

A-Z

THE STUFF APPRENTICES*

NEED TO KNOW

IMPORTANT CONTACTS |

CIT APPRENTICESHIP ENQUIRIES

PHONE: 02 6207 7823

EMAIL: CITAPPRENTICESHIPS@CIT.EDU.AU

MY PROFILING

CONTACT: 02 6205 3703

EMAIL: CITMYPROFILING@CIT.EDU.AU

CITSA OFFICES

REID: 02 6207 3600

BRUCE: 02 6207 4311

FYSHWICK: 02 6207 4863

CITSA.COM.AU

CITSA@CIT.EDU.AU

INFOLINE: 02 6207 3188

STUDENT SUPPORT: 02 6207 3290

YURAUNA CENTRE: 02 6207 3309

CAMPUS SECURITY

REID: 02 6207 3540

BRUCE: 02 6207 4000

FYSHWICK: 02 6205 3148

WE ARE CITSA



CANBERRA INSTITUTE OF TECHNOLOGY
STUDENT ASSOCIATION

CIT LOOKS AFTER ALL YOUR EDUCATIONAL NEEDS

CITSA (THAT'S US!) IS HERE TO DO THE REST:

YOUR STUDENT EXPERIENCE & IT'S ALL ABOUT YOU!

WWW.CITSA.COM.AU

FIRST STOP FOR INFO, ADVICE,
BOOKLISTS & MUCH MORE

CITSA MEMBERSHIP

IT'S FREE & GETS YOU HEAPS
OF FREEBIES & DISCOUNTS.
SIGN UP AT CITSA.COM.AU
OR AT YOUR CITSA OFFICE

ADVICE & INFO

VISIT YOUR CITSA OFFICE FOR
ANYTHING & EVERYTHING
FROM WHERE TO FIND A LOO TO
ACCESSING LEGAL SUPPORT

CITSA STUDENT

COUNCIL

NOMINATE OR BECOME
A COUNCIL MEMBER &
REPRESENT YOUR FELLOW
STUDENTS

VOLUNTEER

CITSA CAN HELP YOU TO
VOLUNTEER IN YOUR LOCAL
COMMUNITY

CONTRIBUTE

DO YOU WRITE, TAKE
PHOTOS, DESIGN, DRAW OR
HAVE OPINIONS? YOU CAN
CONTRIBUTE TO THE CITSA
MAGAZINE, EXCITE

INNOVATION

BE PART OF CANBERRA'S
THRIVING IDEAS POOL.
CITSA CAN GET YOU
CONNECTED TO MENTORS
& OTHER INNOVATORS

STUDENT FORUMS

WE WANT TO KNOW
WHAT YOU THINK – TRULY!
HAVE YOUR VOICE HEARD

FOR MORE INFO GO TO

CITSA.COM.AU

OR POP INTO YOUR

LOCAL CITSA OFFICE

APPRENTICE CHECKLIST

1. PAY FEES

PAY YOUR FEES BY THE DUE DATE ON YOUR INVOICE

3. TIMETABLE

DOWNLOAD FROM CIT SELF SERVICE WWW.CIT.EDU.AU

5. REGISTER FOR PRINT & COPY

REGISTER & TOP UP YOUR CARD ONLINE WWW.CIT.EDU.AU

7. FACEBOOK

JOIN 'CIT APPRENTICE CHAT' GROUP ON FACEBOOK FOR INFO & CHAT WITH OTHER APPRENTICES

2. ID

GET STUDENT ID FROM STUDENT SERVICES
*MUST HAVE PAID SERVICES & AMENITIES FEE

4. MATERIALS

GET YOUR BOOKLIST OFF CITSA.COM.AU
GRAB YOUR STUFF FROM BOOKSHOP AT Fyshwick, Bruce or Reid

6. CITSA MEMBERSHIP

SIGN UP CITSA.COM.AU OR AT YOUR CITSA OFFICE & PICK UP YOUR FIRST REWARDS CARD

8. GO TO CLASS!

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ADVOCACY

CITSA offers students a full advocacy service.
Contact any CITSA office www.citsa.com.au

ACCOMMODATION

CIT offers on & off campus accommodation (residential & homestay) for international & regional students.
Visit www.cit.edu.au or if you have problems contact your CITSA office.

ACCOUNT HOLDS

Holds will stop you from re-enrolling, borrowing resources, accessing your results or graduating from the course because of: late payment or outstanding fees, unreturned library books, mail being returned because you haven't updated your address or you have not provided enough ID evidence.

ACT WAGE ADVICE SERVICE

For information about pay & conditions for Australian Apprenticeships in the ACT.

[1300 278 681](tel:1300278681)
apprenticeship@canberrabusiness.com

AVETARS

AVETARS – ACT Vocational Education & Training Administration Records System is the online system used to store **all your apprenticeship details**. You are expected to keep everything up to date.

At the beginning of your apprenticeship Skills Canberra will email you login details to update any details to do with your apprenticeship that change, ie, name, training contract details etc. It is important these details are current.

If you have any problems contact

[1800 175 924](tel:1800175924)
skills@act.gov.au

APPEALING A GRADE

Students have the right to appeal an assessment decision. If you would like your result reviewed, CIT Student Services have forms available or you can download a form from www.cit.edu.au

APPRENTICESHIP NETWORK

PROVIDERS – ANPs

ANPs provide free information & advice to employers, apprentices & trainees.

An ANP needs to be contacted by your employer within 14 days of you being employed.

Your employer & the ANP have the obligation of signing you into a training contract within 28 days

Apprenticeship Network Providers in ACT & NSW are:

Apprenticeships Support Australia

www.apprenticeshipsupport.com.au

MEGT

www.megt.com.au

Sarina Russo Job Access (Australia) Pty Ltd

www.sarinarusso.com

VERTO LTD – NSW only

www.verto.org.au

ATMS

Fresh2Go, Reid

Learning Centre, Library, Bruce

Small EFTPOS withdrawal at CITSA Bookshop

Small EFTPOS withdrawal at Fresh2GO, Fyshwick

CARE INC

Care Inc offers the No Interest Loan Scheme (NILS) & FREE financial counselling services to low income earners & support them to overcome debt.

They are based in Canberra, ACT, but provide financial counselling services to surrounding areas.

If you would like to speak to a financial counsellor please call any weekday morning **[6257 1788](tel:62571788)** or the hotline **[1800 007 007](tel:1800007007)**

CIT CARDS

All CIT students are issued with a CIT ID card, available once your **student & amenities fees are paid.**

Cards are available from CIT Student Services located on every campus.

You can also apply online

www.cit.edu.au

CENTRELINK

Centrelink provides income support to students who meet the eligibility criteria.

Australian Apprentices may be eligible for the following income support: Youth Allowance, Austudy, ABSTUDY, Concession, Living Away From Home Allowance, Student Start-up Loans, Education Entry Payment.

You can contact any Centrelink office for information or visit their website **humanservices.gov.au**

[Applying for centrelink support can be a VERY confusing process, please visit your CITSA office if you need any help](#)

CIT APPRENTICESHIP

ENQUIRIES

For ANY question BIG or SMALL about your apprenticeship.

02 6207 7823

citapprenticeships@cit.edu.au

CIT HAIR & BEAUTY

Hairdressing@CIT & Beauty@CIT are training salons open to the general public, staffed by apprentices & students who work in industry offering a range of professional cut & beauty services.

C Block, CIT Reid. Bookings essential

Salon reception 02 6207 3246

CIT COMPLAINTS POLICY

As soon as you have a problem, speak to your teacher, or a staff member you feel you can approach. If you are NOT ok with the response, contact the head of department in the college in which you study. At any time throughout the process you can have a support person with you (friend, family, CIT staff). CITSA office staff understand how this process works at CIT, so you can ask us for help along the way.

You can download a complaint form from www.cit.edu.au

CIT RPL

Skills recognition or Recognition of Prior Learning (RPL) is an acknowledgement of the skills you have learned from your work, life experience, or previous training. CIT can grant you a part or full qualification without having to re-learn things you already know.

For more info www.cit.edu.au

CIT SELF SERVICE

www.cit.edu.au/selfservice is where you can access, update & see all your course related details.

Username: CIT ID

Password: DDMYY

COUNSELLING & CRISIS SUPPORT

CIT has qualified counsellors on campus.

02 6207 3290, to make an appointment with a

CIT counsellor. This is a FREE service for all CIT students.

Lifeline

24/7 crisis phone counselling service 13 11 14

DROPPING OUT

To drop out of a course or subject

you need to withdraw in writing.

Visit Student Services or email infoline@cit.edu.au.

You may still need to pay fees if you withdraw after your due date.

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DOMESTIC VIOLENCE

Domestic violence crisis line [02 6280 0900](tel:0262800900) 24/7

For more info www.dvcs.org.au

eLEARN

eLearn is CIT's online learning system. Check with your teachers if there are any online parts to your course.

EMAILING

The best way to communicate with CIT staff is with email. If you have not yet got an email, set one up for free with mail.google.com. If you have any problems visit your CITSA office.

EQUIPMENT/MATERIALS

You will need specific equipment and/or tools for your course. Your subject guide will tell you what you need.

Most things you can get from the CITSA bookshop or citsa-shop.com.au or ask your teacher.

Depending on your award your employer may have to reimburse you for your equipment or materials.

Check your award at fairwork.gov.au

ESTATE OFFICE

Bruce 02 6207 4000

Reid 02 6207 3540

Fyshwick 02 6205 3148

EXPECTATIONS

Show up – seriously!

Arrive on time & stay for the whole class, bring all your tools & let your teacher know if there is anything stopping you attending in class time.

Do your school work

Keep your logbook for jobs up to date & hand in your work & assessments by their due date.

Be safe

Wear appropriate Personal Protective Equipment (PPE) & stick to the health & safety guidelines.

Behave – for real!

Make sure your phone is turned on silent during classes & only smoke in designated areas.

FAIRWORK

The Workplace Ombudsman is the independent Commonwealth agency that ensures workplace rights & obligations of workers & employers are understood, protected & enforced.

If you believe you are NOT receiving your rights at work, contact the Workplace Ombudsman for FREE information & advice.

13 13 94

www.fairwork.gov.au

If you need help, CITSA can help write your case

FEES

You can pay your fees at any CIT campus or Post Office, with BPay or online. Before you pay your fees, check you have all the details on concessions & fee assistance.

CIT Student Services does not accept CASH

If your employer is paying fees on your behalf, it is still expected that all fees are paid (in full) by the due date.

FIRST AID

If you require a First Aid Officer ask any CIT or CITSA staff member to assist you. A list of First Aid Officers is available on the emergency information boards on all campuses.

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FEE & FINANCIAL HELP

CIT offers fee assistance as scholarships to eligible students in financial need for help with their course fees or materials costs:

TRADE SUPPORT LOANS

Trade Support Loans are to assist you with everyday costs. The loans are paid in instalments.

For more info & to check your eligibility visit www.australianapprenticeships.gov.au

VTAS

Vocational Training Assistance Scheme (VTAS) travel payments are available to eligible NSW Australian Apprentices to assist with the costs associated in travelling to their off-the-job training.

CONCESSION ON FEES

Depending on your financial situation you may be able to get a concession on your fees. Talk to Student Services to check your eligibility.

Visit your CITSA office if you are in need of ANY financial help or need more info on any of the above

DO YOU WANT YOUR FEES REDUCED??

Depending on your \$\$\$ situation you may qualify for a concession on your fees.

ALL APPRENTICES SHOULD ENQUIRE

Talk to Student Services to check your eligibility.

VISIT YOUR CITSA OFFICE IF YOU ARE
IN NEED OF ANY \$\$\$ HELP OR NEED
MORE INFO ON FEE ASSISTANCE

HEALTH SERVICES

A comprehensive listing of ACT health services is provided on the CITSA website www.citsa.com.au

HEALTH & SAFETY

Under Work Health & Safety legislation, both CIT staff & its students have a series of duties in relation to protecting Australian Apprentices from illness & injury.

You can access this at www.legislation.act.gov.au

Most of it is common sense & courtesy.

INVOICES

Your invoice will be emailed to you, you can grab it in person at Student Services or online via CIT Self Service.

LANGUAGE LITERACY &

NUMERACY SUPPORT – LLN

Before you start your training, you will have to do a LLN assessment to help identify areas where you may require additional assistance to complete your apprenticeship.

PEER TUTORING

Peer tutoring is available for all students. For more info or to book a session, head to your CITSA office.

PERSONAL PROTECTIVE

EQUIPMENT – PPE

At CIT & in the workplace you have to wear appropriate PPE when instructed or where signage indicates it is required.

MY PROFILING

My Profiling is an electronic log book used to log workplace activities as part of your Australian Apprenticeship or Traineeship.

To use My Profiling:

Download My Profiling MultiPic app or go to www.my.edu.au

Your username & password are sent to you from CIT when they receive notification that your apprenticeship has been approved.

02 6205 3703

citmyprofiling@cit.edu.au

PLAGIARISM OR CHEATING

This is called deliberate academic misconduct. If it is proven, you may have to be re-assessed, get a fail with no opportunity for a re-sit and will have to re-enrol in the subject & pay applicable subject fees.

RE-SITS & RE-SUBMITS

If you failed an assessment, you will get the chance to **re-submit** or **re-sit**. Your teacher can provide further details on this process.

RESULTS

Results can be viewed through CIT Self Service once finalised by teachers www.cit.edu.au

SMOKING (OR NOT)

Sorry guys, no smoking on any CIT campus. You can only smoke when outside the boundary on all CIT campuses.

STATE TRAINING AUTHORITIES

The State Training Authority is responsible for approval & management of Australian Apprenticeship training contracts.

ACT – Skills Canberra

02 6205 8555

www.skills.act.gov.au

NSW – Training Services NSW

132 811

www.training.nsw.gov.au

STUDENT ADVICE TEAM

The Student Advice Team supports all CIT Trade Skills & Vocational Learning students. You can get support individually, in class, in small groups, or working together with your teachers.

The Student Advice Team can help you with pathway planning, coordinating work experience, connecting you to other services, assisting with course selection & mediate on your behalf.

02 6205 4778

STUDENT SERVICES

Where you can pay fees, get your CIT Card & manage your enrolment.

Bruce: **H Block**

Reid: **A Block**

Fyshwick: **E Block**

02 6207 3188

info@cit.edu.au

STUDENT COMPLETION

PAYMENT

ACT Australian Apprentices may be eligible to receive a payment from Skills Canberra if they successfully complete their qualification.

For more info contact Skills Canberra

02 6205 8555

skills@act.gov.au

STUDY SUPPORT

Study Support (General Academic Support) sessions are offered through CIT libraries on a variety of topics including literacy and numeracy, computer skills, job seeking skills, researching & writing.

Visit www.cit.edu.au

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TENANTS UNION ACT

Assist with private tenancies & rentals in the ACT. They also provide information on tenants' rights & responsibilities.

Monday to Friday 10:00am – 11:30am

02 6247 2011

tenantsact.org.au

TIMETABLE

You can access your student timetable through CIT Self Service www.cit.edu.au

TRAINING CONTRACT

A training contract is used to register an Australian Apprenticeship with the relevant state or territory. You will have signed this before you start at CIT.

By signing the training contract you agree to the obligations under Australian Apprenticeships. If you do not know your obligations get in touch with your ANP.

TRAINING PLAN

Before starting your training, CIT will complete a training plan with you & your employer. This training plan is reviewed every 12 months & is a living document that can change throughout the Australian Apprenticeship.

UNIQUE STUDENT IDENTIFIER – USI

It is a requirement that all Australian Apprentices enrolling at CIT have a unique student identifier – USI

www.usi.gov.au

If you need help visit your CITSA office.

UPDATE YOUR INFO

Let CIT Student Services know if you have changed employers or if any personal details have changed.

WIRELESS INTERNET

All campuses have wireless internet for students to use.

[Use your CIT login](#)

YOUTH LAW CENTRE, ACT

A free and confidential legal advice & referral service for people 12–25 years.

www.youthlawact.org.au

YURAUNA CENTRE

The CIT Yurauna Centre is the Indigenous support centre for Indigenous students at CIT. If you are an Indigenous Australian get in touch [6207 3309](tel:62073309)

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