

a. Number of complaints	Date complaint received	b. Nature of complaint	c. CIT's response
1	08/08/2019	Incorrect course details were provided to students who were on campus with no teacher attending. No after hours contact was provided to the students.	Impacted students were messaged via eLearn to address complaint.
2	31/07/2020	Nursing enrolment information session were moved forward from 9am Thursday to 12 noon Tuesday. Notification to prospective students was only sent via email early on the Tuesday.	Administration team contacted student, apologised for short notice and provided all information required for enrolling into the Diploma of Nursing.
3	03/08/2020	Prospective student felt communication was not clear regarding the process of applying and then being accepted to study Diploma of Nursing. Prospective student felt she had been offered a place after successfully completing her LLN test. Student felt she should have been offered another pre admission meeting when she didn't attend the one set up and emailed to her. Advised part way through application process that she wanted to study part time.	Student applied to study in Term 2, 2020 however wasn't accepted due to non attendance to her pre course admission meeting. Student was advised of each step in the process and was offered a pre admission meeting but did not attend and did not contact CIT to change meeting/reschedule. Student later disclosed they wanted to study part time and was advised CIT was not yet able to confirm if part time studies would be offered. Student was provided with what documents/medical records that she required and when they needed to be submitted to CIT and was encouraged to apply for Term 4, 2020, or Term 1, 2021.
4	20/11/2020	Allegation of teacher misconduct and breach of confidentiality and privacy	CIT met with student and undertook a preliminary assessment regarding the teacher's conduct. This resulted in a decision that the incident would not be referred for investigation. Student was also given the opportunity to complete any outstanding assessments without meeting with the teacher concerned.
5	28/11/2020	Concern regarding two subject assessments submitted in eLearn.	Student had enrolled into same subject twice in one semester, therefore new enrolment was cancelled and once subject was successfully completed, the WA result was updated to a UP. Second subject student was marked Not Yet Satisfactory (NYS) on two submissions. Student provided with feedback, drop box opened and third attempt loaded - marked as UP.
6	21/01/2021	In correct email sent to students advising students they had been withdrawn. This resulted in student concerns about payments made.	CIT made contact with student, apologising for the incident and addressing students issues, including assisting them with their 2021 enrolment. Feedback was also provided to the CIT department concerned so as to improve communication with students. Matter was raised with staff member by Head of Department to ensure good customer service and prompter response times where possible.
7	16/07/2021	Complaint about CIT administration staff - style of communication/rudeness	CIT provided the student with clarity about what was required and the status of their application and entry into the program.
8	13/05/2022	Allegation that student had completed Diploma of Nursing, however the CIT department has not handled their assignments correctly resulting in the student having to re-enrol in a subject multiple times	Investigation conducted by CIT that identified that the student needed to complete 2 subjects to be awarded Diploma of Nursing qualification. The student then completed the subjects and student was awarded their Diploma in Nursing.
9	29/07/2022	Allegation that CIT took 13 months to mark an assessment.	CIT spoke with student and explained that there were three outstanding assessment for this Unit of Competency. CIT provided the student with a proposed plan to complete the course. The student then passed all assignments to complete the course and was awarded her certificate.
10	04/10/2022	Allegation of incorrect charging of HELP fees by CIT	CIT confirmed to the student that they were approved to have 7 subjects remitted, reversing the VET Student Loan.
11	06/03/2023	Complaint made to the Minister about late cancellations of face to face CIT nursing classes	CIT investigated the incident and provided a response to the complainant.
12	02/03/2023	Allegations of conflicting CIT information, a number of changes and a lack of communication	Despite support being provided by CIT to the student (individual study plan, numerous meetings, deferring of placement) the student emailed CIT to advise that they would not be continuing with their studies.
13	12/10/2023	Former CIT nursing student did not have their HRIMS learning account deleted.	CIT provided the complainant with the contact details for Digital Solutions Support to assist them with deleting their HRIMS account.
Response a) Total = 13 complaints related to the Diploma in Nursing in the past 5 years			