Report all incidents to the Campus Manager.

Personal property

- Do not leave your wallet, bag or purse, or other items of property unattended or unsecured.
- Avoid carrying large amounts of cash. Carry your bag or purse close to you.
- Avoid placing your bag or purse on the floor when in a public toilet cubicle.
- Personal Identification Number (PIN) must not be shared and kept secure. Mark your personal property clearly.
- Report all thefts to the Campus Manager and to the police or if studying interstate to relevant staff at the venue and police in your state.
- For lost/found property items, check with your Campus Manager or CIT Student Services on your campus.
- All lost and stolen CIT Cards must be reported immediately to the CIT Student Services on any campus. If you find a CIT Card please hand it into any CIT Student Services.
- The Canberra Institute of Technology accepts no liability for any loss or damage of personal property on CIT grounds.

Public telephones and public transport

- Know where the public telephones are on campus by checking the campus maps.
- Always carry correct change or a phone card for a phone call. You may need to call a taxi, friend or family member if you are stranded.
- When using a public phone, turn your back to the

phone and look outwards, always keeping a clear view of your surroundings.

- Know your bus timetable to avoid long waits.
- For information about bus timetables contact ACTION on **131 710** or visit the Transport Canberra website at: transport.act.gov.au/
- Wait in an open, populated area where you are visible to the bus or taxi driver.

Vehicle security

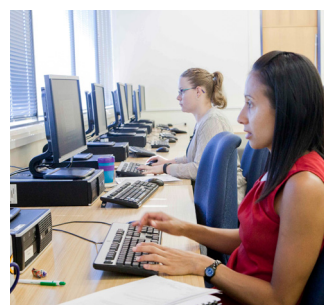
- Park in a well-lit, busy area where possible. Do not leave valuables in your car.
- Always lock your car.
- Walk confidently to or from your car with your keys held ready to open the door.
- Check the back seat or hatch for intruders before getting into your vehicle. Report any incidents to the Campus Manager.

Learner responsibilities for health and safety

In addition to the student responsibilities outlined earlier, there are specific student responsibilities for health and safety.

You must:

- ensure that you do not take any action that creates a risk or increases an existing risk to the health and safety of other persons within a CIT workplace or learning environment
- ensure that appropriate personal protective apparel is worn such as footwear, eye and hand protection
- use equipment in accordance with instructions provided
- protect yourself from any overuse injuries by breaking repetitive work with non-repetitive tasks, exercises or short rest breaks, e.g. you will need to take frequent short breaks to relieve the strain associated with keyboarding.



- Take reasonable precautions to protect yourself and others by not attending classes when you are aware that you have a cold or other infectious disease. If you have been diagnosed as suffering from an infectious disease you must advise a CIT Solutions member of staff.
- Not willfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of CIT Solutions employees and learners.
- Follow CIT's Non-Smoking Policy and do not smoke anywhere on a CIT campus.
- Cooperate with CIT such that it is able to fulfill its health and safety responsibilities.
- Be aware of hazardous materials or suspicious items, e.g. a syringe or abandoned parcel, on a CIT campus. If you come across such an item you must notify or ask a staff member to notify the Campus Management Office.

Health and safety officers

Staff occupying Health and Safety roles at CIT can be identified by the different coloured lanyards (neck strap). Please familiarise yourself with the different colours and roles:

- Red lanyard – Emergency Warden
- Green lanyard – First Aid Officer
- Purple lanyard – Work Safety Representative

A list of the CIT Solutions Health and Safety and First Aid Officers and their contact details can be found in the kitchens in buildings J and C at Bruce Campus.



Emergency information

Emergency Information Noticeboards

These noticeboards are in all buildings and classrooms and contain information on:

- who to contact in the case of an emergency
- emergency evacuation procedures
- first aid officers.

Emergency Evacuation Procedures

You will find these procedures on every floor:

- CIT Bruce Evacuation Plan
- CIT Fyshwick Evacuation Plan
- CIT Reid Evacuation Plan

When you hear the standby alarm (fast beeping beep, beep) prepare to evacuate.

When you hear the evacuation alarm (long whooping whoop, whoop) a verbal message stating “emergency” and “evacuate now” will sound. Please follow the procedures below:

- Leave the building immediately by the nearest emergency exit or as indicated by a Floor Warden taking personal property with you.
- Assemble in class or work groups in assembly areas indicated on map located in your classroom or emergency board.
- Check that your class or work mates are with you. Notify the Emergency Warden or fire brigade of any absences.
- All staff and learners are to return to the building when the “all clear” signal is given by the Emergency Warden or Chief Warden.

Any fire, hazard or suspicious activity should be reported to the Campus Manager

CIT Bruce: (02) 6207 4000

CIT Reid: (02) 6207 3540

CIT Fyshwick: (02) 6205 3148

If you are unable to reach any of the above contacts phone Security on **133 277** for assistance.

A-Z Information

A

Aboriginal and Torres Strait Islander support

Yurauna Centre - Education and Learner Support Centre for Aboriginal and Torres Strait Islander learners. The Yurauna Centre is located in D40, D Block, CIT Reid.

Phone: (02) 6207 3309

Email: CIT.YuraunaCentre@cit.edu.au

For more information visit cit.edu.au/study/cit_yurauna

Absence

Absence creates new responsibilities for you:

- If you are absent from a class, it is your responsibility to chase up the notes/handouts that you missed
- If you are not able to attend a scheduled in-class assessment, it is your responsibility to advise the Learner Experience Team promptly and negotiate an alternative time to take the assessment.

Academic appeals

Learners have the right to appeal an assessment decision, which means you can apply for a review of an academic grade or a Recognition of Prior Learning (RPL) assessment result.

If you wish to appeal an assessment decision:

- Make an appointment to discuss the issue informally with your facilitator.
- If an issue is not resolved, contact the Learner Experience Team to make an appointment with the Program Convenor responsible for your course to discuss the issue informally.
- For assessment appeals outline your complaint with the assessment policy guidelines (which will have been given to you by your class teacher during the first two weeks of the course).



- If unable to resolve the issue with the Program Convenor you may wish to make a formal Academic Appeal in writing and submit to CIT Student Services within four (4) weeks of receiving the grade. An Academic Appeal fee will be charged but will be refunded if the appeal is successful. Your Academic Appeal is then directed to the General Manager.
- An independent person is appointed by the General Manager to investigate and make recommendations. Written confirmation of the outcome of the appeal is provided to all parties.
- If you are not satisfied with the decision of the General Manager, you can appeal to the Chief Executive for a review.
- The Chief Executive appoints an independent senior manager to complete the review and make a recommendation prior to a final decision. The decision from the Chief Executive is final, apart from the right to seek an external review.
- A formal Academic Appeal must be submitted within four (4) weeks of results being available on (CIT's Self Service System Banner).
- A written statement regarding the outcome of any appeal will be provided including, where appropriate, advice about the option and process for review.

Academic progress

Unofficial Transcripts are available at any time during opening hours from the Learner Experience Team or via the web unless you have a hold on your record.

If you need **Official Academic Advice** before completing your course for a job interview or because you are leaving Canberra and are unable to complete your course

"All CIT Solutions learners are entitled to treatment that is fair and consistent."

with CIT Solutions, Official Record of Results will show all subjects achieved in your program and are official CIT documents.

To obtain Official Record of Results you need to fill in an application form, available from the Learner Experience Team. This will normally be processed within seven (7) working days.

Some of CIT Solutions' online courses provide you with results for specific assessment items that you have undertaken. These results only provide feedback from your Facilitator that you have satisfactorily completed specific assessment items, not units of competency and should not be confused with official course results.

Please note that if you have any 'holds' on your learner record we are unable to issue any academic advice.

When requesting an Official Record of Results from CIT Solutions, you will need to supply your CIT number, your date of birth, an up-to-date mailing address, the program code and the name of the program you are enrolled in.

Accident/Incident

- An accident is any event where a person is injured or property is damaged
- An incident is any event, circumstance, condition or environment which if sustained or repeated could lead to an accident.

If you have an accident or are involved in an incident while at CIT Solutions, inform a staff member and make sure an accident/incident report is filled out and signed by your Facilitator or other CIT Solutions' staff member. If you require a First Aid Officer, refer to the Emergency Evacuation Boards, or ask a staff member to assist you.

Advocacy

All CIT Solutions learners are entitled to treatment that is fair and honest. An advocate is a person who will advise and assist you towards the resolution of a complaint. Advocates will assist you to clarify the issue and advise you on possible steps to resolve problems.

Your advocate could be any person whom you would like

to accompany you or advise you on any issue which arises in your course at CIT Solutions.

You may like your advocate to be a friend, a Facilitator, a Learner Experience Team member, a counsellor, a Disability Education Adviser, an Aboriginal and Torres Strait Islander support officer or a CITSA staff member.

Ambulance insurance

It is a CIT Solutions' requirement that where a CIT or CIT Solutions' First Aid Officer considers it necessary for an ambulance, one will be called.

If an ambulance is called to treat you, the cost is your responsibility. Certain learners may already be covered for ambulance travel such as:

- ACT Pensioner Concession and Health Care card holders
- Full-time learners under 26 who are covered by their family's health insurance
- Learners already covered by Private Health Insurance.

Although you may not have requested an ambulance personally, an ambulance may be called on your behalf to assist in administering medical assistance. ACT legislation places a legal obligation on the person receiving the ambulance service to pay the account.

Apprentices and trainees

Apprentices and trainees can obtain advice and information about:

- Youth Allowance/ABSTUDY/Austudy: servicesaustralia.gov.au/
- Problems with your employer
Department of Education and Training:
1300 566 046
- Problems with your training/training provider
Skills Canberra: **(02) 6205 8555**

CIT Solutions can advise you on where to seek assistance and other information about your apprenticeship/traineeship. Contact the Learner Experience Team on **(02) 6207 4444**.

Additional information for apprentices/trainees can be found at: australianapprenticeships.gov.au/



Assessment

Assessment is the term used to describe the process through which you demonstrate that you have met the requirements of each subject/competency. Assessment tasks may include practical tasks, reports, in-class tests, online assignments, exercises, group work, oral presentations, structured questions as part of a conversation, observations, and/or practical demonstrations.

At the beginning of your course of study, your Facilitator will provide assessment information containing the following:

- Program purpose.
- Learning outcomes.
- Assessment strategies.
- Suggested length of written work or duration of oral presentation.
- Format requirements which outline how the work will be organised for presentation.
- Criteria for grading and how the results will be drawn together into the final grade (if applicable).
- When assignments will be marked and returned and in what form you will get the feedback from your Facilitator.
- What you need to do if you are having trouble keeping up with the assessment requirements.
- Information on reassessment/re-sit/resubmit.
- Information on how to review or appeal your results (note, appeals must be received within four weeks of results being available on CIT's Learner Administration.
- Information about Recognition.

Assessment for the majority of units is ungraded. For these you will receive an Ungraded Pass (UP). For graded units you can expect a description of the assessment criteria which are applied to rank your performance - Pass (P), Credit (CR), Distinction (D) or High Distinction (HD).

Some assessments may exclude the use of notes, books or electronic devices during an assessment task.

Attendance

To give yourself the best chance of satisfactorily meeting the Learning Outcomes/Competencies, we advise you to participate in all scheduled learning activities and, if this is not possible, to catch up by collecting notes and handouts.

Awards information

When you complete your qualification, you will receive your CIT Testamur and/or your Official Record of Results via My eEquals within 30 days of the final pass result being entered.

What is My eEquals?

My eEquals is a secure and trusted provider of certified digital documents. My eEquals gives students, graduates, employers and third parties access to trusted certified academic documents.

Credentials issued through My eEquals are authentic, tamper-evident and legally valid. My eEquals is the trusted platform for viewing, sharing and verifying tertiary credentials. Accepted internationally, CIT has joined 47 other tertiary education providers across Australia and New Zealand, including all the major universities, who have adopted this technology. In Canberra, the ANU, University of Canberra, Australian Catholic University, and UNSW are using My eEquals.

Please keep CIT Solutions informed of any changes to your contact details. You may check and update your personal details using 'CIT Self Service' at: cit.edu.au/current/services/self_service

You will be contacted by our Quality Assurance Area to check your details prior to your award being issued. You are able to request that your Award be sent to your Residential or Business Address and indicate if you need your Award more urgently.

If you have not been contacted or received your award within 30 days of your final grade being entered please contact the Learner Experience Team with your full name, mailing address, contact details and the name of your program.

Names on awards

Please note that the name you are enrolled under is the name that will appear on your award. If you wish to change your name, you must submit a Personal Details Variation form to the Learner Experience Team and include legal documentation such as a marriage certificate or deed poll certificate. Further details can be obtained by calling your Program Coordinator.

Apprentices and trainees

Apprentices/trainees must have their on-the-job competencies validated and signed off by both their CIT Solutions facilitator.

B

Banner – CIT's learner administration system

Banner is CIT's learner administration system. Banner contains your personal information, admission records, and your official academic record.

All information stored on the system is subject to the Information Privacy Act 2014.

Information will be released to a third party (e.g. employer) only with the written consent of the learner.

Banner terminology

Banner for Learners uses the following terms:

CIT number

Your unique six-digit learner identifier/reference number that is given to you when you first apply/enrol.

CRN

Course Reference Number: The number that identifies the program (subject) that you enrol in.

Program

In the CIT learner administration system the terms program and program of study describe the qualification that you have been admitted to and are studying for e.g. PSP50116 Diploma of Government.

C

Campus addresses

CIT Bruce

Haydon Drive, Bruce

CIT Fyshwick

Canberra Avenue, Fyshwick

CIT Gungahlin

Gozzard Street & Hibberson Street, Gungahlin

CIT Reid

Constitution Avenue, Reid

CIT Tuggeranong

Unit 8, 175 Anketell Street, Tuggeranong

Campus managers

CIT Campus Managers are responsible for managing the facilities on all CIT campuses and are located in the Estate Office on each campus. You should contact the Learner Experience Team or the Campus Manager if you notice any hazardous materials or become aware of any suspicious activity on a CIT campus.

If you need your CIT Card validated for access to computer laboratories you will need to go to the appropriate Estate Office. **CIT Bruce is A15, CIT Reid G32**

The contact numbers for the Campus Managers are:

CIT Bruce: (02) 6207 4000

CIT Reid: (02) 6207 3540

CIT Fyshwick: (02) 6205 3148

Child care centres

Child care centres are located on campus at CIT Bruce and CIT Reid. The Centres provide professional care for children up to school age.

If you wish to use a CIT child care centre, you should register your interest as soon as possible.

Contact numbers are:

Bruce: (02) 6251 7796

Reid: (02) 6230 5660





CIT card for learners

CIT Solutions learners are not required to hold a CIT Card. If learners want to access library resources or computer laboratories please contact the Learner Experience Team for further information.

CIT Fit & Well (fitness centre)

CIT Fit & Well is a fitness centre for learners, staff and the general public to access and is located in A Block, CIT Bruce. Membership prices are very competitive and take into consideration concessions.

There are a number of group classes each week, as well as plenty of weight and cardio equipment. CIT FIT & WELL programs are adapted to the participant's needs and include advice and individual fitness assessment. Programs and classes are run by CIT Sport and Fitness students under the supervision of industry professionals. For opening times and membership, call **(02) 6207 4303**.

CIT Green

There are many things that all of us can do to minimise our impact on the environment. CIT Green is focused on identifying and implementing ways in which we can all reduce our carbon footprint. These can include promoting the use of bicycles and bicycle racks; identifying recyclable waste, thus reducing our waste to landfill; and assisting learners, facilitators and staff to implement more environmentally friendly practices within their roles at CIT and CIT Solutions.

The CIT Environment Sustainability Charter lists CIT's commitment to environmental protection and education for sustainability. CIT is focusing on integrating environmental sustainability content and practices across all courses. Most of CIT's courses have sustainable content embedded. We want our learners to graduate as sustainability practitioners and take knowledge into the community. The result of all learners learning sustainability practices is that they can take it into their workplace. Leading by example is invaluable.

Incorporating environmentally sustainable practices within vocational training is beneficial for the

environment, staff, clients, and the community as a whole. CIT aims to be a leader in this area.

CIT identification number

This is the unique six-digit number that is given to you when you first apply/enrol at CIT. Your CIT number never changes and all of your personal and academic information is attached to this number. It will appear on your unofficial transcript and academic transcript.

If you contact CIT or CIT Solutions and seek information about your personal/academic records you will be asked to provide this number. You will also need it to log into eLearn, CIT Self Service (Banner) and to access the internet as a CIT learner.

No information will be provided over the phone or by email without this number.

You may complete a 'Release of Information form' if you wish to have someone else make enquiries relating to your CIT record. This form is available from the Learner Experience Team. You can also access the form on cit.edu.au/forms

CITSA

Canberra Institute of Technology Student Association (CITSA) Incorporated is the official student organisation and a provider of services for students at CIT.

CITSA has a website that provides a great range of valuable learner information (citsa.com.au).

Complaints and feedback

Complaints

- CIT Solutions takes complaints seriously and strives to ensure that all complaints are managed in a fair, consistent and timely manner at no cost to the complainant
- CIT Solutions is committed to improving practices and/or systems, where appropriate, as an outcome of a complaint

- If you have an issue or concern you should, in the first instance, discuss it informally with the relevant person; and if still unresolved, with the person's manager or supervisor. You may choose to put it in writing, but it is not essential that you do so at this point
- Most issues can be resolved without the need to draw on formal complaint procedures. It is expected that informal resolution of any issue is attempted before other more formal action is taken
- If the issue or concern cannot be resolved informally, or at any time, you may request that your complaint is dealt with as a formal complaint
- See your Program Coordinator for further information about policy and procedures for raising a complaint.

Feedback

CIT Solutions is committed to continuous improvement of its programs, teaching methods and administration. Please help us by letting us know what you do and don't like, and giving us suggestions for improving your learning experience.

- Learners will be asked to complete an evaluation of their program of study at key stages. However, learners may request to complete this evaluation at any time. If you wish to do this contact your Facilitator or the Learner Experience Team.
- Staff, learners and community members are encouraged to comment on any aspects of CIT Solutions' performance to ensure continuous improvement and to resolve difficulties.

Computer laboratories

Learners who wish to use a dedicated study space outside their face-to-face sessions may take advantage of 24-hour access to the CIT computer laboratories at the Bruce and Reid campuses. The laboratories are monitored 24 hours a day, with CCTV on some sites. Admission is granted to CIT Card holders on a per-semester basis, and learners are required to carry their card at all times when using the facilities. Please see your program coordinator for more information.

Confidentiality

While all information collected by CIT Solutions is regarded as confidential, CIT is obligated to release information through other legislative requirements (court subpoena, Centrelink etc).

- CIT Solutions is committed to meeting all the requirements of the Information Privacy Act 2014
- CIT will seek permission from sponsored learners to release information to their employer and appropriate authorities.

Copyright

Copyright is a form of intellectual property (IP) that protects the original expression of ideas. Copyright law protects works such as books, articles, web pages, images, art works and audio-visual materials. As a learner at CIT Solutions you will create works for which you have intellectual property rights and may use others' copyrighted work or IP as part of your assessment.

It is important that you understand your rights and responsibilities in relation to copyright and IP while studying at CIT Solutions. See the Copyright and Plagiarism page on Libguides for information about what you can copy and how to safeguard your IP.

Counselling for learners

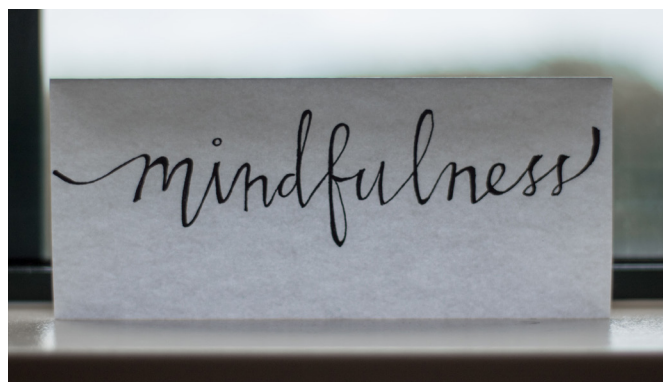
Learners can access a free and confidential counselling service. Our counsellors specialise in helping learners to enhance study skills, reduce exam anxiety, set goals and deal with personal problems.

For an appointment at any campus contact Counselling Reception at:

Email: citcounselling@cit.edu.au

CIT Reid: (02) 6207 3290

CIT Bruce: (02) 6207 4236



Note

If you require urgent assistance you should phone **Lifeline** on **131 114** or the **Mental Health ACT Crisis Assessment Team (CATT)** on **1800 626 354**

Course completion time limit

Short training courses (Statement of Attainment)

Learners have three months from the completion of training delivery to submit all assessment activities and complete all course assessment requirements for a Statement of Attainment course.

"CIT Solutions is committed to continuous improvement of its courses, teaching methods and administration."

Qualifications

Learners have up to twelve months from the commencement of your training program to submit all assessment activities and complete all course assessment requirements for qualifications.

If you are unable to meet these deadlines, due to exceptional circumstances, contact the Learner Experience Team to apply for an extension for submission of outstanding assessment requirements.



Note

You must apply for this extension in writing before the course completion time has expired.

D

Disability Services

CIT has **Disability Education Advisers** who can discuss with you the supports or adjustments that would assist you to successfully study at CIT Solutions.

It is best to contact the Disability Education Advisers as early as possible. For an appointment contact the Student Support Reception on (02) 6207 3290 or email **CITstudentsupport@cit.edu.au**.

There is no legal requirement to disclose disability, however, at CIT Solutions we encourage you to disclose if it is likely that the disability may impact on your performance or success at CIT Solutions so that you can receive the assistance you need.



Note

For more information on Disclosure of Disability visit westernsydney.edu.au/choosingyourpath

Discrimination

CIT Solutions complies with Federal and ACT anti-discrimination legislation. If you think you are experiencing discrimination, talk to the Learner Experience Team or one of the following services:

Yurauna Centre: (02) 6207 3309 for Aboriginal and Torres Strait Islander learners

CITSA: (02) 6207 3600

Email Addresses

CIT Solutions General Enquiries

Phone: (02) 02 6207 4444

Email: citsol@cit.edu.au

CIT Solutions – Finance Section

Email: citsol_finance@cit.edu.au

CIT Library

Email: copyright@cit.edu.au

CIT Counselling

Email: citcounselling@cit.edu.au

CIT eLearn Support

Email: eLearn.Support@cit.edu.au

Engage

Engage is CIT Solutions' online learning platform located here: engage.citsolutions.edu.au

This environment serves as the hub of your learning experience, providing you with a range of online tools to assist you in managing your progress while gently enhancing your learning experience through rich, interactive online learning and assessment activities.

Support for Engage is available via the Learner Experience Team and your facilitator.

Please note, when enrolled, you will receive an email that will enable you to login and set a password. If you do not receive an email from the Engage platform, talk with the Learner Experience Team to get assistance.

Evening learners

CIT Libraries are open outside normal business hours to meet the needs of learners who study in the evenings.

Café Yala at Bruce and Reid is open Tuesdays to Thursdays from 8am - 8pm, and Fridays from 8am - 2pm during CIT terms. Note, hours are reduced during CIT term breaks.

Staff from the Equity areas and Yurauna Centre are able to make alternative times to meet with you to discuss your needs.

Exclusion from class or CIT Solutions

You may be excluded from class/CIT Solutions or from enrolling if:

- you have overdue fees
- you have enrolled and not completed (for example failed, withdrawn or not been assessed) a unit twice
- your behaviour is deemed to be unsatisfactory
- your behaviour is adversely affecting the learning of others
- you are found to be under the influence of drugs and/or alcohol.

See the *Responsibilities* page for more information.

Expiry and replacement of CIT qualifications

All nationally-recognised courses have an expiry date. When a course expires or is replaced, you have 12 months to finish that course and receive your award (testamur) for that course, OR transfer into a new course.

Where the expired course is NOT being replaced, talk to the Learner Experience Team to find out options for completing the course or transferring to another course, possibly at another education institution, which may enable you to achieve similar outcomes.

If you have questions about completing or transferring, please talk to the Learner Experience Team in the first instance.

CIT Solutions reserves the right not to offer programs where there are insufficient enrolments.

F

Fees

Programs offered through CIT Solutions are conducted on a commercial basis. Fees vary from program to program and you should contact the Learner Experience Team regarding any fee enquiries.

As a CIT Solutions' learner you have access to CIT services and facilities.

Additional Fees That May Apply

- Replacement Award Fee* is incurred if the original award was lost or destroyed and you request a replacement (this fee varies depending on when the learner studied at CIT).
- Replacement Record of Results is incurred if additional copies are requested (this fee varies depending on when the learner studied at CIT).
- An Academic Appeal Fee of \$30 per unit will be charged but will be refunded if the appeal is successful.



Note

These fees are subject to change, please check with the Student Records team on **(02) 6207 4111**.

FEE-HELP (Higher Education) and VET FEE-HELP (VET)

Neither FEE-HELP nor VET FEE-HELP is available for CIT Solutions' programs.

Fee Holds

If you have overdue fees you will have a hold placed on your record in the student administration system. This hold will prevent you from re-enrolling, adding units, receiving results or even graduating from the program.

Fee Payment

Fees need to be paid prior to the commencement of classes.

Fee Refunds

CIT Solutions applies the following criteria in assessing eligibility for refunds:

- If CIT Solutions cancels a program in which you have enrolled and paid fees, a full refund of all fees will be provided.
- No refund will be granted after fees have been paid, unless the program is cancelled.
- Non-attendance at your enrolled program does not warrant a refund and where payment by instalment applies, payment of all instalments is required unless a suitable substitute learner is able to take your place.
- Under exceptional circumstances CIT Solutions may give a refund. You are required to apply for this

refund in writing and provide relevant documentary evidence to substantiate your claim. Please note that a cancellation fee may apply to some programs.

- CIT Solutions reserves the right to alter any of the arrangements for classes either before or during a course. For further information please contact the Learner Experience Team.

First aid

If you require a First Aid Officer ask any CIT Solutions, CIT or CITSA staff member to assist you. Alternatively, you can go to the CIT Student Services or the Library for assistance.

The First Aid contact list is available on the Emergency information boards located on all campuses and in CIT Solutions' kitchens.

It is a CIT requirement that where a CIT Solutions or CIT First Aid Officer decides it is necessary for an ambulance, one will be called.

Although you may not have requested an ambulance personally, an ambulance may be called on your behalf to assist in administering medical assistance. ACT legislation places a legal obligation on the person receiving the ambulance service to pay the account.

Freedom of information

The ACT Freedom of Information ACT 1989 (FOI Act) provides citizens with the right to access all documents in the possession of the ACT Government, subject to prescribed exemptions.

Access to documents

Members of the public (and therefore learners) who wish to obtain information held by CIT may contact the CIT FOI Coordinator on **(02) 6207 4413**.

Access to documents under the FOI Act can also be requested in person at Reception, Chief Executive's Office, First Floor E Block, CIT Reid between the hours of 9am and 5pm, Monday to Friday. Written requests for documents under the ACT Freedom of Information Act should be directed to:

**FOI Coordinator
Chief Executive's Office
Canberra Institute of Technology
GPO Box 826, Canberra, ACT, 2601**

Full-time learner

A full-time study load is 15 hours per week or more than 270 hours per semester. Your CIT Card will also signify whether you are a full-time learner.

G

Glossary of common acronyms and words used at CIT Solutions

CIT	Canberra Institute of Technology
CITICT	Canberra Institute of Technology Information and Communication Technology
CITSA	Canberra Institute of Technology Student Association
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Learners. CIT's CRICOS Provider Code is 00001K
CRN	Course Reference Number - the number that defines the class times, rooms and teacher allocated for delivery of a given subject in a semester
ESL	English as a Second Language
eLearn	CIT's online environment which supports your study
Engage	CIT Solutions' online learning platform
FT	Full-time
GST	Goods and Services Tax
HE	Higher Education
NCVER	National Centre for Vocational Education Research
PIN	Personal Identification Number
PT	Part-time
USI	Unique Student Identifier number. All learners are required to have this number prior to enrolling
VET	Vocational Education and Training

Grades

CIT Solutions uses the following grades for Vocational Education and Higher Education courses when reporting results:

HD	Pass with High Distinction
D	Pass with Distinction
D^	Pass with Distinction when Distinction is the highest possible grade. (Note, this grade is no longer issued)
CR	Pass with Credit
P	Pass/All outcomes achieved
UP	Pass Achieved, ungraded pass



F	Subject/Module outcomes not achieved
MP*	Modified pass (for a learner with a disability)
WW	Withdrawal – Without attendance
WA	Withdrawal – Attended
X	Non-assessable subject/module
AS	Advanced Standing (Skills Recognition)
RG	Skills Recognition Granted
CT	Credit Granted for Formal Training
NG	Recognition Not Granted
AP	Academic Progress (Interim grade-off the job component complete)
EG	Extension Granted
In Progress	Grade Pending

*** If a modified pass is granted CIT may consider it necessary to annotate the transcript.**

Green Learner

CIT is committed to minimising its environmental impact. CIT is implementing and demonstrating better practices relating to waste, water consumption, recycling, carbon emission, and landscaping.

All of us need to be aware that we are part of the environment our action can make a difference. Whether it is turning the tap off whilst cleaning your teeth, or putting all rubbish in the appropriate bin, we can do our bit. Being wasteful, not recycling, and being careless may be fun in the short term, but the planet is suffering. Please consider the consequences of your actions and the subsequent impact on the environment.

Here are a few tips which can help:

- Grow some of your own food. If you do not have any space, join a community garden
- Use recycled paper (where appropriate)
- Use recycling bins available on campus
- Turn off lights when you leave a room
- Replace regular light bulbs with an energy-saving light bulb and switch to green power

- Use less water - take shorter showers
- Use a clothesline instead of a dryer, whenever possible
- Reduce the number of kilometres you drive by walking, cycling, carpooling or taking an ACTION bus whenever possible.

GST

Some course fees are subject to the Goods and Services Tax (GST). Course fees for accredited courses are GST free. Please contact the Learner Experience Team for details.

Gymnasium and Fitness Centre

See *CIT Fit & Well (Fitness Centre)*

H

Harassment

CIT Solutions aims to provide a learning environment that is free of harassment, abuse or intimidation. Harassment on the basis of race, religion, gender, ethnicity or sexuality is a form of discrimination. Please contact the Learner Experience Team on **(02) 6207 4444** or one of the Equity and Diversity Contact Officers on **(02) 6207 4830** or **(02)6207 4201** for information and advice or contact CIT Counselling on **(02) 6207 3290**.

Hazards

A hazard is a situation or event that has the potential to cause damage to plant or equipment, or to result in an illness or injury. Hazards can be categorised by the type of outcome, energy exchange process or geographic location, i.e., manual handling hazards, slips and trips, laundry hazards. A risk is the likelihood of a specific consequence occurring. Risks are usually expressed in terms of likelihood and consequences.

If you have identified a hazard please ensure that you tell someone such as the Learner Experience Team who will ensure that further action will be taken to reduce or eliminate the hazard.

Health and safety

In accordance with the Work Health and Safety Act 2011, CIT Solutions is committed to taking all reasonable practicable steps to ensure learners and staff are not exposed to risks to their health and safety while at CIT Solutions.

If you have an accident while at CIT Solutions, inform the Learner Experience Team or a member of staff and make sure an incident report is filled out and signed by a member of staff. If you require a First Aid Officer ask a CIT Solutions' staff member to assist you.

If you require a First Aid Officer ask any CIT Solutions staff member to assist you. First Aid Officer contact lists can be found in the CIT Solutions Kitchens.

It is a CIT Solutions' requirement that where a CIT Solutions' or CIT First Aid Officer deems it necessary for an ambulance, one will be called.

Although you may not have requested an ambulance personally, an ambulance may be called on your behalf to assist in administering medical assistance. ACT legislation places a legal obligation on the person receiving the ambulance service to pay the account.

CIT's teaching and learning areas are drug and alcohol free zones.

Learners who have particular food allergies or specific dietary requirements must notify the Learner Experience Team prior to the commencement of classes.

Learners on prescription medication are responsible for seeking medical advice on any risks associated with using equipment or resources at CIT.

CIT Campuses are now designated smoke free. This means tobacco use of any kind is not permitted by anyone on CIT campuses.

Holds

A 'hold' is a block on your learner record that can prevent you from re-enrolling, borrowing resources, accessing your results or even graduating from the program that the 'hold' is applied to.

The two main types of hold are **financial** (due to late payment or outstanding fees) or **resources** (due to overdue resources from the Learning Centre). There is also a **returned mail hold** and an **identity hold**.

The returned mail hold is applied when mail is returned because you are no longer at the address recorded in the student administration system. This hold is only applied if CIT Solutions is unable to contact you to obtain your current address. The identity hold is applied if you have not provided enough evidence at the time of enrolment to prove your identity or residency/citizenship status.

If you need assistance regarding a hold on your record, contact the Learner Experience Team.

Holds due to late or non-payment of fees

If you do not pay your fees before the invoice due date, a hold will be placed on your record. This will mean you will not be able to re-enrol, borrow resources, obtain your results and you will be prevented from graduating from the program the 'hold' applies to.

Holds - resources

If you have library resources overdue for more than 36 days you will have your borrowing privileges with the Learning Centre suspended and a Library Hold placed on your record. If you have a Library Hold you will not be able to access your results and ultimately you will be prevented from graduating from that program until all resources are returned. A library hold does not prevent you from continuing your study.

Contact the Learning Centre to discuss your overdue library resources and hold.

Internet access

Internet and email access is available for learners at CIT Solutions free of charge. Learners should ensure security of their Internet access password.

See further information under Wireless Internet for Learners.

Internet conditions of use

Learner access to CIT's Internet e-mail services is subject to Learner CIT acceptable use of ICT Resources Policy. Websites are monitored and inappropriate sites reported and discipline action may be taken.



L

Library

The CIT Library on each campus is designed to be an open and shared space available to any CIT learner to drop in and use the facilities. You can access the internet and undertake group or individual work. The CIT library is located on all campuses. The library will have particular resources related to courses studied on that campus.

Wheelchair and disabled access is provided.

Wireless Internet access is available in the Learning Centre.

CIT Solutions' learners have reciprocal borrowing rights with the University of Canberra, Australian Catholic University (Signadou Campus), Charles Sturt University and TAFE libraries across Australia (TAFE Libraries Reciprocal Borrowing Scheme). Contact the library for more information.

For current opening hours visit the CIT Library pages on the CIT website.

CIT Bruce Library

Block H, CIT Bruce
Haydon Drive
Bruce ACT

Phone: (02) 6205 4250
Email: lcbruce@cit.edu.au

CIT Gungahlin Library

Corner Gozzard Street
& Hibberson Street
Gungahlin ACT

Phone: (02) 6205 0154
Email: lcgungahlin@cit.edu.au

CIT Reid Library

Ground Floor, Building E, CIT Reid
Constitution Avenue
Reid ACT

Phone: (02) 6207 3366
Email: lc Reid@cit.edu.au

CIT Tuggeranong

Tuggeranong Arts Centre
175 Anketell Street
Tuggeranong ACT

Phone: (02) 6207 3676
Email: lc tuggeranong@cit.edu.au

The postal address for the CIT Library is:
GPO Box 826, Canberra, ACT, 2601

Lost property

If you have lost any items please contact your the Learner Experience Team in the first instance. CIT Learner Services also maintains a register of lost and found property.

Thefts do occur on campus so please note these tips:

- Make sure that you watch your bags at all times, particularly in the Learning Centre, where bags are often left unattended.
- Lock your car and do not leave valuables in view as campus car parks are high-risk areas.

M

Medical conditions

If you have a medical condition that could affect your ability to complete the program assessments you should advise the Learner Experience Team. This applies to either physical or psychological conditions.

A Disability Education Advisor may negotiate special arrangements for assessment if this is appropriate.

Mobile phones

Learners must turn mobile phones/personal electronic devices to silent while they are in class or in a CIT Library, except under exceptional circumstances and only in consultation with the Facilitator.

O

Off-campus activities

Learners attending off-campus activities will be required to complete an 'Advice to Learners Attending Off-Campus Activities' form provided by the Learner Experience Team.

P

Parking at CIT Bruce

Free parking is available for learners at the Bruce Campus.

Part-time learners

Part-time learners are those whose study load is less than 270 hours in a semester (or less than 15 hours per week). Part-time learners are entitled to use all available services.

Passwords

Learners have one username (CIT number) and password to access all learners systems at CIT (e.g. Internet, Self Service, eLearn). When you enrol at CIT your password is initially set to your date of birth (i.e. DDMMYY).

For security reasons you should change your password.

You can change your Password as long as you are at one of the CIT campuses. Follow these steps:

1. Type [proxy2/admin](#) in the address bar of your internet browser to access the CIT Internet Access and Reporting Log In page.
2. Log in using your current log in details. This will bring you to a menu page.
3. Follow the prompts to change password.

Ensure you secure your password and do not give it out to anyone.

If you have forgotten your password, you can get it reset it by:

- contacting the Learner Experience Team
- contacting the Learner Help Desk (provided by Shared Services ICT) on **(02) 6207 5511**
- visiting the CIT Library or CIT Learner Services on any campus.

Pathways - credit transfer information

CIT has pathways from school or college into CIT and pathways from CIT to university. Go to the CIT website for more information at: cit.edu.au/pathways

Personal details - changes

See also Student Records page

Changes to your personal details (e.g. change of address, change of phone number) can be made online using the CIT Self Service Facility. You can access this via the CIT website and logging in to the secure area.

The name you register under your full legal name, will be the name that appears on all formal correspondence and your Graduation Certificate. If you wish to change your name you must submit a Personal Details Variation Form together with legal documentation (e.g. marriage certificate or deed poll).

Form to use: Personal Details Variation Form.

All of this information is covered by the Information Privacy Act 2014 (ACT).

It is important that your details are kept up-to-date otherwise we cannot contact you.

Plagiarism

Plagiarism is using the ideas, words or work of another person without acknowledging the source. When completing your assessment tasks you may use others material. For example, you may paraphrase someone else's words to illustrate a point. It is important that you acknowledge where this material was sourced from.

You have a responsibility to complete all assessment tasks honestly without any form of plagiarism.

CIT's Academic Misconduct Policy provides more information on the procedures to be followed if plagiarism is detected and the consequences for learners.

Please note that in the event of plagiarism, employers of sponsored learners may be informed.

Policy information

Learners can access CIT Education Policies in the CIT Library, via the CIT website or ask for a copy from the Learner Experience Team.

Postal address

The postal address for CIT Solutions is:

PO Box 226, Jamison, ACT, 2614

Q

Qualifications

CIT Qualifications are accredited under the Australian Qualifications Framework (AQF). This means that the qualifications are recognised anywhere in Australia. AQF qualifications offered at CIT Solutions include:

- Graduate Certificate
- Advanced Diploma
- Diploma
- Certificate IV
- Certificate III

Quality assurance

CIT Solutions is committed to complying with the Standards for Registered Training Organisations (RTOs) 2015 and is committed to quality client service.

CIT Solutions also has an emphasis on continuous improvement and customer and stakeholder satisfaction. This assists us in understanding our customer needs and ensures we are measuring satisfaction with the services we provide. It drives and improves business processes ensuring efficient and customer focused processes are in place.

R

Re-assessments/resits

CIT's Policy on reassessment and resubmission allows learners at-least one additional opportunity to be reassessed when they are unable to achieve the required standard after the first attempt. Learners have the right to appeal an assessment result in line with the Academic Appeals Policy.



Recognition+/Skills recognition

Recognition is the formal acknowledgement of a person's existing skills and knowledge, regardless of how, when or where the learning occurred. It may result in the award of a qualification or a Record of Result for partial completion of a qualification. Under the Australian Quality Training Framework, skills to be considered for recognition may have been gained through:

- formal or non-formal training and education (for example non-accredited Professional Development programs)
- work experience
- general life experience (informal)
- any combination of the above.

While recognition uses the same competency standards for assessment as those used in training, the assessment processes can be quite different. RPL assessment may include workplace observation and questioning, interviews and professional conversations, third party reports, work samples and documented evidence and supplementary assessment tasks.

Where mandatory enterprise training is undertaken; learners who have previous study and/or experience against individual units can use this as part of their supplementary evidence.

Results

You will be able to access this information through the Current Students link on the CIT website.

Your Facilitator will advise how assignment results are communicated in the area in which you are studying.

At any time during the semester you may obtain an **unofficial transcript** via the web, or contacting the Learner Experience Team. An Unofficial Transcript is not

available if you have a Hold against your account.

If you need a Record of Results before completing your course for a job interview or because you are leaving Canberra and are unable to complete your course with CIT, a Record of Results will show all subjects achieved in your course and is an official CIT document.

To obtain a Record of Results contact the Learner Experience Team, to fill in the Request for CIT Academic Documents form. The form may also be accessed from the CIT website under MyCIT - Student Forms. Please allow seven (7) working days for your application to be processed.

Charges may apply for any requests of official academic documents from CIT including replacement or additional academic documents. See the table for charges and processing time.

Some of CIT Solutions' online courses provide you with results for specific assessment items that you have undertaken. These results only provide feedback from your Facilitator on the particular assessment items and should not be confused with official subject results.

Request for a Record of Results	Cost	Processing Time
Current Students	no charge	7 working days
Learners who studied between 1998 and 2010 (if transcript was not previously issued)	no charge	2 weeks

Request for Official Academic Documents including a Testamur (not previously issued)	Cost	Processing Time
Students who studied between 1998 and 2010	no charge	4 weeks
Records/results from archives - pre 1998	\$50	6 weeks

Request for Replacement or Additional Academic Documents	Cost	Processing Time
Additional academic transcripts only	\$20	2 weeks
Replacement Academic records (2010 and onwards)	\$50	2 weeks
Replacement Academic records (1998 to 2009)	\$70	4 weeks



Note

Learners with a Hold on their record are not able to access any information about their academic standing until that Hold is removed. See [Holds page](#).

S

Services to the general public

CIT Learners provide a range of professional services to the general public.

Services available include:

- Hair and Beauty @ CIT - (02) 6207 3246
- CIT Fit & Well - (02) 6207 4309
- Functions @ CIT - (02) 6207 3196
- Garden Advice - (02) 6207 4610
- Restaurant - (02) 6207 3132
- Remedial Massage - (02) 6205 4727

All learner trainees are supervised by professional staff. All services are attractively priced. Prices are available at time of booking.

Smoke-free CIT

Smoking is prohibited in all buildings and grounds leased by CIT, including cars that are parked on CIT property.

SMS messages

CIT Solutions may contact you in regard to your course of study using a SMS message or in the case of an emergency on campus. To ensure you receive these important messages please make sure your personal contact details are up-to-date. You can manage this on CIT Self Service or by contacting the Learner Experience Team.

Student equity office

The main Student Support office is located in Room A110a, CIT Reid. Students with additional needs can discuss these with staff here. Students from diverse backgrounds and students with a disability can seek course advice, assistance in accessing courses and support for their study from the Disability Education Advisers and the Cultural Diversity Coordinator. Staff are also available on other campuses and it is best to make an appointment.

Disability: (02) 6207 3290

Gender: (02) 6207 3290

Migrant: (02) 6207 3290

Aboriginal or Torres Strait Islander: (02) 6207 3309 (located in the Yurauna Centre, F Block, CIT Reid)



Student records

You can access your CIT records from cit.edu.au

Click on Current Students and then CIT Self Service then Enter Secure Area. Use your CIT number and your secure PIN to login (your PIN is initially set to your date of birth. For example, if your date of birth was 2nd July 1982 then your PIN would be 020782).

You can access and update information relating to your personal records.

You can view your:

- Personal particulars
- Learner hold/s
- Learner timetable
- Results for a selected term
- Unofficial transcript

You can print your:

- Unofficial transcript

You can update/change your:

- Address details
- Contact details

If you have forgotten your secure PIN number you must provide identification in person to the Learner Experience Team or by contacting either CIT Student Services on **(02) 6207 3188** or the Shared Services ICT Student Help Desk on **(02) 6207 5511** to have it reset.

To have your PIN re-set over the phone you will be asked to provide your CIT number.

Student reservists

The Student Reservists Support policy supports students who are members of the Australian Defence Forces Reserves.

This policy ensures that CIT student reservists are not disadvantaged academically or financially as a consequence of participation in Defence Forces Reserve activities.

Contact the Learner Experience Team if you require special consideration for your Defence Forces Reserve activities.

Student services

The Learner Experience Team is designed to be a one-stop shop to assist you with all the services you need.

Pre-Enrolment

- General information and enquiries
- Help with applications for admission to CIT Solutions' programs
- Program information
- Pre-enrolment advice

Administration

- Collection point for forms
- Help with updating your details online
- Applications for:
 - skills recognition
 - official academic transcripts
 - award
 - unofficial transcripts
 - fee refunds
- Enrolment
- Change of enrolment, including withdrawal
- Fee and debt enquiries
- Invoices
- Lost property
- Parking at CIT
- CIT card services

Support Services

- Advice on:
 - skills recognition
 - enrolment
- Learner support services
- Indigenous learners
- Learner policies

Support person

You have the right to be accompanied by a support person to any meeting or interview as part of the formal Academic Appeal or complaint resolution process. The support person can assist you to develop and present your case, to clarify any points and check that the records are accurate and a fair reflection of the meeting.

A support person may be a family member, friend, counsellor, Equity and Diversity Officer, CITSA staff member or other person such as a Disability Education Adviser.

T

Tax deductibility

You may be eligible for a tax deduction for course fees and associated expenses. You can obtain a copy of your Tax Invoice from citsol_finance@cit.edu.au that can be used for tax purposes.

Traineeships/apprenticeships

Trainees/Apprentices can obtain advice and information about:

- Youth Allowance/ABSTUDY/Austudy:
Centrelink: 133 633
- problems with your employer:
Department of Employment: 1300 488 064
- problems with your training/training provider:
ACT Department Education and Training, Training and Tertiary Education Branch - (02) 6205 8555

Additional information for apprentices/trainees can be found on the Australian Apprenticeships website at: australianapprenticeships.gov.au/

Training rooms

The majority of on-campus training is held in training rooms in Buildings J, C and B at CIT's Bruce Campus. (See map page 32). With your confirmation of enrolment you should be advised of details for your training program, there is also a daily list of classes and locations listed on the screen in the foyer to J Building.

Transcripts

See *Academic Progress and Results* pages.

U

Unique Student Identifier (USI)

If you're studying nationally recognised vocational education and training in Australia you will be required to have a Unique Student Identifier (USI). This is an Australian Government number which will remain with you throughout your lifetime.

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

You can access your USI account online from your computer, tablet or smart phone anytime.

To apply for your USI go to usi.gov.au

W

Websites

CIT Solutions: citsolutions.edu.au

CIT website: cit.edu.au

eLearn: elearn.cit.edu.au

CITSA: citsa.com.au

CIT Library: cit.edu.au/cit_library_services

Wireless internet for learners

Wireless Internet is available for learners on all campuses. This allows learners with wireless-compatible laptops to access the internet from a range of learner common areas including the Learning Centre, selected classrooms and lecture theatres, as well as coffee shops and canteens.

To login to WiFi go to the CIT website at cit.edu.au/wifi. Learner use of WiFi must be in accordance with the Student Access and Acceptable Use of ICT Resources and Services Policy.



Y

Yurauna Centre

Yurauna is a Wiradjuri word meaning 'to grow'.

The Yurauna Centre has Aboriginal and Torres Strait Islander staff who provide a range of services to Aboriginal and Torres Strait Islander learners. The Yurauna Centre is an Educational and Learner Support Centre for Aboriginal and Torres Strait Islander learners enrolled in courses across CIT.

Staff are available to advise and assist regarding:

- Course and careers advice
- Scholarships
- Academic and tutorial support
- Enrolment issues
- Equity issues
- Advocacy and mediation
- Personal issues – both at home or in relation to your studies.
- Budgeting
- Study
- Childcare
- Time management
- Referrals to other support services within CIT and the ACT region
- Accommodation

The Yurauna Centre is located at CIT Reid in Building D.

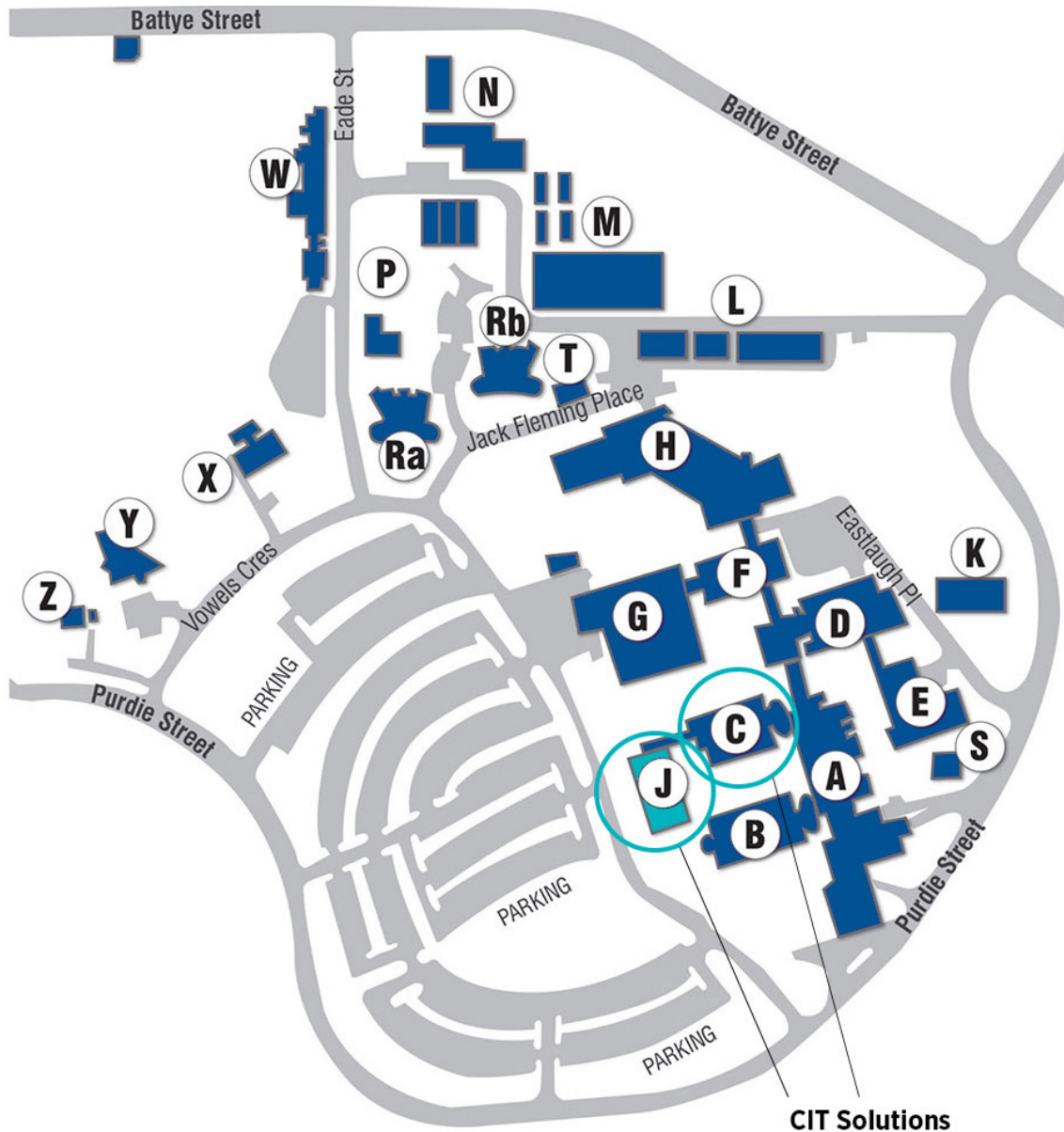
Phone: (02) 6207 3309

Email: CIT.YuraunaCentre@cit.edu.au

Fax: (02) 6207 3358

Web: cit.edu.au/yurauna

Bruce Campus Map



Pay phones

Ground Floor, Block C
Ground Floor Foyer, Block H

Emergency phones

First Floor, Block C
Lower Floor, Block D
Lower Floor, Block J

A-Z Index

A

Aboriginal and Torres Strait Islander Support	10
Absence.....	10
Academic Appeals	10
Academic Progress	10
Accident/Incident.....	11
Advocacy.....	11
Ambulance Insurance.....	11
Apprentices and Trainees.....	11
Assessment.....	12
Attendance	12
Awards Information	12

B

Banner.....	13
Bruce Campus Map	28

C

Campus Addresses.....	13
Campus Managers.....	13
Child Care Centres.....	13
CIT Card for Learners	14
CIT Fit & Well (Fitness Centre)	14
CIT Green	14
CIT Identification Number.....	14
CITSA.....	14
Commitment to Quality.....	5
Complaints and Feedback	14
Computer Laboratories.....	15
Confidentiality	15
Copyright	15
Counselling for Learners.....	15
Course Completion - Time Limit	15

D

Disability Services.....	16
Discrimination.....	16

E

Email Addresses.....	16
Engage.....	16
Emergency Information.....	9
Evening Learners	17
Exclusion from Class or CIT Solutions.....	17
Expiry and Replacement of CIT Qualifications	17

F

Fees.....	17
First Aid	18
Freedom of Information	18
Full-time Learner	18

G

Glossary of Common Acronyms and Words used at CIT Solutions	18
Grades.....	18
Green Learner	19
GST	19
Gymnasium.....	19

H

Harassment.....	19
Hazards.....	19
Health and Safety Officers.....	9
Health and Safety	20
Holds.....	20

I

Internet Access.....	20
Internet Conditions of Use.....	20

L

Learner Responsibilities for Health and Safety	8
Library	21
Lost Property	21

M

Medical Conditions.....	21
Mobile Phones	21

O

Off Campus Activities.....	22
Our Capability.....	5
Our Commitment to Customer Service.....	5
Our Company.....	4

P

Parking at CIT Bruce.....	22
Part-time Learners	22
Passwords	22
Pathways - Credit Transfer Information.....	22
Personal Details - Changes	22
Personal Property.....	8
Personal Security & Emergency Contacts..	7
Plagiarism	22

Policy Information	22
Postal Address.....	23
Public Telephones and Public Transport.....	8

Q

Qualifications	23
Quality Assurance.....	23

R

Re-assessment/Resits	23
Recognition+/Skills Recognition.....	23
Responsibilities in the Learning Environment.....	6
Results.....	23

S

Security, Safety and Emergencies on Campus.....	7
Services to the General Public.....	24
Smoke Free CIT	24
SMS Messages	24
Student Equity Office	24
Student Records	25
Student Reservists.....	25
Student Services	25
Support Person	26

T

Tax Deductibility	26
Traineeships/Apprentices.....	26
Training Rooms.....	26
Transcripts	26

U

Unique Student Identifier	26
---------------------------------	----

W

Websites.....	26
Welcome	3
Wireless Internet for Learners	26

Y

Yurauna Centre.....	27
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