

Construction Training Institute
STUDENT HANDBOOK



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LearnMe - National RTO #31449
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Welcome

Thank you for choosing Construction Training Institute to gain your qualification or further your career in the Building and Construction Industry.

Construction Training Institute (CTI) is a Nationally Registered Training Organisation, delivering and issuing credentials for a range of qualifications in the construction industry. We are a family owned RTO whose core values include the desire to treat every client as an individual and assist them to reach their goals.

CTI prides itself on being user-friendly and providing a superior and personal level of service. Our team is dedicated to making the process straightforward, giving you the best learning experience possible, and providing you with relevant and quality information to assist you in your career. As a CTI student, you can now gain from the wealth of knowledge of our highly qualified and skilled trainers.

With over 40 years of training in the construction industry, I offer you the best possible personal service from our trainers to assist you in achieving your goals in the course that you have chosen.



Graeme Lynch
Director

INTRODUCTION

Introduction to Construction Training Institute

Established in February 2000, *Construction Training Institute* is a privately owned and independently operated registered training organisation (RTO) based in Queensland. Long-term professional association with other training, education, industry, and employment organisations has enriched *Construction Training Institute's* capacity to meet its mission.

Construction Training Institute

- focuses on providing excellence in the delivery of nationally recognised vocational education and training (VET), industry specific customised training programs, and first-class customer service
- delivers high quality workplace-based training and assessment services using industry focused learning resources and proactive mentoring to enhance traditional learning and improve access to education

Construction Training Institute delivers accredited training in the following vocational fields:

- Bricklaying / Blocklaying
- Carpentry
- Concreting
- Construction
- Wall & Ceiling Lining
- Wall & Floor Tiling
- Waterproofing
- Insulation
- Advanced Building Courses
 - Low Rise
 - Swimming Pool Construction
 - Shop Fitting
 - Kitchen, Bathroom, Laundry Installation
 - Special Structures (Shade Sails)
 - Special Structures (Signs)
 - Structural Landscaping

Business Location and Contact Details

QLD (Head Office) River Park Plaza South Block, Shop 6 152 Siganto Drive Helensvale North QLD 4212	Postal Address PO Box 574 Helensvale QLD 4212	Ph: 1300 859 091 Email: hello@cti.edu.au
	Website www.cti.edu.au	

Quality Statement

When you study with *Construction Training Institute* you can be confident that what you learn and how you learn it measure up to rigorous national standards and meet all legislative requirements.

As a Registered Training Organisation, *Construction Training Institute* delivers nationally recognised training qualifications and accredited courses supported by a Quality Assured curriculum, and meets the *Standards for NVR Registered Training Organisations* (formerly AQTF).

The primary focus of *Construction Training Institute's* Quality Management System is on continuous improvement in all aspects of marketing and recruitment, induction and delivery of training, assessment and evaluation, and in our support services. *Construction Training Institute's* aim of reducing direct and indirect business costs provides further customer satisfaction.

Construction Training Institute values the feedback it receives from you and your fellow students in the form of completed program evaluation forms, as well as your verbal comments throughout the training process. Customer complaints are also seen as an opportunity to examine and improve either procedures, policies, methods of operation, materials, trainer/assessor performance, facilities or information services where necessary. (Refer: *Complaints and Handling Procedures*)

Construction Training Institute's Mission Statement

***Construction Training Institute* is dedicated to increasing and enhancing the building industry skills base by meeting the needs of employers and students through providing a high standard of flexible workplace training and assessment.**

Construction Training Institute's Vision Statement

Construction Training Institute will develop and maintain a reputation for innovation in the integration of vocational education and training with workplaces to meet the needs of the construction industry within the eastern states of Australia.

Quality Delivery & Support (CoP)

Construction Training Institute can meet its vision and mission by maintaining a standardised quality in delivery and support of VET, through

- Professional, experienced Trainers and Assessors with current and comprehensive Industry Skills
- Trainers and Assessors who work closely with students
- Nationally recognised qualifications and standardised delivery
- Highly regarded learning materials
- Workplace based final assessments
- Inclusive Learning Practices, Literacy and Numeracy support if required
- Flexible training tailored to work commitments
- Recognition of Prior Learning (RPL)
- Administrative support throughout the training process

Access and Equity (CoP)

In accordance with Australian Discrimination Legislation and the NVR Standards for RTO's 2015, CTI ensures that employment conditions, course entry requirements, assessments and learning content do not limit access based on age, race, religion, socio-economic status, gender, colour, sexual preference, physical or mental disability, marital status, family or carer responsibilities, pregnancy, political opinion, national extraction or social origin.

Procedure

CTI ensures that staff or learners are not subject to discrimination by implementing the following

Policies:

- Staff and Learners are made aware of the Access and Equity Policy by:
 - Including it in Staff Inductions
 - Including it in the Staff Handbook
 - Including it in the Student Handbook
- Course entry requirements are included in Pre-enrolment Information
- Ensuring any specific needs are identified through the enrolment process and special arrangements made wherever practicable.
- Ensuring Trainers and Assessors are aware of their responsibility to implement the principles of Access and Equity
- Making reasonable adjustment to training and assessment where required and as practicable
- Developing Learning and Assessment Strategies to meet the identified needs of learner groups and individuals
- Monitoring the professional development needs of staff to ensure knowledge and skills regarding Access and Equity are relevant and current.
- Immediately dealing with any complaints relating to Access and Equity issues in the manner outlined in the Complaints and Appeals Process
- Ensuring learners are aware of any additional support services that may facilitate their satisfactory completion of the training and assessment.

Evidence:

The following will be retained as evidence of compliance with Access and Equity requirements:

- Training and Assessment Strategies
- Staff Induction Checklists
- Records of Complaints and Appeals

Access to Records (CoP)

Each student's records are available to them on request. If you require hard copies of documents a small administrative fee will be levied to cover the cost of accessing and reproduction. Student's records are not available to other people unless *Construction Training Institute* is requested in writing by the client to allow such access.

Anti-Discrimination and Harassment Policy

CTI is committed to ensuring that all staff and learners have the right to work and learn in an environment where they are treated with dignity and respect and are free from all forms of discrimination or harassment.

Under State and Federal Legislation discrimination and harassment are unlawful and will not be condoned under any circumstances.

Rights and Responsibilities of Staff

We understand that all staff have rights and responsibilities ensuring our workplace is free from discrimination and harassment and will put processes in place to ensure these rights are met by informing staff at Induction of their rights and responsibilities as follows:

All staff have the right to:

- recruitment and selection decisions based on merit without being affected by irrelevant personal characteristics
- a work environment free from discrimination, bullying and sexual harassment
- raise issues or to make complaints in a reasonable and respectful manner without being victimised
- reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

All staff are responsible for:

- following the standards of behaviour outlined in this policy
- offering support to people who experience discrimination, bullying or sexual harassment, including providing information about how to make a complaint
- avoiding gossip and respecting the confidentiality of complaint resolution procedures
- treating everyone with dignity, courtesy and respect.

CTI is aware of the following forms of discrimination and harassment:

1. **Discrimination** happens when there is adverse action because of a person's characteristics such as their race, religion or sex, colour, ethnic or ethno-religious background, descent or nationality; marital status, disability; homosexuality; age; or gender identification.

Actions that could be defined as adverse action include:

- Treating someone differently from others.
- Cancelling an enrolment or terminating employment.
- Changing circumstances of employment or training.
- Not offering employment or a place in a course.
- Offering a potential employee/learner different (and unfair) terms and conditions compared to other employees or learners.

2. **Harassment** includes and refers to any unwanted, unacceptable or offensive behaviour by an individual or group towards another individual or group within the organisation. This behaviour may be verbal, physical, or take the form of written material including posts on social media. It may be related to a person's sex; race, colour, ethnic or ethno-religious background, descent or nationality; marital status disability; homosexuality; age; or gender identification.

The following are examples of discrimination and/or harassment:

1. **Bullying** may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient. It only has to occur once to be considered unlawful.

2. **Sexual Harassment** may be homosexual or heterosexual. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written and can be directed at women by men, at men by women, and between members of the same sex.
3. **Racial Harassment** is any behaviour, deliberate or otherwise pertaining to race, colour, nationality - including citizenship, or ethnic or national origins, which is directed at an individual or group and which is found to be offensive or objectionable to recipients and which creates an intimidating, hostile or offensive environment.
4. **Harassment on Grounds of Sexual Orientation** is any behaviour which is intimidating, hostile, degrading, humiliating or offensive pertaining to sexual orientation. It may be directed against individuals or groups of people who are, or are thought to be lesbian, gay, bisexual or transgendered.
5. **Religious Harassment** is any behaviour which is intimidating, hostile, degrading, humiliating or offensive pertaining to religion of an individual.
6. **Harassment on the Grounds of Disability** may be based on a person's physical or mental impairment, learning difficulty or disfigurement.
7. **Harassment on the Grounds of Age** is relevant to any age of person.

Any of the above actions and including victimisation and gossip directed against a staff member will result in discipline against the perpetrator.

Procedure

Staff Induction

All staff, Trainers and Assessors and learners are responsible for ensuring a learning and assessment environment free of harassment and discrimination. They are informed of their responsibilities as follows:

- The Anti-discrimination and Harassment Policy is explained at staff induction.
- It is included in the Staff and the Learner Handbooks as a staff and learner responsibility to provide an environment free of harassment and discrimination and as a staff and learner right to work and learn in an environment free of harassment and discrimination.
- It is explained at course orientations

A workplace free of discrimination and harassment will be encouraged by:

- Ensuring appropriate staff and learner inductions take place
- Modelling appropriate behaviour
- Intervening promptly and appropriately when any form of harassment or discrimination occurs
- Acting fairly to resolve issues including encouraging the parties involved to resolve complaints informally
- Ensuring staff and learners who raise an issue or make a complaint are not victimised
- Ensuring recruitment decisions are based on merit only and do not take into consideration any irrelevant personal characteristics
- Considering requests for flexible work arrangements.
- Monitoring the professional development needs of staff to ensure required skills concerning harassment and discrimination are relevant and current.
- Ensuring any complaints are immediately and fairly dealt with following the Complaints and Appeals Policy and Procedure.

Evidence

The following will be retained as evidence of compliance with Anti- Discrimination Legislation:

- Staff Induction Checklists and records
- Records of Complaints and Appeals

Appeals Procedure (CoP)

Any student who has concerns regarding the assessment process they have undertaken or who believes that their assessment result is incorrect may make an appeal.

Students are requested in the first instance to speak with their trainer/assessor. If the student is still not satisfied with the outcome of this discussion they should raise the concern verbally or in writing with their training manager or the *Construction Training Institute* operations manager. (Refer *Appendix C.*) After investigation, an official response will be forwarded to the student outlining the action that will result from the appeal, or the matter will be referred to *Construction Training Institute's* Appeals Committee for consideration. *Construction Training Institute* is committed to responding to appeals within the shortest practicable period of time but at most within seven working days.

Appeals against an assessment result will be accepted up to 28 days after the notification of the result to the student.

Assessment (CoP)

All vocational education and training assessment is **competency-based**.

What does it mean to be competent?

People are competent when they can apply their knowledge and skills to **successfully** complete work activities in a **range** of situations and environments, **in accordance with the standard of performance expected in the workplace**. (Refer: *Competency*)

Assessment Policy (CoP)

Students of *Construction Training Institute* are fully informed of the assessment process and the requirements for each unit of competency and have the right to appeal assessment outcomes. Your trainer will provide you with a thorough overview of the assessment requirements for your specific training program.

Assessment Principles

Construction Training Institute follows the principle that assessments should be **valid, reliable, flexible, and fair**. Assessment principles are as follows:

- Students will be given clear and timely information about assessment requirements
- Information given to students will include a criteria sheet for each assessment, and:
 - advice about the assessment methods
 - assessment procedures
 - the criteria against which the student's competency will be assessed
 - when and how the student will receive feedback about their assessment
- Where appropriate, students will be included in discussions on the choice of assessment methods and timing
- Students will be made aware of their responsibilities regarding assessment
- The assessment approach chosen will cater for the language, literacy and numeracy needs of the student
- Any special geographic, financial or social needs of *Construction Training Institute's* students will be considered in the development and conduct of the assessment
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes
- Opportunities for feedback and review of all aspects of assessment will be provided to students
- Clearly documented mechanisms for appeal against assessment processes and decisions will be available to students (Refer: *Construction Training Institute Appeals Procedure*)

Assessment - Rules of Evidence

The *rules of evidence* are **sufficiency, validity, authenticity** and **currency**. Each unit of competency provides advice on specific evidence requirements.

Sufficiency indicates the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated on a sustainable basis. Supplementary sources of evidence may be necessary.

Assessment is **valid** when the process is sound and assesses what it claims to assess. The assessment of the broad range of knowledge and skills essential to competent performance must be integrated with their practical application. Evidence must be gathered on a number of occasions and in a range of contexts using different assessment methods. Validity is assured when the performance required matches the performance described in a competency standard.

To accept evidence as **authentic**, an assessor must be assured that the evidence presented for assessment is the student's own work. (Refer: *Plagiarism, Cheating, Collusion*)

In assessment, **currency** relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of **current performance**, so the evidence collected must be from either the present or the very recent past.

Forms of Evidence

In general, basic forms of skills evidence include:

Direct performance evidence

- Current or from an acceptable past period
- Extracted examples within the workplace
- Natural observation in the workplace
- Simulations, including competency and skills tests, projects, assignments

Supplementary evidence

- Oral and written questioning
- Photographs
- Personal reports
- Witness testimonies

Appropriate and Valid Forms of Assessment

Appropriate and valid forms of assessment used for both skills and knowledge may include:

- Evaluation of direct products of work
- Natural observation
- Skills tests, simulations and projects
- Evaluation of underpinning knowledge and understanding
- Questioning and discussion
- Evidence from prior achievement and activity

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your assessor will be flexible in the assessment method used and simply needs to know which competencies from your course you have mastered, and which competencies require further practice.

It is in your long-term interest to ensure that all the skills necessary for the job have been mastered. Our aim is to help you to learn those skills in the right way.

Assessors

The role of an assessor is to objectively assess and judge a student's evidence against a set of standards. *Construction Training Institute's* assessors have a sound knowledge of, and are skilled in, the relevant industry area, and hold an appropriate assessor qualification or equivalent.

Assessment Guidelines

Completion and Return of Assessment Tasks

The final dates for assessment tasks are set after consideration of the work required in the unit. If you are unable to submit an assessment task by the due date you should contact your trainer before the due date and give the reason why you need an extension.

All completed assessment tasks are to be handed to your trainer during a workplace visit, or posted to: Construction Training Institute, PO Box 574, Helensvale, QLD 4212. It is your responsibility to keep a copy of your written work. CTI accepts no responsibility for lost assessments and will not return originals to students. You must sign the statement on the cover sheet of each assessment task.

Construction Training Institute's assessors will provide students with verbal and/or written feedback of their performance during and upon completion of the course.

Handwritten work is acceptable for completion of all assessment activities – but black or blue pen must be used (not pencil) and writing must be legible.

Word processed work is acceptable – using software from the Microsoft Office suite (Word, Excel, Access, PowerPoint, Publisher).

Emailing work is allowed in some circumstances - speak to your trainer about the most appropriate address and the format of attachments (word document, excel spreadsheet, database, pdf etc.).

Keep a copy of all work - if it is lost, you will need to resubmit it.

As you finish each unit – hand or mail it to your trainer so it can be marked as soon as possible.

Procedure for all Work Submitted:

- If you are required to attach work documents as examples, label them clearly with the question number they are required for.
- Submit your work in one document with all answers in the order that the questions are asked.
- Ensure the question number and the actual question are written above your answer.
- Complete and sign the assessment cover sheet.

Additional Requirements for Submission by email:

- Virus check all files
- Compress large files or files containing macros using WinZip
- Submit files on CD or USB
- Include in the file name the question number and your name
- All Access Database files must be “zipped” using WinZip prior to being emailed
- Ensure the assessment front sheet is signed and scanned before submission

Failure to meet the standard requirements for submission may delay the assessment process.

Australian Apprenticeships & Traineeships

Construction Training Institute's students are encouraged to consider taking up an Australian Apprenticeship (or traineeship) if the opportunity becomes available through a suitable employer. The selection of apprentices (or other employees) by an employer is beyond the control of *Construction Training Institute's* employees or contractors. Any issues of concern with respect to the employment process are to be raised with the employer.

Speak with your trainer or training manager for more information about apprenticeships and traineeships. If you are a secondary school student, you may be eligible for a school-based apprenticeship or school-based traineeship (SAT). (Refer: *School Based Apprenticeships and Traineeships*)

Awards

All qualifications awarded are nationally recognized and are in line with the Australian Qualifications Framework (AQF). Qualifications (Certificates) and Statements of Attainment are issued for full qualifications and partial qualifications for qualifications within *Construction Training Institute's* Scope of Registration. It is important that when you enrol you use your full legal name, as awards must be issued in this name. In the event a mistake has been made in the CTI administrative system, you are to return the award and it will be replaced. If you have supplied the incorrect or incomplete name on enrolment, you will be liable for a \$20 re-issue fee.

B

Blue Card

(See Child Protection)

C

Change of Details

Students are responsible for advising *Construction Training Institute* of any changes to student personal details (address or contact numbers), employer contact and address details, or changes to workplace supervisor contact name and details. This can be carried out by completing the Course Details/Change form available from your trainer/assessor.

Child Protection

Construction Training Institute acknowledges that it is required to comply with federal, state, and territory legislation relating to child protection. As such, trainer/assessors and contracted staff working with clients and students under the age of eighteen are required to undertake a Queensland Government *Working with Children (WWC) Check*. A **Blue Card** or Queensland College of Teachers registration is evidence of this check.

Commitment to Students (CoP)

Construction Training Institute will take all actions possible to secure successful learning outcomes for every student. Individual learning plans will be negotiated between the student, employer and trainer to foster successful attainment of student goals – be it selected units, skill sets or complete qualifications.

Construction Training Institute offers a further guarantee to all students who commence with them to continue offering training in the course which they enrolled in until they are completed, providing all payments are up-to-date. Exceptions to this guarantee would only apply if the student takes considerably longer than the agreed allocated time to complete. In this instance, CTI would first make all efforts to assist the student to complete. Should a course be superseded by another course, CTI would offer the student a transition to the new course. Another exception occurs when it is deemed inappropriate to continue training the student, based on severely inappropriate conduct by the student or employer.

Competency

Being 'competent' encompasses all aspects of workplace performance including:

- (a) **Task skills** – carrying out specific workplace task(s) to an acceptable level
- (b) **Task management skills** – organising and managing a range of different tasks to complete a whole work activity
- (c) **Contingency management skills** - responding appropriately to problems and irregularities when undertaking a work activity, by applying existing skills and knowledge. Examples of problems/irregularities could be:
 - breakdowns
 - changes in routine
 - unexpected results or outcomes
 - difficult or dissatisfied clients.
- (d) **Job/role environment skills** - dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:
 - using communication and personal skills that suit the work environment

- interacting with clients and suppliers
- complying with standard operating procedures
- observing enterprise policy and procedures.

This means that when you demonstrate competency you will not just demonstrate that you can do a task on its own, but you must be able to demonstrate that you can do it in a range of different circumstances, as outlined above, to the level of complexity that the qualification and unit of competency requires.

Complaints & Grievance Policy

CTI understands its obligation to protect the rights of learners and is committed to managing and responding to allegations involving the conduct of our marketing, administration and training and assessment processes, trainers, assessors or other staff or learners and third parties who deliver or market or recruit on our behalf. All complaints and appeals will be treated as an opportunity for improvement and will contribute to our Quality Assurance systems.

We also understand our obligation to manage requests for a review of decisions, including assessment decisions made by ourselves or a third party providing services on our behalf.

Complaints & Grievance Process

CTI will ensure that the Complaints and Appeals Process is accessible, transparent, fair and equitable and that any complaint or appeal is treated in a timely manner as follows.

Learners are informed of the Complaints and Appeals Process on our website and in our Student Handbook.

Confidentiality is maintained throughout the processes outlined below.

1. Learners are encouraged in the first instance to talk to the person involved; this might be the Trainer/Assessor, member of staff or another learner. The Trainer/Assessor will make notes of the concern and follow up with the relevant staff member.
2. If the problem continues or is not easy to resolve informally a meeting with the Business Manager is arranged. This meeting can be face to face or by phone and learners can elect to have a representative present. A record of the meeting is kept including the grievance and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
3. If the learner is not satisfied with the above actions a written grievance can be made. A Complaints Form is available in the Learner Handbook or on the website. In this instance, the complaint will be handled by the Director/CEO/Appointed panel of three members.
4. If the matter is still unresolved, an independent mediation body will be assigned to examine the matter. This party will be independent of the RTO and the complainant or appellant and their selection will be managed by the Director/CEO with the agreement of the complainant. The written decision of this body will be final and will be made within 60 days of the complaint first being submitted. If the 60-day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Assessment Appeals Process

CTI will consider all appeals against assessment decisions as documented below.

- Learners are encouraged in the first instance to talk to the assessor who made the assessment decision within one week of receiving the result. Learners are entitled to two attempts at assessment so in most cases the matter can be resolved by the Assessor providing feedback and a resubmission or reattempt organised at a mutually convenient time.
- If the outcome is not resolved, then the assessment will be remarked by another, fully qualified, Assessor. This should be completed within 14 days of receiving the appeal.
- If the learner is still not satisfied with the assessment outcome, the appeal should be put in writing within 7 days using the Appeals Form which is available in the Learner Handbook and on the website.
- On receipt of the Appeals Form a meeting with the Business Manager is arranged. This meeting can be face to face or by phone and learners can elect to have a representative present. A record of the meeting is kept including the reasons for appeal and the agreed proposed solution. Any investigation of matters raised is followed up and a response made within an agreed time-frame. Both parties are to sign this record of the meeting.
- If the matter is still unresolved, a mutually agreed, independent mediation body will be assigned to examine the matter. The written decision of this body will be final and will be made within 60 days of the Complaint first being submitted. If the 60-day target cannot be met the complainant will be informed in writing giving reasons why more time is required and will then be given regular updates on the progress of the matter.

Complaints and Appeals: Alternative Contacts

If in the instance of an Appeal or Complaint not being resolved by the above processes, the learner will also be informed that there are other avenues of complaint. These include:

- NSW Department of Fair Trading for complaints regarding non-training issues such as disputes over refunds or charges.
- The Australian Skills Quality Authority (ASQA) is the national regulator regarding training and assessment delivery. They handle complaints that relate directly to RTO's providing training and assessment processes that do not meet the Standards for Registered Training Organisations 2015. Details of their Complaints Process are available on their website.
- Complaints to do with Smart and Skilled should be directed to:
Phone: 1300 772 104
Email: enquiries@smartandskilled.nsw.gov.au
Online: [enquiry/complaints form](#)
- WorkCover is the point of contact for any Work Health and Safety issue, they can be emailed on: contact@workcover.nsw.gov.au

Record Keeping

All Complaints and Appeals will be treated as confidential. They will be recorded in the Complaints and Appeals Register with records of all communications and formal decisions attached. In the case of Assessment Appeal, copies of the Assessment, Outcome Results Records, and assessor feedback will also be kept. Copies will also be kept on the learner file.

Monitoring and Improvements

All complaints and appeals are used for to inform our Quality Assurance Process. All Complaints and Appeals are tabled for discussion at **Staff /Management Meetings** as a standing agenda item and processes are developed and implemented to mitigate the risk of future complaint or appeals.

Consumer Protection Policy

CTI is aware of its obligations to provide consumer protection for all learners as designated in the Competition and Consumer Act 2010, relevant State Legislation, and the NVR Standards for RTO's 2015.

CTI is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law applies to all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- learner assessment
- handling of complaints by training providers
- requests to cancel a learner's enrolment.

The Australian Consumer Law also applies when these services are provided by third parties on our behalf.

The Consumer Protection Policy complements our Marketing Policy.

Consumer Protection Procedure

- A Quality Assurance Statement will be published that ensures training and assessment services will meet the legislative requirements of a Registered Training Organisation, be fit for purpose and delivered in the advertised timeframe.
- All information provided about training products and services will be accurate and factual.
- We will not offer any incentives of any kind to encourage enrolment in a training product.
- Information about any Third-Party Arrangements regarding recruitment and training and assessment will be provided.
- We will monitor any marketing made on our behalf by Third Parties in accordance with our Third-Party Partnership Policy.
- We will not make any guarantees to the effect that learners will successfully complete their training program, obtain employment on completion or that a training product will be delivered in a manner that does not meet the Standards for RTO's 2015.
- We will inform learners before they enrol of any entry requirements. These will be published in our course brochures/information and on our website and may include English language proficiency or meeting licensing requirements.
- We will establish that learners meet entry requirements before they can be enrolled, and we will not knowingly enrol a person who is unlikely to successfully complete the training program. Circumstances that may limit a person's ability to complete training include, but are not limited to, disabilities, chronic illness, LLN or English as a Second Language (ESL) issues, lack of internet connection when online access is required to complete training or the inability to meet any licensing requirements.

- We will not enrol anyone in a course without seeking and receiving their informed and explicit consent.
- Marketing by email will meet the legal obligations of the Spam Act 2003, namely:
 - it is only directed to previous learners or people who have given express consent or where inferred consent can be established,
 - it clearly and accurately identifies the sender of the message and provides information on how they can be contacted,
 - there is an unsubscribe option.
- All unsolicited marketing such telemarketing or direct marketing at a location other than our premises (including door to door sales), will meet the requirements of the Australian Consumer Law including the requirement for cooling off periods as follows:
 - We will provide a 10-business day cooling-off period (which begins the first day after the contract is received and signed by the student) during which the contract can be cancelled without payment or penalty.
 - We will only marketing during the following hours
 Telemarketing: Weekdays: 9am - 8pm, Saturdays: 9am – 5pm
 Visits: Weekdays: 9am - 6pm, Saturdays: 9am – 5pm.
 - All salespeople will present identification and give the consumer a truthful explanation of their rights.
 - All salespeople will leave the premises or cease contact if asked to do so by the consumer or if a 'Do Not Knock` sign is displayed
 - We will provide the consumer with a copy of the complete agreement, at the time of any face-to-face sale, or within five days following a telephone sale.
- Learners will be informed of any limited entitlement schemes that may impact them by enrolling in a training product. This includes where learners can only access one course in a limited time frame and where they may be excluded from funding for other training.
- Learners will be provided with the following information prior to enrolment:
 - The Complaints and Appeals Process
 - The Fee, Charges and Refund policy
 - Fee Protection
 - Their Rights and Responsibilities.
 - Arrangements if training and assessment services in which they are enrolled can no longer be provided.
- We will advise learners as soon as practicable of any changes to agreed services, including in relation to any changes to relevant legislation, existing third-party arrangements, new third-party arrangements or a change in ownership.
- Any complaint will be treated as an opportunity to review and improve our service and will be included as part of our Continuous Improvement Process.
- Written consent will be obtained from anyone whose photograph, testimonial, logo or work is used in any form of marketing or promotion.
- All personal information will be recorded and stored in line with the National Privacy Principles.

Continuous Improvement - Client Feedback (CoP)

Construction Training Institute has in place a number of methods for obtaining feedback from internal and external stakeholders. The end of training survey form is forwarded to students and employers. The results of this form are collated and reported to the VET Regulators on an annual basis.

Students and employers are actively encouraged to provide feedback throughout the training and assessment process. Students are requested to provide feedback at the end of each unit and in adhoc industry feedback sessions conducted throughout the year. Employers and members from the building industry are sought out on an ongoing basis and asked to complete the Industry Feedback proforma.

Feedback is seen as a positive measure with which to continually review and improve learning experiences, assessment tasks and how assessments are implemented.

Credit Transfer (CT) (CoP)

See Recognition of Credit Transfers.

D

Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

Delay in Submission of Assessments

If you are unable to submit work in the way we have asked, contact your trainer to discuss the problem. Extensions to due dates may be granted **prior to the day the work is due** and for exceptional circumstances including illness. Extensions are a privilege and not a right.

Disciplinary Action

Disciplinary action can be the result of either workplace behaviour or non-submission of assessment activities (Apprenticeships and funded qualifications/courses).

Poor workplace behaviour or attendance will be discussed between all parties (student, parents if student is under 18 years old, workplace supervisor and the *Construction Training Institute* trainer) and a course of action decided upon. In matters of workplace safety, the student will usually be excluded from the workplace and returned to the school (if they are school based students).

If you miss the submission date of assessment materials and have not been granted an extension by your trainer, students will be given an informal warning and must submit the material within 2 (two) working days. Continued failure to submit work will result in a meeting between the student, (parents if student is under 18 years old), the employer and the trainer. A recommendation for cancellation of the student from the apprenticeship or course of study can be given.

E

Employers - Additional Information

Employers should expect the students to:

- Be punctual, work the same hours as employees, and be polite, enthusiastic and courteous
- Use appropriate language, interact with fellow employees, accept responsibility and show interest in the world of work

A trainer/assessor will visit your workplace throughout the course of your apprenticeship, or in the case of Trades Assessments, once at the end of the assessment process. These visits will vary in length from 30 minutes to 2 hours, depending on the assessments to be undertaken.

The employer is responsible for ensuring that the student is available and released to meet with the trainer to undertake assessment and training. A small amount of paperwork will need to be completed during the visit. You may, or may not, be required to attend the session, however generally you would be most welcome to do so.

Enrolment

Your enrolment form is the basis of your formal request to undertake vocational training and as such contains a number of questions that are required by the state and federal governments. *Construction Training Institute* is bound by law to collect and protect the information and will not pass it to an unauthorised party. Please ensure that the information you provide on the enrolment form is accurate.

Student numbers may be limited in some courses. Where the number of students seeking a place is greater than those available, *Construction Training Institute* will enrol students in strict order of receipt of fully completed enrolment applications and payment of course fees where applicable (subject to any other restrictions imposed on the course or program). In some instances, places may be reserved for participants from disadvantaged groups.

Equity

(See Access & Equity)

Exit Points

Generally, fee for service courses will have no specific exit points that allow you to withdraw from a course without completing all modules or units. In certain cases where exit points may arise, you may qualify for a lesser award, such as a Statement of Attainment. For further details, speak to the course coordinator.

F

Failure to progress

Students who fail to progress despite reasonable support, extension and concessions will be advised of the likelihood that they will be referred to the Department of Education & Training for cancellation if the situation does not improve.

The situation will be discussed with the employer before any actions are initiated. If the cancellation is recommended, and the student wished to remain in the training program, he must submit a justification as to why his apprenticeship/traineeship should not be cancelled.

Fees, Charges and Refunds (CoP)

Fee for Service (FFS) students of *Construction Training Institute* pay an agreed fee at the time of enrolment as outlined in the relevant *Course Information Pamphlet*. Fees will be accounted separately and, in accordance with the *Fees and Refund Procedure*, not accessed until a unit of competency or short course is completed, unless the client is undertaking an *Australian Apprenticeship (Traineeship)*. Any additional charges for workbooks, textbooks or other materials relevant to a specific training program are also clearly indicated in the relevant *Course Information Pamphlet*. Students may need access to other tools and resources to work in the construction industry, such as the Building Code of Australia, and relevant tools and equipment for the course they are studying.

Note 1: Students may be charged a replacement fee for any materials supplied by *Construction Training Institute* that are misplaced or lost by the student.

Payment of Fees

Student Fees

All courses attract **student fees**. For courses where funding is available, please refer to the Funding section of this document for further details.

Fee for Service students will be invoiced for their student fees on the dispatch of each 'set' of learning materials and assessments.

Course Fees

For courses up to the value of \$1000.00, unless otherwise specified, there is normally a once-only payment. All training, assessment materials and certificate are included in the cost. Please note that no learning materials will be released until the course fees are paid.

For all courses where the total cost of the course is greater than \$1000.00, this fee (\$1000) is required as a non-refundable deposit, as learning materials and texts are dispatched with this first payment. A Course Price List, complete with payment options are produced each year. Please refer to this listing.

It is important to note that if any student falls behind in their payments they will not be sent any further learning materials until they have caught up on their payments.

Fees – Refunds (CoP)

Refunds are provided by *Construction Training Institute* on the following basis:

- No refund will be given for any units once they have been commenced or learning and assessment material has been supplied to students.
- No refund is applicable for a unit of competency which has been commenced and or completed by a student wishing to withdraw from a course.
- A student undertaking a fee paying *Australian Apprenticeship or Traineeship* and who applies for a refund after commencing training and/or assessment shall be eligible for a full refund minus the unit cost of training for all units of competency commenced or supplied.
- Students will be permitted to transfer between courses only in exceptional circumstances as determined by *Construction Training Institute*. If a student wishes to transfer to a different course that costs more than the original course they will need to pay any additional fees.
- Should CTI advertise to run a course and cancels (e.g. for lack of enrolments) a full refund will be made.
- Students may be granted an extension to finalise and submit all assessment tasks and complete any additional training sessions in exceptional circumstances. All requests for extensions must be approved by *Construction Training Institute*.

- If a student has elected to pay for their course in instalments, they must make all payments by the due date. If a student misses a payment their course may be suspended: no assessments will be marked until the student has made the payment.
- All course cancellations must be received in writing and addressed to the Director of *Construction Training Institute*.
- In cases of extreme hardship, a request for a refund must be submitted to *Construction Training Institute* for the refund to be processed and will be at the discretion of the Director.

Funding

Higher Level Skills Program – Department of Education and Training

The principal aim of the Higher Level Skills program is to help individuals gain the higher level skills required to secure employment or career advancement in a priority industry.

To be eligible for funding under this program, participants must meet the following criteria.

- be aged 15 years or over, and no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school or foundation skills training.
- have completed a Certificate III (trade certificate) within the construction industry

Please note: Students will no longer be eligible for a government subsidised training place under a program at Certificate IV level once they have completed this qualification through this program.

The co-contribution fee for this program is \$750, which is equivalent to \$46.88 per unit (*as of September 2017. Price is subject to change*). This fee is charged with enrolment. Please refer to the Refund section of this document for detailed information on our Refund Policy.

For further information about this program please view the following fact sheets.

Higher Level Skills – Student Fact Sheet

<https://training.qld.gov.au/site/providers/Documents/funded/hls-student-factsheet.pdf>

Higher Level Skills – Employer Fact Sheet

<https://training.qld.gov.au/site/providers/Documents/funded/hls-factsheet-employer.pdf>

Entitlement Apprenticeship & Traineeship Program - Smart & Skilled NSW

This section refers to information relevant only to students in NSW receiving funding through the Smart and Skilled EA&T program.

Student fees

Student fees are set by the NSW Government and must be invoiced to the student. It is permissible for an employer or a parent to pay for these fees for the student should they prefer. These fees will be calculated by the Government calculator considering any concessions, fee exempt students, credit transfers and Recognition of prior learning adjustments from the information supplied by you at sign up. Some of these trades will be charged at a higher rate if commencing a second or further qualification.

The complete fee will be broken up into either a payment plan, or a number of manually created invoices of equal value over the term of the apprenticeship or traineeship. Either the first invoice, or the first instalment of the payment plan will occur just after the participant completes the pre-enrol

process confirming their enrolment.

The complete course fee for participants signing up in **2018** prior to the 1st July 2018 are as follows:

\$2000 – Apprentices – Certificate III in Carpentry, Bricklaying, Wall and Floor Tiling and Wall and Ceiling.
\$1000 – New Entrant Trainees – Certificate III in Concreting, Waterproofing and Certificate IV in Building.

(These fees will be adjusted for Recognition of Prior Learning and Credit Transfers.)

Fee-Free Apprenticeship Initiative

As of the 01 July 2018, NSW apprentices that commence training on or after the 01 July 2018 may be eligible for fee free apprenticeship training. The eligibility requirements are as below:

Eligible Apprentices include:
Apprentices commencing subsidised training for the first time on or after the 01/07/2018.
Apprentices that have come from a different RTO where they started their apprenticeship training after the 01/07/2018.
Apprentices that have started their apprenticeship training (prior to 01/07/2018) but have done either of the following on or after 01/07/2018: <ul style="list-style-type: none">• changed employer• changed vocation

Exclusions from eligibility are:
Apprentices who have commenced subsidised training prior to the 01/07/2018 and have the same employer and the same vocation when enrolling on or after the 01/07/2018.
Students who are in a Traineeship. (CPC31411 or CPC31313)

Smart and Skilled Notification of Enrolment

Construction Training Institute will follow the following procedures when enrolling students in Smart and Skilled training courses:

1. **Pre-enrolment information:** Prior to enrolment you will be provided with the information listed below. This is included on later pages of this Handbook.
 - Recognition of Prior Learning and Credit Transfer information
 - Consumer protection information
 - Procedures required if you want to defer or discontinue training
 - Student Support
 - Contact details for any support services provided
 - The fees chargeable
 - Information about the Course you are enrolling in
 - Your rights and Responsibilities
 - Information about obtaining a USI

2. **Check eligibility:** We will check your eligibility for the program.

You can also check out your eligibility on the Eligibility Checker on the Smart and Skilled website, <https://smartandskilled.nsw.gov.au>. This will also give you an indication of the student fee that you will have to pay to enrol in your chosen course. (Refer to the Fees and Refund section below for more information on Student Fees, Concessions and Exemptions).

To be eligible for a Smart and Skilled Place you must meet the following criteria	
Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"> • Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, <u>and</u> • aged 15 years or older, <u>and</u> • left school, <u>and</u> • live or work in New South Wales (or a defined NSW border), <u>or</u> • Registered as a NSW Apprentice or New Entrant Trainee

3. You're required to provide evidence of such and sign statements; the table below outlines the type of evidence that is acceptable. Your Provider will take you through a Proof of Eligibility Checklist on enrolment.

Eligibility Requirement	Evidence Required
Proof of Identity	USI – validity checked with Office of USI Registrar
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Naturalisation Certificate)
Permanent resident or Humanitarian Visa holder	One of the following must be sighted: <ul style="list-style-type: none"> ✓ Certificate of Evidence of Residency Status (CERS) ✓ Passport ✓ Humanitarian Visa or substantiate using The Dept. of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO)
Date of birth (must be 15 years or older)	Valid USI check and participant signature (completed by the Department)
Place of residency or employment NSW	Participant declaration and signature
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database
Previous Qualification	Participant declaration and signature (Department will check)
Postcode for ATSI on borders	Participant declaration and signature
Proof for Concession Exemptions	
Concession: Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient
Exemption: Aboriginal descent	Participant declaration and signature
Concession/Exemption: Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability. A letter or statement from: <ul style="list-style-type: none"> - A medical practitioner - An appropriate government agency or - Relevant specialist allied health professional or - Centrelink evidence – dependent child of a recipient of a Disability Support Pension

Eligibility Requirement	Evidence Required
Exemption: Social Housing recipient (aged 15- 30)	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status
Exemption: Long term unemployed	Letter from Service Provider

4. **Declarations:** During enrolment, you will also be required to sign a Consent to Use and Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies
5. **RPL and Credit Transfer:** If you are applying for RPL or Credit Transfer for any units, it is best if you let us know prior to enrolment as your student fee will be adjusted according to how many units you are awarded Recognition for. You can still apply during the course and you may be entitled to a refund. (Refer to the section on Skills Recognition in this document for further information)
6. **Notification to Department:** On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued.
7. **Fees and Charges:** You will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance.
8. **Training Plan:** Prior to starting training you will be given a copy of the Training Plan
If you have any questions regarding the Notification of Enrolment Process, please do not hesitate to contact us.

Smart and Skilled Fee and Refund Policy

When you enrol in Smart and Skilled you may have to pay part of the cost of training, this is known as the Student Fee, the NSW Government subsidises the remainder of the fee. The fees (total and the amount you must pay) are set by the government and cannot be changed. However, if you are entitled to a concession you will have this fee reduced and if you are entitled to an exemption then you will not have to pay any Student Fee.

When you check your eligibility as outlined in the Notification of Enrolment Student Information, you can also check out if you are entitled to a concession or exemption and how much your fees will be for the Qualification you to enrol in. We will confirm this amount when we complete the enrolment process.

Other information you should know about our Fees and Rends processes:

- All student fees are on a manageable fortnightly payment plan.
- Concessions or exemptions to student fees are set by the government on completion of enrolment and cannot be changed so make sure you provide us with all relevant information before you enrol.
- On enrolment we will give you a Schedule of Fees which will set out when and how you are to pay the student fee.
- You must have paid the student fees in full by the end of the training course, if you have not we will not issue you with a Certificate and in certain circumstances will refer your debt to a debt collection agency
- In some circumstances (i.e. under certain Awards) your employer will pay the fee for Apprenticeships and Traineeships – we will let you know if this will be the case.
- If you are awarded RPL or Credit Transfer before the enrolment process is completed your student fee will be adjusted to reflect the number of units awarded recognition.
- If you are awarded RPL after enrolment a refund of fees paid or an adjustment to any outstanding fees will be made.
- If you started training in 2015 and paid all the fees you will not be charged any further fees in 2016
- If have a disability and were charged a fee in 2015 this will not be refunded in 2016

First or Subsequent Qualification

Your student fee may differ depending on if you have completed other qualifications since leaving school. Those who have another qualification might pay a higher student fee.

Concessions

For Qualifications up to and including Certificate IV, you are entitled to a concession in if you are in receipt of a Commonwealth Benefit or are the dependent of someone on such a benefit

Exemptions

You will be entitled to an exemption of fees if you are:

- Aboriginal
- Disabled
- 15 - 30 years and live in Social Housing

Fee Protection

We are aware of our obligations as Registered Training Organisation to protect any student fees paid in advance. To this effect we have the following policy in place: We do not collect fees in advance of more than \$1500 and offer payment plans to all students.

Refund Information

We will make refunds to students in certain circumstances as listed in the table below. To apply for a refund, you should; email a request to: admin@cti.edu.au

REFUNDS	
Circumstance	Refund Policy
Withdrawing from a training program	You will be entitled to a refund of fees proportional to the amount of training not commenced.
If a training program is cancelled before commencement	You will be entitled to a full refund of fees paid
Provider Fee Refund Guarantee	
If for any reason we cannot complete the training	You will be entitled to a refund of fees proportional to the amount of training not delivered.

Recognition of Prior Learning (RPL)

RPL is the process by which your existing skills, knowledge and experience are recognised towards the achievement of a qualification. These skills may have been obtained through: Training programs; work experience; voluntary work; school work, life or sporting experience

If you apply for Recognition and are successful it can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

All students are entitled to apply for Recognition of previously learnt skills and knowledge. To be awarded RPL you must provide evidence of when and how their competency was acquired.

If you feel you want to apply for RPL let us know in your enrolment form and we will arrange for your trainer to do an RPL assessment of your skills.

Credit Transfer (CT)

Construction Training Institute recognises the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to provide your Statement(s) of Attainment or Certificate
3. You can apply for Credit Transfer at any time, but we encourage you to apply before commencing a training program. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded.
4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer and you will be advised to seek RPL.

Fees for RPL or CT

Under the Smart and Skilled Program your Student Fees will be adjusted if you are granted RPL or Credit Transfer for any units in the Training Program. If you apply for, and are granted, RPL or CT before enrolment this will be inputted to the Fee Calculator and the fee you are charged will be reduced. If RPL or CT is awarded after the start of the Training Program, you will receive a refund to any student fees paid. For further details, refer to the Smart and Skilled Fee and Refund Information.

Smart and Skilled Consumer Protection Policy

Construction Training Institute is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

Construction Training Institute is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

The ACL also applies when these services are provided by third parties on our behalf

Customer Protection Strategy

The following procedures form Construction Training Institute's Customer Protection Strategy

- All information provided about training products and services will be accurate and factual.
- A Quality Assurance Statement will be published that ensures training and assessment services will meet the legislative requirements of a Registered Training Organisation, be fit for purpose and delivered in the advertised timeframe.
- Information about any Third-Party Arrangements regarding recruitment and training and assessment, will be provided.
- We will monitor any marketing made on our behalf by Third Parties in accordance with our Third-Party Partnership Policy (if relevant)
- We will inform students in our course information and our website of any entry requirements before they enrol; these may include English language proficiency or meeting licensing requirements
- We will not make any guarantees to the effect that students will successfully complete their training program, obtain employment on completion or that a training product will be delivered in a manner that does not meet the Standards for RTO's 2015.
- Written consent will be obtained from anyone whose photograph, testimonial, logo or work is used in any form of marketing or promotion.
- All personal information will be recorded and stored in line with the National Privacy Principles.
- All marketing and promotions, including unsolicited methods such as telemarketing or direct marketing at a location other than our premises (including door to door sales), will meet the requirements of the Australian Consumer Law including the requirement for cooling off periods.
- Marketing by email will meet the Legal obligations of the Spam Act 2003.
- Students will be informed of any limited entitlement schemes that may impact them by enrolling in a training product. This includes where students can only access one course in a limited time frame and where they may be excluded from funding for other training.
- Students will be provided with the following information prior to enrolment:

- The Complaints and Appeals Process
 - The Fee, Charges and Refund policy including Fee Protection
 - Their rights and responsibilities
 - Arrangements if training and assessment services in which they are enrolled can no longer be provided
- Any complaint will be treated as an opportunity to review and improve our service and will be included as part of our Continuous Improvement Process.
 - A link to the Smart and Skilled website will be made available on the website
 - A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Handbook available on our website.
 - Every attempt will be made to resolve any student complaints using the Complaints and Appeals Policy.
 - If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students.
 - We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
 - Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

If you wish to find out more information about Customer Protection you can go to

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Or if you have a complaint or enquiry about any service to do with Smart and Skilled you can email: enquiries@smartandskilled.nsw.gov.au

Or telephone: 1300 772 104

Our Guarantee

Construction Training Institute guarantees that it will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations and in the time frame and as described in our Course Brochures. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

Complaints and Appeals

Construction Training Institute has a Complaints & Appeals Policy. Please see the Complaints & Appeals Policy section of this document.

It is a requirement of Smart and Skilled that before making a complaint to the Department of Industry that you first attempt to resolve it with your training provider. Please follow the steps outlined in the Complaints and Appeals Policy and we will do everything we can to resolve the issue.

Smart and Skilled: Student Rights and Responsibilities

Student Rights

Construction Training Institute will ensure that all enrolled students will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- Issue AQF certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- provide a safe training environment free from harassment and discrimination

Student Responsibilities

All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner always when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- are free from drugs and alcohol always while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide an USI or give permission to obtain one on their behalf

Subcontractor Arrangements

Construction Training Institute has not entered into any subcontracting arrangements for recruitment or training and assessment.

Reasonable Adjustment

Construction Training Institute understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

- Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:
- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning strategies.

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time **for** assessment
- Using a support person

Any Disadvantaged **students** will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan.

Learning Support

Please see the Learning Support section of this document.

Deferral or Withdrawal from training

Deferrals

If **for** any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another, appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
- Your Training Plan will be updated, and you will be given a copy
- You will be given the results of any assessments

Smart and Skilled (Department of Industry) contact details

If you would like more information about Smart and Skilled the contact details for the Department of Industry are as below.

Smart and Skilled Website; <https://smartandskilled.nsw.gov.au/>

Smart and Skilled Customer Protection Policy:

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

Smart and Skilled Contact Number: 1300 77 2104

User Choice Apprenticeship & Traineeship Program – Department of Education & Training QLD

QLD Apprentices & Trainees are funded under the User Choice Program and must be charged Student Fees at the rate determined by the User Choice Policy. This policy states the following:

Student Contribution Fees under the User Choice program in 2015 are set at \$1.60 per nominal hour for each Unit of Competency/Module to be calculated at the commencement of the Unit of Competency/Module. Student Contribution Fees are adjusted annually.

Funded students may attract an exemption or partial exemption.

Partial exemptions will not be charged more than 40% of the student contribution fee where the student falls into one or more of the following categories:

- (a) The participant was or will be under 17 at the end of February in the year in which the PQS provides training, and the participant is not at school and has not completed year 12.
- (b) The participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- (c) The participant issues the PQS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- (d) The Participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

Fee Exemptions

- (a) The PQS must not charge a Student Contribution Fee to a Year 12 Graduate who commences an Apprenticeship/Traineeship within twelve months of completing Year 12 that is, by the end of the calendar year following completion of Year 12); who meets the eligibility criteria and enrolls in a high priority qualification.
- (b) A student who is a school-based Apprentice or Trainee
- (c) Where the payment of the student fees would cause the participant extreme financial hardship. This exemption process must be set up at participants enrolment.

Refunds

- (a) Full refunds will be made to participants for co-contribution fees charged for training delivery that has not commenced at the time of cancellation of enrolment
- (b) Proportionate refunds will be made where the participant has withdrawn from the unit of competency/module
- (c) Refunds will be made to employers/industry for additional charges paid beyond the participant and government contributions.

G

Graduation

Once you have successfully completed all theory and practical aspects of your training, your results and course file will be checked to ensure everything is in order. If all student fees have been paid your Certificate or Academic Transcript will be forwarded to you.

H

(No entry)

I

Induction

Students enrolled through *Construction Training Institute* will complete a student induction program that includes important information about the training program and *Construction Training Institute's* policies and procedures including assessment, as well as our support services. Students are encouraged to ask for assistance at any time from either their trainers or their training manager. Confirmation that handouts were distributed and explained is required to be acknowledged by you. At the rear of this Student Handbook is an acknowledgement form that is to be signed and returned. This acknowledgement will then be kept in your personal file.

As a rule, students will commence training with the relevant Workplace Health and Safety unit of competency. Our trainers will incorporate an introduction to WH&S in the student induction and throughout the training and assessment program.

Inclusive Learning

CTI understands the need for Inclusive Learning practices so that everyone has a fair go. Everyone in the training process is responsible for learning. Students looking to enrol with CTI are listened to upon enrolment to ensure we support their choice of an appropriate pathway. Understanding that everyone learns differently CTI offers online, face-to-face and support with time and foundational skills.

J & K

(No entry)

L

Language, Literacy and Numeracy (CoP)

As a Registered Training Organisation (RTO) *Construction Training Institute* is committed to supporting the language, literacy and numeracy (LLN) needs of all students. All Apprentices/Trainees who enrol in a complete qualification or nationally accredited course will be requested to complete an LLN test at a level not exceeding the LLN level required of those within the industry and at the level required of people to successfully complete the qualification or accredited course.

Alternatively, trainers and assessors may identify students requiring LLN support within the training and assessment program(s). In these cases, the trainer/assessor will recommend LLN support to the student

and his/her parents if the student is less than 18 years of age.

Trainers and assessors will also adapt training and assessment programs to meet the specific learning requirements of any student. CTI understands that learning brings existing skills and knowledge, and everyone learns differently. Our Inclusive learning practices support learning differences.

Learning Resources

As a participant in a VET qualification/course you may be required to use resources in the form of workbooks, reference materials and text books. The workbooks are required to be returned (completed). The reference materials and text books are to be retained by you and can be marked for easy reference. These resources will be used throughout the training and are needed for future reference.

Resources are often purchased in sets – and replacement of individual texts is expensive. You should ensure that you remain in possession of the reference materials and texts otherwise you may need to pay for replacement materials to complete your qualification.

Learning Support

Construction Training Institute is committed to providing extra support for students with special needs. Whenever the RTO's personnel do not have the professional skills to deal with specific requirements, the student, and his/her parents if less than 18 years of age, will be advised of the local support mechanisms which are available and where appropriate referrals may be organised through the RTO.

Legislation

There is a variety of important State and Federal legislation that affects you as a student in the vocational education and training system. You should make yourself aware of this legislation and familiarise yourself with your rights and responsibilities under it. The legislation applies to you both at work in your workplace and in all aspects of your training. An extensive listing of legislation is contained in Appendix A.

M

Marketing (CoP)

CTI is aware of the need to provide clear, current and accurate information about our RTO and its performance and the training and assessment offered. We understand that by implementing ethical and factual marketing information across all marketing products it allows learners to make informed choices.

We will honour all commitments made in marketing materials or promotions.

We will also ensure that when the NRT logo is used to promote and certify national vocational education it complies with Standards for Registered Training Organisations 2015.

This Policy complements the Customer Protection Policy.

Marketing methods will include:

Digital marketing

- All Websites that reference our training and assessment services
- Social media (Facebook, Twitter, YouTube)
- Email lists
- Blogs
- Online Directories (Yellow pages, TrueLocal, HotFrog)
- Online Advertisements (Google AdWords)

Promotional Marketing

- Advertisements (newspaper, radio, television)
- Brochures/Flyers
- Cold calling

Networking

- Industry liaison
- Business Groups/Chambers

Procedure

- All marketing and promotions will meet the requirements of the Consumer Protection Policy.
- Our legal name and code as on training.gov.au will be displayed on all printed marketing and promotional material and as follows:
 - In verbal advertisements such as TV or radio this will be included as a disclaimer at the end.
 - For promotions on our website, the RTO code and name will be included in the footer on every page.
 - Social media pages will be named using our registered name and RTO code and communication such as posts and tweets will also include the RTO Code. The code and title of any training product (as published on the National Register) will be used when advertising or promoting on our social media sites.
- If a person is referenced in anyway in marketing material, they must have given prior written consent. This consent is included on our enrolment form.
- The National Identifier Code and Training Product name will be used as on training.gov.au, code first on all advertising and marketing material.
- If a Third-Party arrangement exists, the details of the partnership, including the name and RTO code of the Third Party and the services to be delivered will be included in all advertising and marketing.
- We will ensure that any marketing, promotion or advertising done by a Third Party on our behalf complies with this Policy.
- All marketing and promotions will clearly differentiate between nationally recognised training and assessment that leads to AQF qualifications and non-accredited training.
- Non-current training products will only be marketed if they remain on scope of registration.
- The NRT Logo will only be associated with AQF Qualifications and will not be used in any way that could be interpreted as being associated with non-accredited training.
- We will only state that a training product will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator.
- Any advertising of course content, duration or methods of delivery will reflect the Training and Assessment Strategy.
- The effectiveness of the marketing strategy will be reviewed quarterly by the management team as part of the Continuous Improvement process. This will include:
 - Review of enrolment numbers against targets
 - Review of effectiveness of each method of marketing
 - Review of feedback from staff and potential learners
 - Review of competitors' strategies
 - Identified strengths and weaknesses of strategy and improvements/changes required
 - Other strategies.

Minutes will be kept of meetings and identified actions implemented as per the Quality Assurance process.

- Marketing information must be approved by the CEO prior to publication and will be reviewed by the VET Compliance Manager as part of the Transition Process and whenever there is a change to the Training and Assessment Strategies.

Pre-enrolment Information

In accordance with our obligation to provide accurate and factual information we will supply the following information for learners to enable them to make informed decisions about enrolling in the training product. The Information will reflect the Training and Assessment Strategy and will be available in on our website:

- Course Delivery methods
- Course details
- Course Content: core and elective units
- Entry requirements
- Course Fees and charges – terms and conditions
- Funding requirements in details (if applicable)
- Fee Protection
- Refund Policy
- Cooling off periods
- USI
- Work placement requirements
- Assessment Methods
- Resources
- RPL and Credit Transfer
- Pathway information
- Contact details
- The Complaints and Appeals Process
- Learner rights and responsibilities
- Arrangements if training and assessment services in which they are enrolled can no longer be provided

Evidence

- The following evidence will be supplied to demonstrate compliance with Standard 4, Clause 4.1:
- Minutes of Management and Marketing Review Meetings.
- Catalogues of advertising and marketing material including any material created by a Third Party.
- Copies of enrolment forms which indicate if a learner referenced in advertising or marketing material has given their permission
- Copies of emails which indicate if an organisation, industry representative or other stakeholder referenced in advertising or marketing material has given their permission.
- Copies of Completed Checklists.
- Copies of Third Party Agreements and completed Third Party Monitoring Schedule and Checklist.

N, O

(No entry)

P

Pay and conditions

Construction Training Institute does not engage in advice regarding pay and conditions for students undertaking qualifications/courses with the organisation. This information should be sought through the relevant state government agencies specialising in pay and conditions. The age, location and employment status of the student (including apprentice) will be required for the agency to accurately advise on the correct pay level.

School Based Trainees (SATs) are paid for the days spent at work. However, they are not paid for the time spent undertaking training delivered by the supervising registered training organisation. SAT students (QLD) **must complete a minimum of 50 days** of paid work per calendar year and are covered by the employer's Workcover insurance policy.

Plagiarism/Cheating/Collusion

Copying other people's work without acknowledging their authorship is prohibited. Acknowledging authorship can be achieved through quotes, a bibliography or references within the body of the response. All assessment responses **must** be entirely the work of the student submitting the assessment response. Students who resort to plagiarism may be withdrawn from the field of study.

Principles of Assessment

Refer: *Assessment*

Privacy Policy

Construction Training Institute is bound by the Terms of the Privacy Act of 1988 and the Australian Privacy Principles (APP) as identified in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and is committed to respecting the privacy of individuals who receive a service through its programs. We are also aware of our statutory responsibilities under the Data Provision Requirements 2011 to meet the AVETMISS requirements and that the NVR Standards for RTOs 2015 require this data to be securely retained for 30 years.

Procedures

CTI will:

- Only collect personal information that directly relates to our activity as an RTO or training provider.
- Only use personal information for the purposes for which it was provided or for directly related purposes.
- Collect personal information directly from the individual or their authorised representative.
- Take all reasonable steps to ensure that the personal information collected is accurate, up to date and complete; this includes updating information if advised it is out of date or incorrect.
- Disclose information on how the information is shared with the relevant regulatory bodies and government departments.
- Have secure systems of storage of personal information that protects it from interference, loss, unauthorised access, modification or disclosure and other misuse.
- Destroy or delete personal information in when it is no longer required.
- Allow individuals lawful access to their personal information in as outlined in the Record Keeping Policy.
- Only use personal information for direct marketing purposes where it could be reasonably expected that the individual would be aware that the information would be used in that way.
- In certain circumstances where confirmation of identity is not legally required individuals can choose to remain anonymous, or to use a pseudonym. However, they will be made aware that choosing to do so may limit the options there are to deal with the situation.
- Take reasonable steps to ensure the APP are upheld when disclosing information to overseas entities.
- Only use personal images for advertise, promotion or any other purpose when written permission has been obtained.

Purpose of collection

- CTI generally collects information for the following purposes relating to our business activity:
 - AVETMISS annual mandatory reporting
 - Issuance of Certificates
 - The collection and verification of USI's
 - Feedback about the services provided
 - Provision of information to funding bodies
 - Marketing support services
 - Communication with learners and other relevant stake holders
 - Staff Records

Complaints

- Any complaint about how we handle personal information should follow the Complaints and Appeals Process. This is publicly available on our website and Student Handbook.

Punctuality

All students of *Construction Training Institute* are expected to be punctual for all training or assessment sessions. Due to the extensive distances the trainers travel they often have tightly scheduled visits, so we need to ensure all training sessions run to time. If you are running late or are unavailable for a planned visit, please notify your trainer as soon as possible.

Q

Quality (CoP)

Construction Training Institute is a Nationally Registered Training Organisation (Provider Registration No. 31449). As a Registered Training Organisation, *Construction Training Institute* is committed to delivering fair, reasonable and ethical dealings in all training and undertakings. *Construction Training Institute* must also meet the high standards of the *Standards for NVR Registered Training Organisations* (formerly AQTF) and meet all associated compliance and legal obligations. The code of practice pervades all policies and procedures and it is a requirement of employment that all staff members agree to and abide by it. Elements of this handbook that represent the *Construction Training Institute* Code of Practice (CoP) have been noted accordingly.

Once learners have commenced a train program, we guarantee to complete all training and assessment as advertised and delivered in the advertised timeframe.

R

Reasonable Adjustment

Any Disadvantaged students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan. Construction Training Institute also provides students with access to their trainer via phone, email or text message and additional tutorials are available as required.

Recognition (RPL and Credit Transfer) Policy

CTI understands it has a responsibility to offer Recognition to learners and is committed to providing up to date and relevant information regarding Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all learners prior to enrolment and whilst enrolled. To this end staff will provide support and guidance regarding Recognition enquiries in a timely manner.

We provide learners with information about RPL and Credit Transfer pre-enrolment on our website and in our Student Handbooks. Learners are also reminded of the opportunity for RPL during the training program in our Assessment Tools and by our trainers and assessors.

Recognition of Prior Learning

CTI recognises the AQF definition of RPL:

Recognition of prior learning is a process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

RPL Procedures

To be awarded RPL the candidate must provide evidence of when and how their competency was acquired.

To ensure consistency, fairness and transparency, CTI has established a systematic, organisational approach to RPL as follows.

1. Assessment Tools for gathering RPL evidence have been designed to:
 - collect evidence to demonstrate prior achievement of the learning outcomes and assessment requirements for each Training Product on our scope of registration.
 - provide a range of methods against which the learner can provide evidence
 - be at the same standard as other assessment for the qualification
 - recognise learning regardless of how, when and where it was acquired providing it is relevant to the learning outcomes in the Training Product.
 - meet the requirements of valid, authentic, current and sufficient assessment
 - provide a process that is fair, flexible, reliable and valid.
 - include reasonable adjustment for the literacy levels, cultural background and experiences of learners
 - meet the needs of learners from different background and contexts.
2. The Learner will indicate that they wish to apply for RPL during enrolment. On receipt of the enrolment form the learner will be contacted and put in contact with the assessor.
3. The learner and the assessor will discuss the RPL process and ensure that the learner:
 - understands the RPL process i.e. a formal assessment process leading to a competency decision
 - has access to copies of the relevant units
 - understands the requirements of collecting and matching evidence to the requirements of the units.
 - understands the timeframes and costs.
4. An assessment time will be scheduled with the assessor to assess the evidence provided. Assessors will record the evidence received on the 'Skills Assessment - Trainer Assessment & Results Mapping' document.
5. If the assessor finds the learner competent, a Statement of Attainment or Certificate is issued. If the learner is NYC, further training will be arranged.
6. All relevant documentation including results and evidence of the RPL will be filed in as per the Record Keeping Policy.
7. The Unit Outcome code recorded in the Learner Management System will be 51 (RPL)

Credit Transfer

CTI recognises the AQF definition of Credit Transfer:

Credit transfer is a process that provides learners with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Credit Transfer Procedures

1. Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. An applicant will be required to present their Statement of Attainment or Qualification for examination. These documents will provide the detail of what units of competence the applicant has been previously issued.
3. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an RTO. It will be authenticated by contacting the organisation that issued it, confirming the content is valid.
4. If Credit Transfer is being sought for a unit of competence which has a different title or code, then the equivalence between the unit held and the unit being sought will be researched and verified. In many cases this information can be found in mapping documents published in the

relevant Training Package or by registering authorities who provide purchasing guidelines or mapping guides and in the AQF Qualifications Pathways Policy.

5. Whilst learners may apply for Credit Transfer at any time, they are encouraged to apply before commencing a training program; this will reduce unnecessary training.
6. The learner does not incur any fees for Credit Transfer.
7. Credit Transfer may only be awarded for whole units of competence that meet the packaging rules of the Qualification they are enrolled in. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek RPL.
8. Credit Transfer will only be issued when the learner's enrolment includes at least one other unit of competence; learner may not enrol only for Credit Transfer.
9. All relevant documentation including certified copies of all Testamurs or Statements of Attainment will be filed in as per the Record keeping Policy
10. The Unit Outcome code recorded in the Learner Management System will be 60 (CT)

Evidence

The following will be retained as evidence of compliance with Standard 1, Clause 1.13

- Completed Credit Transfer and RPL Applications and associated evidence

Recovery of Outstanding Fees

Upon default by the student regarding their obligation to pay their fees and failure to remedy the default after notification by CTI, the Student authorises CTI to notify any debt collection/credit reporting agency of the default. Should this occur then at CTI's sole discretion may terminate any payment plan agreement at which time the full outstanding balance of the account (including any current arrears) shall be due in full. The student authorises CTI to add to the outstanding debt a fee of \$50 and an amount equivalent to 25% of the full outstanding balance (being CTI's expenses reasonably incurred in collecting the debt) upon initial referral to the debt collection/credit reporting agency.

Refunds

Refer: *Fees, Charges & Refunds*

Re-Issuing Qualifications & Statements of Attainment

Construction Training Institute keeps records of your course for 30 years. If in the future you require another copy of your certificate, then contact us in writing with the following information:

- Your name (if your name has changed please write both your new name and your name at the time of the course)
- Your date of birth
- Your current address (and your address at the time of the course)
- The course you completed e.g. Certificate III in Carpentry
- When that course started and finished
- Any other detail you can give to identify yourself.

We will review your request and either:

- Send a new Certificate or Statement of Attainment at a re-issue cost of \$30, or
- Send a letter explaining why we cannot re-issue your qualification at this time and what you need to do from here.

Replacement of certification

Should you require a duplicate copy of your certificate a reprint fee of \$30 will be charged.

School Based Apprenticeships and Traineeships (SATs)

For many qualifications students can complete their training as part of an apprenticeship or traineeship. However, students considering this option need to be aware of a number of issues relating to apprenticeships and traineeships. Some of these issues include:

- As a secondary school student, you may be eligible to take up a School Based Apprenticeship or School Based Traineeship (SAT). However, your school is required to take into consideration your other study commitments when determining if a SAT is suitable. Your school is responsible for considering this issue and discussing it with you and your parents as well as your employer.
- It is the student's responsibility to find an employer who will take the student on as a SAT. The employer is responsible for not only providing the apprenticeship/traineeship while the student is at school but also after the student has left school if the apprenticeship or traineeship is to continue.
- The student must accept that committing to a SAT is the same as committing to an employer in any other job and that this commitment may continue after Year 12.
- The student must also accept that he/she will usually need to work for the employer during some of the school holidays. Reasons for this include:
 - (i) The student, as an employee, will be required to help the employer meet the workload demands of the business
 - (ii) SATs are required to complete a minimum of 50 full days of work per calendar year.

Consequently, as a general rule, the student will need to complete additional time outside school terms to develop the skills required to complete the training qualification.

As there are many issues to consider regarding school-based apprenticeships and traineeships, school-based students are strongly advised to speak with their training manager before they make arrangements with an employer.

Selection & Admission (CoP)

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program. Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements all attempts are made to assist them to identify alternative courses of action.

Social Support

Where social or personal circumstances may affect a student's learning experience, Construction Training Institute will support the student where possible, including referral to the following organisations:

- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Salvation Army Care Line 3831 9016
- Life Line 131 114
- Men's Line Australia 1300 789 978
- Kids Helpline 1800 55 1800
- Alcoholics Anonymous 3255 9162
- Alcohol and Drug Information Service 3236 2414
- Pregnancy Helpline 1300 139 313
- Drug-Arm 1300 656 800
- Interpreting Service 131 450
- Sexual Assault Helpline 1800 010 120
- Youth Emergency Service (accommodation) 3357 7655

Student Access to Records (CoP)

Each student's records are available to them on request. Students' records are not available to other people unless *Construction Training Institute* is requested in writing by the student to allow such access.

Students should address any written request for access to their records to the *Construction Training Institute* RTO manager.

Student Rights and Responsibilities

Student Rights

CTI will ensure that all enrolled learners will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- Issue AQF Certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- be provided with a safe training environment free from harassment and discrimination
- be informed of any as soon as practicable of any changes to agreed services, including in relation to any changes to existing third-party arrangements, new third-party arrangements or a change in ownership.

Student Responsibilities

All learners must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner always when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
- do not behave in any way that might intimidate, threaten, harass or embarrass other learners or staff
- are free from drugs and alcohol always while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide an USI or give permission to obtain one on their behalf

Student Support

CTI is aware of the need to identify the individual support needs of learners and to provide access to support services to enable them to meet the requirements of the training product in which they are enrolled.

Procedure

- Learners will be provided with information regarding the course content and any entry requirements prior to enrolment via our course brochures, learner handbook and on our website.
- Individual support needs will be identified prior to enrolment or commencement in the course through completion of the enrolment form.
- Support may include the following:
 - language, Literacy and Numeracy (LLN) support
 - assistive technology
 - additional tutorials
 - other mechanisms, such as assistance in using technology for online delivery components.
- Where a learner identifies a support need an interview will be arranged. Those who have identified language, literacy or numeracy (LLN) issues will be required to undergo a LLN assessment and maybe required to access suitable training to develop these skills prior to enrolling in the course
- Trainers and Assessors will be informed of the support needs of any individual learners and a Learner Support Plan will be developed to ensure that the support is available for the duration of the training program.
- Any additional cost for support will be made clear to the learner prior to enrolment.
- Prior to each assessment task the assessor will review the learner's ability to complete the task and apply reasonable adjustments where required. Any reasonable adjustment made to assessments will be noted on the assessment record and the Learner Support Plan.
- In a situation where it is out with our capacity to provide the necessary support we will refer the learner to relevant support organisations.

Subcontractor Arrangements

Construction Training Institute has not entered into any subcontracting arrangements for the delivery of your training and assessment.

T

Training Plan

The training plan outlines the training to be delivered to the apprentice by the employer or workplace supervisor and the training organisation. The training plan will state the expected completion date of each unit, based on the maximum period of time that each unit should take. The skills required for the apprentice to perform their job competently and to industry standard are identified in the training plan in the form of the units selected.

Training Record Book

The apprentice must keep the Training Record Book in their possession except when it is required by the Supervising RTO (SRTO) or the employer for inspection or updating entries in the record. The SRTO and the employer must, at reasonable intervals of not more than 3 months, require the apprentice to produce the Training Record Book to be inspected or to have particulars of the training completed entered into it.

The apprentice must maintain the Training Record Book in accordance with their training plan. The Training Record Book will be checked by the trainer/assessor at each site visit. The responsibility for this rests with the apprentice.

While the Training Record Book is the personal property of the apprentice, it must be produced for verification of on-the-job competency. The apprentice should be updating the book regularly and certainly not less than three-monthly.

Transferring or withdrawing from courses & qualifications

Transfers between courses will only be permitted in extreme circumstances as determined by *Construction Training Institute*. To transfer from one course to another, students must submit a request in writing.

If a student wishes to withdraw from a course, they must notify the course coordinator in writing. Please note that once a student has commenced a course, the student will not be entitled to any refunds and will still be liable for all outstanding course fees. For further details on course fees in relation to withdrawals, please refer to our refund and cancellation policy. (Refer: *Fees - Refunds*)

U

Unique Student Identifier (USI)

All students doing nationally recognised training need to have a Unique Student Identifier (USI). The USI is a reference number made up of ten numbers and letters that creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with. It will give you access to your training records and transcripts, can be accessed online, anytime and anywhere, and is free and easy to create and stays with you for life. CTI will implement the national requirements for the Unique Student Identifier (USI) and will adhere to all legislative requirements under the USI Learner Identifiers Act 2014 and Standards for NVR Registered Training Organisations 2015 and any amendments; this includes all Privacy requirements.

Procedure

- All learners will be asked for their USI on enrolment.
- Pre-existing USI will be verified on enrolment.
- It is expected most learners will be able to manage their own USI through the USI website. However, where a learner is unable to obtain their own USI they can authorise a staff member to obtain their USI on their behalf by signing the Privacy Form.
- USI will be verified at enrolment.
- USI must have been verified before issuing a Qualification or Statement of Attainment.
- For courses of one day or less duration we will issue a Statement of Attainment to learners who have not been able to provide a USI before completion of training.
- We will inform all learners who are unable to provide a USI or who have an exemption granted under the Learner Identifiers Act 2014 that their training outcome will not be recorded on their USI account and will not be available in future years as part of the authenticated USI transcript service. This process will be reviewed at Jan 1, 2017 in line with ASQA requirements.
- International students who are enrolled with us but are studying overseas are not required to acquire a USI. However, if you are an Australian expat or resident student studying offshore with us, you will need a USI.
- Learners who have a genuine personal objection to being assigned a learner identifier may apply for an exemption to the Learner Identifiers Registrar.
- Any information gathered to create a USI will be destroyed upon completion in line with the privacy policy. (Privacy Act 1988).
- The privacy of a USI will be protected within all administrative tasks.
- Learners will be informed as to when their new qualifications will appear on their USI record.
- A staff member will be designated to administer the USI system.
- Staff will be will trained in all aspects of USI administration and access and all computer security checked to ensure all unauthorised access is blocked.
- Information regarding obtaining a USI will be published on the website and in the Learner Handbook.

Evidence

The following will be retained as evidence of compliance with Standard 3 Clause 6:

- The Learner Management System – USI data entry.
- The ability to demonstrate security of Document and Learner Management Systems.

V

Vocational Education & Training

The VET system in Australia is focused on education and training for work and is part of the broader educational network comprising schools, universities, adult and community education. The elements of the VET system comprise of:

- The Australian Qualification Framework (AQF)
- Standards for NVR Registered Training Organisations (formerly AQTF)
- Nationally Registered Training Organisations
- State Registered Training Organisations
- Commonwealth, State and Territory registering authorities

The Australian Qualifications Framework (AQF) outlines a unified set of national qualifications and the Standards for NVR Registered Training Organisations (formerly AQTF) identifies the standards Registered Training Organisations (RTOs) must meet to ensure nationally consistent and high quality training in the VET sector.

Monitoring and regulation of RTO compliance with these legal obligations was the responsibility of State and Territory registering authorities and is progressively being handed over to the Commonwealth registering body, Australian Skills Quality Authority (ASQA) which commenced in 2011.

W

Welfare, Guidance & Support

All clients of the *Construction Training Institute* are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes. *Construction Training Institute* does not offer formal welfare or guidance services, but every effort will be made to assist clients to access appropriate support agencies.

Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customers Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation
- Your Training Plan will be updated, and you will be given a copy
- You will be given the results of any assessments

Workplace Health and Safety (CoP)

The safety and wellbeing of the staff and students of *Construction Training Institute* is one of our greatest responsibilities. All of us, including you, have responsibilities to ensure a safe environment. You are required to:

- Use and take reasonable care of any protective equipment that is provided
- Obey any reasonable instructions in relation to health and safety
- Not interfere with or remove any safety devices from machinery
- Ensure that you do not endanger your own or others' safety by the consumption of alcohol or drugs
- Report unsafe acts or equipment to your employer/supervisor and observe good housekeeping practices
- Report all injuries or near misses.

First Aid

First Aid Kits are available at all worksites. A trained First Aid officer should be sought to carry out any treatment necessary.

Students should not handle injuries which involve spilled blood without wearing gloves and all blood spills must be diluted and dispersed.

Accident/Emergency Situations

You are advised that *Construction Training Institute* staff are not permitted to transport injured/unwell students to hospital. Therefore, an ambulance will be called in case of an emergency. It is recommended that all students arrange ambulance insurance as costs will not be covered by *Construction Training Institute*.

When a serious accident occurs *Construction Training Institute* must be advised if the accident affects the student's ability to continue the training in either a temporary or permanent capacity.

In the case of a claim against WorkCover Queensland:

- (a) you, the student, as 'the employee', must complete an Application for Compensation Form
- (b) the doctor must complete a WorkCover medical certificate.

Work Experience & School-based Apprenticeships and Traineeships (SATs)

Vocational education and training (often called VET) is learning directly related to work. Courses are developed by industry to give people the knowledge and skills they need to work in a particular job. School-based apprenticeships and traineeships (SATs) allow secondary school students - typically Years 11 and 12 (and sometimes Year 10) - to work with an employer as a paid employee while completing their senior studies. Successful participation in a VET qualification will give credits towards the apprentice/trainee's Queensland Certificate of Education (QCE).

X, Y, Z

(No entry)

APPENDIX A

Supporting Documentation, Websites and Significant Legislation (CoP)

www.training.gov.au

Training.gov.au – known as TGA, is the government communication website for Training Packages, Industry Skills Councils, Training Package Developers and Registered Training Organisations.

www.training.com.au

Australian Government Website (DEEWR) with information for:

- Apprenticeships and Traineeships
- Training Organisations
- Business and employers.

www.asqa.gov.au/about-asqa/about-asqa.html

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

www.aqf.edu.au

Australian Qualifications Framework (AQF)

www.training.qld.gov.au

Department of Education, Training & Employment (DETE)

Qld information for:

- Apprenticeships and Traineeships
- Queensland Skills Plan
- Registered Training Organisations (RTOs)
- Group Training Organisations (GTOs)
- Principal Employer Organisations (PEOs)

www.deir.qld.gov.au

Department of Justice and Attorney-General

Qld - Wages Information
WorkCover; etc.

www.legislation.qld.gov.au/Acts_SLs/Acts_SL.htm

Queensland Legislation

- Industrial Relations Act 1999; Industrial Relations Regulations 2000
- Workplace Health and Safety Act 1995; Workplace Health and Safety Regulation 2008
- Vocational Education, Training and Employment Act 2000; Vocational Education, Training and Employment Regulation 2000.

www.gtald.com.au

Group Training Organisations by State/Territory – for employment of apprentices and trainees

www.atpl.net.au

TVET Australia Products and Services (to purchase support materials for Training Packages)

www.deewr.gov.au

Dept of Education, Employment & Workplace Relations (DEEWR)

- The Job Guide; Jobs Pathway Programme Providers; etc

www.qsa.qld.edu.au/3137.html

Queensland Studies Authority – VET in Schools

Vocational Education Training and Employment Act 2000

The objective of this act is to establish a system for the effective and efficient provision of high quality vocational education and training to meet the immediate and future needs of industry and the community

Anti-Discrimination Act 1991

The purposes of this Act are to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation

Racial Discrimination Act 1975

An Act relating to the Elimination of Racial and other Discrimination

Sex Discrimination Act 1984

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment

Disability Discrimination Act 1992

An Act relating to discrimination on the ground of disability

Workplace Health and Safety Act 1995

An Act about workplace health and safety, and for related purposes

Workers' Compensation and Rehabilitation Act 2003

An Act to establish a worker's compensation scheme for Queensland, and for other purposes

Copyright Act 1968

An Act relating to copyright and the protection of certain performances, and for other purposes

The Commission for Children and Young People's Act 2000

This act looks at obligations to protect and care for children and young people and the requirements by the service system for filling these obligations.

Privacy Act 1988

The Privacy Act regulates how personal information is collected, stored, used and disclosed.

Building Services Authority

The authority that regulates the licensing of trade contractors, Information on the above mentioned Acts and other Acts can be sourced through

Government Education and Training Websites

Commonwealth

All Commonwealth legislation is available on line at www.scaleplus.law.gov.au/popacts.htm

Department of Education, Employment and Workplace Relations: www.deewr.gov.au

www.austlii.edu.au

New South Wales

Department of Education and Training www.det.nsw.edu.au

State Training Services www.training.nsw.gov.au

Victoria

Department of Education and Early Childhood Development www.education.vic.gov.au

Skills Victoria: www.skills.vic.gov.au

Queensland

Department of Education and Training www.education.qld.gov.au

All Queensland legislation is available on line at www.legislation.qld.gov.au

South Australia

Department of Education and children's services www.decs.sa.gov.au

Department of Further Education, Employment, Science and Technology www.training.sa.gov.au

Western Australia

Department of Education and Training www.det.wa.edu.au

Tasmania

Department of Education www.education.tas.gov.au

Skills Tasmania: www.skills.tas.gov.au

Australian Capital Territory

Department of Education and Training www.det.act.gov.au

Northern Territory

Department of Education and Training: www.det.nt.gov.au

APPENDIX B

An Overview of the Australian Qualifications Framework

The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent and flexible framework for all qualifications in post-compulsory education and training. The Framework was introduced Australia wide on the 1st January 1995.

The AQF recognises that the Schools Sector, Vocational Education and Training Sector, and the Higher Education Sector each have different industry and institutional associations. It connects these in a coherent, single framework incorporating qualification levels, titles and guidelines.

The qualifications are shown below and are grouped according to the sector in which they are most commonly issued:

Schools Sector	Vocational Education and Training Sector	Tertiary Sector
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Master's Degree Graduate Diploma Graduate Certificate Bachelor's Degree Advanced Diploma Diploma

APPENDIX C

Appeal against Assessment Results

RTO Manager
Construction Training Institute
PO Box 574
Helensvale QLD 4212

I wish to appeal against an assessment result.

Name			
Address			
Telephone			
Qualification/Course & Unit			
Date submitted & result awarded			
Nature of the appeal (include unit names/codes) (Please attach a copy of your Assessment Task and the Assessment Task Coversheet)			
Student Signature		Date	
Assessor's review			
Assessor Signature		Date	

APPENDIX D

Feedback Form

RTO Manager
Construction Training Institute
PO Box 574
Helensvale QLD 4212

I would like to bring to your attention the following matters.

Name			
Address			
Telephone			
Qualification/Course			
Nature of the matter			
Signature		Date	

OFFICE USE ONLY:

Date Received: _____ Time Received: _____

Meeting arranged for: Date: _____ Time: _____

Location: _____

Course Administrator Name: _____

Signature: _____

Manager Notified: YES / NO