



Charles Institute  
of Technology  
Australia

LOCAL STUDENT  
INFORMATION BOOKLET

**HLT35115 Certificate III in  
Dental Laboratory Assisting**

&

**HLT55118 Diploma of Dental  
Technology**

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## Introduction

This information booklet is designed to provide you with information about the services provided by the Charles Institute of Technology. The booklet also explains our approach to providing you a safe, fair and supported environment to participate in training and assessment.

For specific information about the qualification you are undertaking such as the fees, course content and assessment dates, you need to refer to the relevant Course Brochure supplied separately.

## About CIT

Charles Institute of Technology Australia Pty Ltd trading as Charles Institute of Technology (referred herein as CIT) is located at:

Level 3, 282 Victoria Ave  
CHATSWOOD, NSW 2067  
P O Box 5212 West Chatswood NSW 1515

Phone: 02 9411 1516

Email: [info@cit.nsw.edu.au](mailto:info@cit.nsw.edu.au)

CIT is conveniently close to all public transport (train & bus) and minutes from Chatswood Westfield Shoppingtown.



CIT is a Registered Training Organisation (RTO) that is registered under the authority of the National Vocational Education and Training Regulator Act 2011 in NSW. CIT deliver training and conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Framework (AQF), the Standards for Registered Training Organisations 2015 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

CIT specialise in dental technology training and maintain very close professional links to the dental industry within Australia to ensure our training is at the leading edge of industry development.

## **Our mission**

Charles Institute of Technology's mission is to deliver quality training assessment that meets the needs of learners (you) and industry.

## **Our expectation of you**

CIT expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Charles Institute of Technology.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and CIT publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and CIT

staff members and their right to privacy and confidentiality.

- Charles Institute of Technology seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.

Students are responsible to:

- Be informed of and comply with Commonwealth or State law
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of the institute
- Identify themselves truthfully
- Behave in a way that supports the safety or health of any other person
- Maintain the peace or good order of the institute
- Treat institute property with respect and prevent damage or destruction of property
- Behave in a way that supports the conduct of official institute meeting, ceremony, activity, class or examination/assessment
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during

- attendance at the institute
- Not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students
  - Give truthful information relating to student status
  - Communicate in a way that demonstrates respect for others and is free from verbal abuse.

## **Introduction to Vocational Education and Training**

### **What is VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Candidates undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as „competent“ in the selected units of competency to be eligible for the award of the qualification.

### **National recognition**

The qualifications and Statements of Attainment issued by CIT must be automatically recognised by all RTOs across Australia. In turn, CIT recognises the qualifications issued by RTOs in all other states and territories. This allows people to move around Australia from

different employers and be confident that their qualification will be equally recognised.

### **What is competency-based training?**

Competency based training is training that develops the required skills, knowledge and attitudes to meet the competency standards that are set out in national Training Packages. Competence is the concept of performing workplace tasks to a specified standard of skills and knowledge.

### **Training Packages**

Training Packages represent the national industry benchmarks for VET training. They set out the competencies to be achieved but do not state how the training should be delivered or the length of time taken.

This means that participants may complete their qualification in different amounts of time depending for example, on the amount of related workplace experience. Your teacher will make a judgment of your competency after reviewing all the different types of assessment evidence you provide. The qualification offered by CIT is HLT55118 Diploma of Dental Technology. This qualification is contained within the HLT Health Training Package. This training package

contains all current Australian vocational level health qualifications.

The Health Training Package can be downloaded from [training.gov.au](https://training.gov.au) at <https://training.gov.au/Training/Details/HLT>.

For more information on Australia's VET system please visit [www.training.com.au](http://www.training.com.au).

### **Results and certificates**

On completing the training program with CIT, you will receive a nationally recognised qualification. The qualification is the HLT55118 Diploma of Dental Technology. This qualification is recognised within the [Australian Qualifications Framework](#) and is issued under authority of the [National Vocational Education and Training Regulator Act 2011](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by CIT will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has

completed one or more units of competency from a nationally recognised qualification. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

### **Dental Laboratory Assistant Occupation Description**

Dental Laboratory Assistants work for Dental Technicians, Dental Prosthetists and Dentists. The Dental Laboratory Assistant's role includes a variety of duties that are focused on the fabrication of fixed and removable dental appliances. They work closely with the Dental Technician and construct some of the appliances that a Dental Technician manufactures. A Dental Laboratory Assistant is a member of the dental team whose skills include the design and construction of dental appliances including dental models, registration rims for denture construction, impression trays, mouthguards and some other thermoformed appliances. Under supervision, they work from a written prescription from the Dental Prosthetist, Dentist or Specialist Dentist. The Dental Laboratory Assistant translates two-

dimensional design diagrams and written instructions into three-dimensional products according to accepted biological and mechanical principles. A Dental Laboratory Assistant career would be a good entry level dentistry position for you if you like working with tools and equipment, can apply a high level of attention to detail and precision (accurate), have good time management (efficient) and possess good eye-hand coordination and manual dexterity. In addition, if you have an artistic ability to construct form and design you have some of the qualities that make you well suited to pursue a Dental laboratory Assistant career.

As part of dental laboratory services, a Dental Laboratory Assistant career in Australia may include:

- Receive and interpret written orders from a Dental Prosthetist or Dentist;
- Make plaster and stone models of the mouth and teeth from impressions that have been taken by a Dental Prosthetist or Dentist;
- Construct custom impression trays for the Dental Prosthetist or Dentist to use;
- Build up wax replicas of part or all of the mouth and/or teeth using the model;

To be awarded with the Certificate III in Laboratory Assisting (HLT35115) students must complete 11 units of

competency of this qualification.

### **Dental Technician Occupation Description**

The Diploma of Dental Technology is specifically designed to prepare you to work in industry as a Dental Technician.

Dental Technicians construct and repair dentures (false teeth) and other dental appliances including crowns and bridges. Dental Technicians work closely with Dental Prosthetists and Dentists in the construction, modification and repair of dentures and other dental appliances.

The Dental Technician's role includes a variety of duties that are focused on the fabrication of fixed and removable dental appliances. They work closely with the practitioner and only have direct contact with the patient for the purpose of assessing an accurate colour shade for maximum aesthetics.

A Dental Technician is an essential member of the dental team who is highly skilled in the design, construction, repair and adjustment of a variety of dental appliances. They are health professionals who work from a written work order and direct communication with the Dental Prosthetist, Dentist or Specialist Dentist. The combined expertise of the technician and practitioner is needed to ensure that quality outcomes are achieved for the

patients.

The Dental Technician translates two-dimensional design diagrams and written instructions into three-dimensional products according to accepted biological and mechanical principles, and can specialise their dental laboratory work to one or more areas of dentistry:

- Restoring natural teeth (crowns, inlays/onlays, veneers);
- Replacing teeth (bridges, partial and full dentures, dental implant prosthesis);
- Replacing oral soft and hard structures (aesthetic reconstruction);
- Moving, retaining and protecting teeth (orthodontics: mouthguards, splints, trays, stents); and
- Aligning the jaw position (orthognathics: TMJ, sleep apnoea, etc.).

A career in Dental Technology is a good position in the dental team if you like working with tools and equipment, can apply a high level of attention to detail and precision (accurate), have good time management (efficient) and possess good eye-hand coordination and manual dexterity. In addition, if you have an artistic ability to construct form and design you have some of the qualities that make you well suited to pursue a dental technician career.

As part of dental laboratory services, a Dental Technician career in Australia may include:

- Receive and interpret written orders from a dental prosthetist or dentist;
- Make plaster and stone models of the mouth and teeth from impressions that have been taken by a dental prosthetist or dentist;
- Construct custom impression trays for the dental prosthetist or dentist to use;
- Build up wax replicas of part or all of the mouth and/or teeth using the model;
- Replicate the jaw positions using the models on articulating equipment;
- Form, cut or mould plastic, metal or ceramic materials to make appliances using casting, CAD/CAM and thermoforming equipment;
- Use direct vision or specialised equipment to record tooth shades;
- Arrange artificial teeth for full or partial dentures;
- Use manual skills to construct ceramic restorations;
- Design and construct fixed and removable acrylic and metal orthodontic appliances;
- Polish and finish all work prior to being placed in the patient's mouth; and

- Reline, repair or modify full or partial dentures.

Dental Technicians use a high degree of technical ability, training and skills that involve a diverse range of techniques that include plaster casting, laser welding, metal casting, metal polishing, wax modelling, ceramics, wire bending, electroplating and sandblasting. They are highly knowledgeable of the appropriate methods to construct the wide range of items and how to deal with the variety of materials.

A dental technology profession offers men and women of all ages, races and ethnic backgrounds exceptional dentistry career opportunities to work as technicians, educators, researchers, sales and marketing managers, inventors, editors and consultants in an array of flexible work schedules.

The majority of dental technicians are employed in commercial dental laboratories or self-employed as the owner of a dental laboratory. There is currently a strong demand for dental technicians in regional and rural locations in most states and territories of Australia.

Dental Technicians can work in commercial dental laboratories, private dental laboratories in general and specialist dental practices, hospitals, public sector dental health services and

the armed forces as well as independently as a laboratory owner.

Dental Technicians are able to concentrate their work to a particular area of dental technology that includes orthodontic/orthognathic, crown & bridge, cosmetics, general prostheses and implantology. Dental Technicians will provide their services to a number of local practitioners with some offering a postal service to work with dentists from a wide area. Advanced dental technology positions within a laboratory appointed on experience include Senior/Chief Technician and Quality Controller.

Dental technology offers excellent career opportunities for the high school graduate and non-traditional student (i.e. an individual who is over 23 years of age, an individual seeking a career change or re- entry or an individual from a culturally diverse background).

To become a qualified Dental Technician and achieve a dental career, you need to gain a tertiary level qualification with the minimum standard being a two-year Diploma in Dental Technology. Dental Technicians enter the workforce as a student dental technician.

Dental Technology is a global profession and there is a high demand for skilled dental technicians around the world. This demand is growing for those working in

specific areas such as crown & bridge and associated work in response to the increasing occurrence of cosmetic dental surgery. A growing population in Australia and the demanding developments in technology create strong [dental technicians employment opportunities](#).

Dental Technicians are artistic individuals who have a thorough understanding of dental materials science and use their skills to fabricate the form, colour and function of individual teeth or aesthetic functional prostheses for a patient. Although there have been a number of technological advances in this field, it is still a craft-oriented profession as all such appliances are made largely by hand to a practitioner's work order.

A dental technology career offers personal satisfaction in providing the technical side of dentistry and providing people with better dental health through a multi-disciplinary dental team environment.

Requirements to receive the qualification are:

- To be awarded HLT55118 Diploma of Dental Technology from CIT you must complete 25 units of competence.
- This includes all twenty-one (21) compulsory units and the four (4) elective units.

## **Legislative and Regulatory Responsibilities**

CIT is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that CIT has recognised it has compliance responsibilities.

### **Commonwealth legislation**

- Work Health and Safety Act 2011
- Education Services for Overseas Students (ESOS) Act 2000
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Privacy Act 1988 and National Privacy Principles (2001)
- Fair Work (Registered Organisations) Act 2009
- Copyright Act 1968
- Competition and Consumer Act 2010
- National Vocational Education and Training Regulator Act 2011

## **NSW based legislation**

- Anti-Discrimination Act 1977
- Workplace Injury Management and Workers Compensation Act 1998
- Copyright Act, 1879 (as amended 2003)
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987
- Industrial Relations (Child Employment) Act 2006

Copies of all these legislative documents can be accessed at reception via the Internet.

## **Satisfactory Academic Performance**

Enrolled international students at CIT must make satisfactory academic progress for each semester of the course.

A report will be made to the Department of Home Affairs if enrolled students fail to make satisfactory academic progress.

## **Failed Units**

You are usually only allowed to repeat the subject once, if you failed any subject.

You will not be able to move to the next stage of the course, if you failed a pre- requisite subject. You may then

have to repeat the whole stage again with the permission of the Head Teacher.

## **Course entry requirements**

All local students applying to enter CIT must:

- Be over the age of 18
- Have completed an equivalent secondary schooling level of a High School Certificate or equivalent or can demonstrate suitable work or life experience.

## **Enrolment procedure**

CIT undertakes to make training available to all persons who:

- Complete the CIT enrolment form (available on request);
- Agree to abide by CIT's expectation of students; and
- Make suitable payment of fees before the commencement of training.

To enrol into a course as a local student at CIT, applicants must complete a Local Student Application for Enrolment Form.

The form should be completed in full and submitted by mail or fax with full payment to:

## **The Registrar**

Charles Institute of Technology  
Australia PO Box 5212, West  
Chatswood, 1515, NSW, AUSTRALIA  
Fax: 61 2 9411 1516

Or email to: [info@cit.nsw.edu.au](mailto:info@cit.nsw.edu.au)

The application for enrolment must be accompanied by evidence of a High School Certificate or equivalent secondary schooling outcome.

When we receive your application, our Registrar will review it for completeness.

### **Approval of your application**

Upon approval of your application, a letter of offer, a student agreement, and an invoice for course fees that are due will be sent to the address provided on your application. If your application is not complete, our Registrar will contact you.

### **Enrolment induction**

All students will have an induction on their first day at CIT. At this time, information will be given to allow your stay to be as fruitful and successful as possible. Most of your questions will be answered at induction, however, always feel free to ask about anything you are unsure about.

All students are required to complete a declaration of understanding. This will happen as part of your induction. This declaration is a statement that:

- You have understood and accept student requirements while at the institute.
- You understand and accept all the details provided in this handbook

### **Recognition of your existing skills and knowledge**

In accordance with the requirements of the Australian Quality Framework, CIT provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.

This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

## **Recognition guidelines**

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in CIT's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.
- There is no RPL for international students with international qualifications.

## **Credit or advanced standing for your current competence**

CIT acknowledges the requirement as an RTO to recognise the awards issued by other RTOs within Australia. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

## **What is credit transfer?**

Credit transfer is the recognition of learning achieved through formal education and training. Under the Australian Qualifications Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

## **Evidence requirements**

An applicant will be required to present his or her statement of attainment or qualification for examination by CIT. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct

format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as true copies of the original by a Justice of the Peace (or equivalent).

### **Credit transfer guidelines**

The following guidelines are to be followed in relation to credit transfers:

- Students may not apply for credit transfer for units of competence or qualification which are not included in CIT's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and CIT does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

### **Course fees**

Fees are payable when the student has signed the student agreement to signify their acceptance of enrolment

offer made by Charles Institute of Technology. Fees must be paid in full within 14 days of receiving an invoice from CIT. CIT may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of CIT schedule of fees and charges.

Students are required to pay a registration fee of A\$250\* on application and a minimum 25% of total course fees on successful admission to a program. The balance of fees payable for the course must be paid at least 14 days prior to the commencement of each stage/semester unless prior arrangements have been made and confirmed in writing.

*\* The registration fee is non-refundable*

The fees schedule is as follows:

### **HLT35115 Certificate III in Dental Laboratory Assisting**

- Application Fee (not refundable) A\$250
- Tuition Fee \$7,500
- Material Fees \$500
- Recognition of Prior Learning Fee \$600 per unit
- Assessment (practical) re-sit fee \$350 per unit
- Assessment (theory) re-sit fee \$200 per unit
- Replacement of textbook fee \$130.

## **HLT55118 Diploma of Dental Technology**

- Application Fee (not refundable) \$250
- Tuition Fee \$30,000 (\$7,500 per semester)
- Material Fee \$2,000 (\$500 per semester)
- Recognition of Prior Learning Fee \$600 per unit
- Assessment (practical) re-sit fee \$350 per unit
- Assessment (theory) re-sit fee \$200 per unit
- Replacement of textbook fee \$130

### **Payment methods**

Charles Institute of Technology accepts payment for fees using:

- BPAY – Biller Code: 200204 – Customer Reference Number (CRN) – Available by request
- Electronic Funds Transfer (account details available on request)  
**Bank Name:** National Australia Bank (NAB)  
**BSB Number:** 082-201  
**Account Number:** 12 766 2116
- Cheque (made payable to Charles Institute of Technology)

Payment in cash is discouraged.

### **Student withdrawal or cancellation**

Students who withdraw or cancel their enrolment part way through a training program must notify CIT in writing at the soonest opportunity by completing a Student Withdrawal

form, and submitting the Form in person at the CIT Office, or via email to [info@cit.nsw.edu.au](mailto:info@cit.nsw.edu.au). CIT will process the form and confirm to the student their withdrawal, including the date and time of the student's withdrawal, the unit of study, part of a course or whole course from which the student withdrew and (for VET Student Loans students) the relevant census day of the Semester from which they are withdrawing.

### ***VET Student Loans students withdrawing by the Semester's census day***

If a student is accessing a VET Student Loan in order to pay for all or part of their studies (a VSL student), and the date of their withdrawal is confirmed by CIT as occurring by the Semester's census day, the student will incur no debt for that semester, neither will they have to pay any withdrawal or administration fees, fines, or penalties regardless of whether all or only part of the fees were covered by the VET Student Loan. Once CIT is notified, a student will not be required to pay for the remaining semesters of training not commenced. VSL students withdrawing by the Semester's census day will also be refunded all fees they have already paid for the semester that were not covered by their VET Student Loan.

**VET Student Loans students withdrawing after the Semester's census day**

If a VSL student's date of withdrawal is confirmed by CIT as occurring after the Semester's census day, CIT will confirm with the student whether they have incurred a debt for that semester. The decision as to whether the student has incurred a debt in this circumstance is at the discretion of the Chief Executive Officer of CIT, and takes into account considerations such as the specific circumstances of the students, and the fees not related to tuition.

For further details of special circumstances that may apply please refer to the [compassionate or compelling circumstances](#) information in the *Student deferral or suspension* section of this document.

Students wishing to appeal a decision by CIT regarding their cancellation and/or debts, can direct their appeal to CIT by following CIT's [Complaints and Appeals Procedure](#). Students have 28 days from the confirmed date of cancellation to initiate grievance / appeals procedures before cancellation takes final effect.

**Non-VSL students**

Once a student attends and

commences a semester, the fees for that semester will not be refunded should a student decide to leave. Once CIT is notified, a student will not be required to pay for the remaining semesters of training not commenced. CIT is entitled to retain fees for any component of a semester commenced but not completed up until the point of notification by the student cancellation.

Students wishing to appeal a decision by CIT regarding their cancellation and/or debts, can direct their appeal to CIT by following CIT's [Complaints and Appeals Procedure](#).

**Replacement of text and learning resources**

Students who require replacement of issued text or learning resources will be liable for additional charges to cover the cost of replacement. CIT purchases its textbooks via the Co-Op Bookshop which is an online bookstore. With postage and handling the cost of a replacement text is approximately A\$130.00. Please refer to the Co-Op Bookshop for further details: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)

**Fee protection arrangements**

In the unlikely event CIT is unable to offer the course, or provide a refund, the Tuition Protection Scheme (TPS) will help eligible students find another provider that offers a similar course so they can

continue their studies. If a student is unable to be placed in a suitable replacement course, the TPS will refund eligible tuition fees.

<https://tps.gov.au/Home>

Students who are not eligible for TPS will have their fees refunded via bank guarantee in place for CIT.

### **Refunds**

Students who cancel their enrolment before the commencement of a training program will be entitled to a refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student cancels, CIT will not refund monies for the text unless a written request for a refund is received and CIT is satisfied that the text is in as-new condition.

A \$100 processing fee applies to all refunds except when a CIT course is cancelled. Course fee refunds are calculated from the date a written refund application is received, on the following basis only:

- CIT will refund 100 percent of the course fee paid if the course you have enrolled in is cancelled by CIT.
- CIT will refund 70 percent of the course fee paid if you withdraw from

the course 4 weeks (28 days) or more before the commencement date of course of study.

- CIT will refund 50 percent of the course fee paid if you withdraw within the final 4 weeks (28 days) before the commencement date of course of study.
- There will be no course fee refund on or after the commencement date of course of study.

No refund will be paid to a third party unless the student indicates the name and address of the person to whom the refund should be paid. If no name and address is provided, the refund will be sent to the student's home address.

All applications for refunds must be made using an [Application for Refund of Course Fees](#). These are available from the Registrar.

If CIT cancels the course, the Institute will refund 100 percent of the tuition fees to the student.

All refunds will be made without any accrued interest.

CIT reserves the right to take further action under Australia's Consumer Protection Laws.

Refunds approved in accordance with this policy will be paid within four weeks of the Registrar receiving a written claim from a student.

There may be grounds for refunds under “Exceptional Circumstances” and which may affect either a full or partial refund of a student’s tuition fee, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Where this policy does not adequately cover a particular circumstance, CIT may consider an individual’s case. The final decision rests with the Chief Executive Officer of CIT or his nominee.

### **Monitoring student progress**

Local students are required to maintain satisfactory course progress and attendance in order to successfully complete their program.

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification. CIT monitors and records the course progress of students on a regular basis. We do this by monitoring successful completion of assessment tasks and class attendance via an attendance record that requires the student’s signature at the start and end of a training day. A student who is identified

as falling behind in successful assignment completion or having unacceptable attendance to scheduled sessions will be managed via a range of intervention strategies.

An intervention strategy is an individual student plan developed by the Head Teacher aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, development of study habits or adjustment to study program. CIT will do everything we can to assist students who want to learn and progress.

### **Student deferral or suspension**

Students, unable to attend for a period of time, may lodge an Application to Defer Studies for approval by the Chief Executive Officer. Deferment is granted once only and for a period no longer than six (6) months. The return date will be at the discretion of the institute. A re-entry fee will be charged.

Students will be advised of such at the deferment interview. An Application to recommence studies must be completed and approved by the Chief Executive Officer.

A student’s enrolment may only be deferred or suspended where compelling or compassionate circumstances exist

CIT appreciates that students experiencing difficult circumstances may need to temporarily take leave from their studies. CIT will defer a student's studies for compassionate or compelling reasons.

Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member.

CIT may also cancel or suspend the enrolment of a student for inappropriate behaviour. Where this occurs, the student will be notified in writing and be informed of their right to access the complaints and appeals processes.

### **Student amenities**

There are many outlets nearby CIT.

These provide access to:

- catering
- public transport
- toilet facilities
- tea and coffee area
- disabled access
- photocopying facilities
- telephones
- quiet study areas
- counselling and referral facilities

## **Student Support Services**

### **Legal services:**

Arnotts Lawyers

Suite 9, 22 Thomas St, Chatswood

Tel: (02) 9419 6355 [www.arnotts.ne.au](http://www.arnotts.ne.au)

### **Emergency & Health Services:**

Chatswood Police Station

63 Archer St, Chatswood NSW 2067

Tel: (02) 9414 8499

Chatswood Medical & Dental

Centre 270 Victoria Avenue

Chatswood NSW 2067

Phone: 02 9413 2222

Royal North Shore Hospital

Reserve Rd, St Leonards NSW

2065 Tel: (02) 9926 7111

### **Student resources**

CIT provides students with access to a comprehensive range of written, video, audio texts and resources. These materials may be borrowed for study use. Trainers will arrange for loans on request. Students are reminded to return the borrowed material by due dates and observe copyright laws when using resources. Students will be required to pay for loss or damage to resources.

### **Student counselling**

It is important that students have access

to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or Head Teacher for referral to our Welfare Counsellor.

The Welfare Counsellor can suggest access to specialised support for those who may need further external help. All discussions regarding this are in the strictest of confidence.

### **CIT Continuous improvement**

CIT is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement. The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Academic Advisory Committee.

Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available at reception. You are

encouraged to provide feedback to CIT so we can improve our services in the future.

### **Your safety**

CIT has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the Commonwealth *Work Health and Safety Act 2011*.

CIT is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student induction.
- No smoking within the CIT building. A designated smoking point is provided at the rear of the building.
- Report all potential hazards, accidents and near misses to the CIT staff; No consumption of alcohol on CIT premises or during contact hours;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom

areas.

### **Electrical equipment**

Within the CIT training dental laboratories, you will be using a wide range of electrical equipment. The following guidelines are to be applied:

- Electrical equipment that is not working should be reported to CIT staff immediately.
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### **Fire safety**

- CIT will communicate the procedures involved in evacuation and the location of fire equipment to students during student induction.
- Students are to be familiar with the location of all EXITS and fire extinguishers.
- Students are to attend and participate in annual fire safety sessions on fire safety procedures and the use of fire safety devices.

### **First aid**

- Provision for first aid facilities is available.
- All accidents must be reported to CIT

staff.

- The accident and any first aid provided must be recorded by staff involved.

### **Lifting**

- Never attempt to lift anything that is beyond your capacity
- When lifting, always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### **Work and study areas**

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

### **Fairness and equity**

CIT is committed to providing a fair and equitable environment for its students and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race,

colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated and is illegal under the requirements of the Anti-Discrimination Act 1977.

You are responsible for:

- Ensuring non-discriminatory or harassing behaviour at all times to other students, staff or visitors to the school.
- Reporting any discriminatory behaviour or harassment to your teacher or head teacher.

Charles Institute of Technology is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All CIT staff members (including contractors) will be informed that discrimination and harassment will not be tolerated under any circumstances.

In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from CIT staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission in

2008.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of CIT that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to CIT, they are advised to contact the AHRC Complaints Info-line on 1300 656 419.

### **Access to your student file and record**

You have the right to access your student file at any time. You may want to review previous assessment results to monitor your progress and confirm areas identified for improvement.

You can access your student file just by making a request to the CIT reception area. You will be asked to complete a register of access and the Registrar will provide you with the record to view (with the Registrar) and take copies if required. You will not be permitted to take the original student file away as this is our record of your training and assessment which we are required to retain. You are welcome to obtain copies of any document.

## **Your privacy**

CIT takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and National Privacy Principles.

Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases Charles Institute of Technology will seek the written permission of the student for such disclosure.

## **Complaint and Appeals Handling Procedure**

### **Purpose**

This policy is to provide clear and practical guidelines to ensure that complaints and appeals of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

### **Scope**

This Complaints and Appeals Policy applies to all students enrolled with Charles Institute of Technology.

### **Responsibility for Policy**

The Charles Institute of Technology Chief Executive Officer is responsible for the implementation and maintenance of this policy.

### **Access to Policy**

A copy of this Policy is available to all students and staff via the Charles Institute of Technology website and is available in the Student Handbook.

### **Definitions**

*Complaints and Appeals* include but are not restricted to matters of concern to a student relating to training delivery and assessment; the quality of the training; student support and materials; discrimination; and sexual harassment

### **What is a complaint?**

Charles Institute of Technology undertakes to apply the following principles to its complaints and appeals handling:

- A student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without

prejudice or fear of reprisal or victimisation.

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what s/he is accused.
- Charles Institute of Technology will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation.
- A written record of all complaints and appeals is to be kept by Charles Institute of Technology including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days
- of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written

statement of the outcome, including details of the reasons for the outcome.

- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of Charles Institute of Technology to review his or her complaint or appeal following the internal Charles Institute of Technology complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
- If the international student is not satisfied with the decision or the process used in handling the complaint / appeal, they may refer the matter to the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.
- Charles Institute of Technology shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or

appeals process.

- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.

Complaints and appeals are to be handled in the strictest of confidence. No Charles Institute of Technology representative is to disclose information to any person without the permission of the Charles Institute of Technology Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur.

### **Training arrangements**

The course is delivered in a purpose designed Dental Technology learning institute. Training is primarily conducted face-to-face in both a classroom based (theoretical) and Dental Laboratory based (practical) environment. Training sessions are teacher led in group sizes of no more than 25 participants.

Practical sessions in the first stage will be supported by three teaching staff resulting in a student/teacher ratio of 1:8 and the final three stages will be supported by two teaching staff resulting in a student/teacher ratio of 1:12

The training program is undertaken using a planned schedule in order to coordinate

multiple groups at different learning stages.

Dental laboratory sessions will include the demonstration, explanation and practice of dental technology skills. This is undertaken in a fully functioning and equipped dental training laboratory which serves up to 25 participants at a time.

In addition to face-to-face learning, students will also complete self-paced study to assist them in building their professional knowledge.

For the Diploma course, students will typically attend formal training sessions three days per week. Each day has scheduled training over seven hours resulting in 21 contact hours per week.

### **The HLT35115 Certificate III Dental Laboratory Assisting**

Students studying the Certificate III will attend formal training of one day per week.

The Certificate III course will be delivered over a six months period (333 hrs).

#### **Units of Competency–333 hrs**

- HLTINF001 Comply with infection control policies and procedures
- HLTWHS003 Maintain work health and safety

- HLTAID003 Provide first aid
- HLTDET001 Construct models
- HLTDET002 Construct custom impression trays
- HLTDET003 Construct registration rims
- HLTDET004 Articulate models and transfer records
- HLTDET005 Construct thermoformed bases and appliances
- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- FSKDIG03 Use digital technology for routine workplace tasks
- BSBWOR204 Use business technology
- HLTDET006 Construct immediate dentures
- BSBCUS301 Deliver and monitor a service to customers
- BSBADM311 Maintain business resources
- HLTDET001 Construct models
- HLTDET002 Construct custom impression trays
- HLTDET003 Construct registration rims
- HLTDET004 Articulate models and transfer records
- HLTDET005 Construct thermoformed bases and appliances

### **The HLT55118 Diploma of Dental Technology**

The Diploma course will be delivered over a two-year period. The course will be delivered in four learning stages, -(Stage One – 470 hrs, Stage Two – 370 hrs, Stage Three – 470 hrs, Stage Four – 450 hrs) and include the following units:

- HLTWHS003 Maintain work health and safety
- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- HLTINF001 Comply with infection prevention and control policies and procedures

- HLTAID003 Provide first aid
- HLTINF002 Process reusable device and equipment

#### ***Underpinning knowledge:***

Anatomy & Physiology Head & Neck 1 and Material Science 1

- HLTDET007 Construct removable acrylic partial dentures
- HLTDET015 Construct simple complete removable acrylic dentures and appliances
- HLTDET014 Repair and modify dentures and appliances

#### ***Underpinning knowledge:***

Anatomy & Physiology Head & Neck 2 and Material Science 2

- HLTDET008 Construct cast removable alloy partial denture framework
- HLTDET009 Construct crown and bridge structures

### ***Underpinning knowledge:***

Material Science and Metallurgy

- HLTDET011 Construct ceramic and fixed restorations
- HLTDET012 Construct orthodontic appliances
- HLTDET010 Join alloy structures
- HLTDET013 Construct oral splints
- HLTDET016 Design digital dental restorations and appliances using computer-aided design (CAD)

### **Assessment arrangements**

*'Competent' or 'Not Yet Competent'?*

There are two possible assessment outcomes of competency-based assessment – either *'Competent'*, that is, you have demonstrated sufficient skills and knowledge, or *'Not Yet Competent'*. If you receive a not yet competent result – it is not something to get worried about. Sometimes there are simple but important things that you may have overlooked but need to be covered. You will be given specific feedback on which aspects need to be reviewed or where further material needs to be supplied.

### **The assessment environment**

At CIT, there is a strong focus in undertaking assessment as though you

are working in a real dental laboratory. This approach is supported by our simulated laboratories and local policy and procedure. At times the environment will be busy and specific items of equipment will be in high demand. This reflects the actual workplace environment. This requires that you plan your activities and work cooperatively with other student to complete your work.

### **Assessment attempts**

You will be allowed to resubmit each task for each assessment two times, subject to course completion timeframes. If after two submissions you are unable to demonstrate that you are competent in the unit or units of competency, Charles Institute of Technology may apply further charges for additional assessment.

### **Completion dates**

These can vary and you will find a timetable provided to you which specifies assessment submission dates. You should work diligently to complete all assessment tasks on the due date.

### **Graded assessment**

CIT applies graded assessment for those students wanting to distinguish themselves through their hard work and technical skill. Graded assessment will only apply to six units of competence within the 25 units required to complete the Diploma of

Dental Technology. The grades are identified as either a Credit Grade or a Distinction Grade.

### **Assessment methods**

You are required to demonstrate your skills and knowledge across the applicable assessment tasks. Your teacher will gather sufficient assessment evidence from a range of sources using a number of different assessment methods. During the Diploma in Dental Technology, the following assessment methods are used:

- **Self-assessment** is conducted at the end of a learning stage. You will produce a dental component through learning activities. As each product is completed, you are required to self-appraise the quality of your work against specific technical criteria which will have been introduced during the learning stage. You will present your work with the completed self- assessment to the teacher. The teacher will review your work and your appraisal and provide you with feedback to apply in following activities.
- **Direct observation** by the teacher of you performing the range of tasks applying different dental technology techniques. An example of these tasks is to construct crown and bridgework which will occur over a set period. Your performance is observed by the teacher and you are assessed

against specific assessment criteria drawn from the applicable unit of competence.

- **Theory assessment** via the compilation of a number of short quizzes administered during the learning stage and a final assessment issued at the end of a learning stage. This theory assessment is administered in a classroom setting and is allocated an approximately set time to complete. No references are allowed unless authorised by your teacher. You are required to satisfactorily answer all questions correctly. Where you provide an incorrect answer, the teacher will engage with you to improve that specific area of your knowledge.
- **Self-paced assessment.** Students will complete assignments contained in the self-paced learning package throughout the semester. The assessor will compare the performance of the student with the marking guidelines and criteria, (also contained in the package) in order to determine the student's knowledge of the course.

### **Submitting authentic work**

All work submitted must be your own work. CIT verifies this in the following ways:

- participant confirmation and declaration

- additional verbal questions given to participants on a random basis
- comparison of work style and quality for all work undertaken.

### **Referencing and plagiarism**

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information. If you do not acknowledge other authors you are incorrectly claiming work as your own. This is called plagiarism. In all Australian educational institutions plagiarism is unacceptable.

### **Educational Calendar and Holidays**

- Students attend for 72 weeks over 2 years.
- CIT has 4 breaks in teaching per year
- December to early February
- 2 weeks in April
- 3 weeks in July
- 2 weeks in September