

CONSTRUCTION TRADE QUALIFICATIONS

RTO# 41158



“Builders Educating Builders”

Smart and Skilled

Participants Handbook & Consumer Protection Policy



Professional & Trades



Youth and Cultural



Women in Construction

Student Information Booklet

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Introduction to CTQ

Welcome to Construction Trade Qualifications Pty Ltd. (CTQ)

We are a Registered Training Organisation.

Construction Trade Qualifications (CTQ) provides Nationally Recognised Training for experienced construction workers in the following qualifications:

Via a Recognition of Prior Learning/Skill Recognition Pathway

1. CPC10111 Certificate I in Construction
2. CPC20112 Certificate II in Construction
3. CPC20211 Certificate II in Construction Pathways
4. CPC30111 Certificate III in Brick and Blocklaying
5. CPC30211 Certificate III in Carpentry
6. CPC30313 Certificate III in Concreting
7. CPC31211 Certificate III in Wall and Ceiling lining
8. CPC31400 Certificate III in Construction Waterproofing
9. CPC32612 Certificate III in Roof Plumbing
10. CPC40110 Certificate IV in Building and Construction
11. CPC50210 Diploma of Building and Construction
12. CPC60212 Advance Diploma of Building and Construction

Our trainers/assessors and RPL Assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

About Smart and Skilled

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

Smart and skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- Government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

If you're a prospective student, this website tells you everything you need to know about Smart and Skilled before you enroll with your preferred training provider.

Training Services NSW in the NSW Department of Industry is responsible for government-funded vocational education and training (VET) in NSW.

It leads strategic policy, planning, funding, regulation and advice on VET to support economic, regional and community development.

Training Services NSW is responsible for the implementation of funded programs, including Smart and Skilled, apprenticeships and traineeships and adult and community education. It undertakes contract management of approved Smart and Skilled training providers and implements quality assurance and performance monitoring to achieve the best possible outcomes for students.

It also offers a one-stop shop for vocational education advice, information and services in NSW.

Smart and Skilled Enrolment Process and Flow chart

To ensure eligibility for Smart and Skilled, you will be required to complete an Enrolment form which contains Smart and Skilled Eligibility criteria assessment:

Step 1 - Pre Enrolment

Eligibility Criteria

You must be able to provide evidence to support eligibility for Smart and Skilled. You will then be asked to fill in the Proof of Eligibility Check Form, provide the evidence and sign the document. For a student to be eligible for a Smart and Skilled funded place they must meet the following eligibility requirements and provide evidence to support their eligibility:

Who is eligible for subsidised training under Smart and Skilled?

If you are:

- 15 years old or over, and
 - no longer at school, and
 - living or working in NSW (or an Aboriginal or Torres Strait Islander person living in specific NSW border areas), and
 - an Australian citizen, Australian permanent resident, Australian humanitarian visa holder or New Zealand citizen
- Or**
- a NSW apprentice or trainee

You may be eligible to enroll in a government-subsidised course with an approved Smart and Skilled training provider.

Providing you meet the personal eligibility criteria for Smart and Skilled, you're entitled to enroll in a subsidised course up to Certificate III level.

You can also enroll in subsidised training in targeted priority areas at Certificate IV, Diploma or Advanced Diploma level, depending on the availability of funding for these courses.

NSW apprentices and most new-entrant trainees are eligible for a government subsidy for the training that supports their apprenticeship or traineeship.

Previous qualifications do not affect eligibility, but may affect the student fee.

Construction Trade Qualifications will guide you through the

Consent to use Person Information

This Statement is in relation to you consenting to the Department of Industry and other Government Agencies to use and disclose your personal information. This information may include details such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, or sensitive personal information. The information may be used for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training, the determination of your eligibility to receive subsidised training or for any Fee Exemption or Concessions. And your Personal Information may also be disclosed to other third parties if required by law.

“Consent to use Person Information” (Located from the information collected in the Enrolment for Course and Eligibility collection form)

Step 2 - Enrolment Components

Student Enrolment Form

As you are enrolling into a Nationally Recognised Qualification, you are required to fill in an Enrolment form which collects information on who you are, what you have previously studied, etc.

Within the Enrolment Form you will be consenting to Construction Trade Qualifications disclosing your information to the Department of Industry and any other Government Departmental Agencies

Enrolment Declaration

This is a declaration that you have completed to access to Construction Trade Qualifications' and relevant Smart and Skilled Policies and any additional information pertaining to your training and assessment.

Language, Literacy and Numeracy Assessment

Every learner enrolled into any qualification with Construction Trade Qualifications are required to complete a Language, Literacy and Numeracy Assessment. By completing this assessment our Trainers and Assessors can determine whether you require any additional support to assist you through your training and assessment.

Our course standard material contains written documentation and numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same Standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

Typically, this is limited to assistance relating to vocabulary, word definitions and comprehension, should your needs exceed this support, we will refer you on to a local TAFE for additional assistance.

All Learners completing a Qualification will complete the "Language literacy and Numeracy form" for CTQ to assess and provide the necessary support where required. This will be done at enrolment stage and become a part of your training plan

Unique Student Identifier & USI Privacy Notice

As from 1st January, 2015, students, wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

As from 1st January, 2015, a RTO cannot issue a qualification to a student unless that student provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual.

Thus from 1st January, 2015, unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain your USI, you will need to:

1. Obtain it yourself from www.usi.gov.au by providing information about yourself similar in content to that on your driver's licence, or
2. Authorise a third party such as this RTO to obtain it on your behalf. To enable us to generate your USI, you will need to:

1. Accurately complete this enrolment form, ensuring that the details you provide match your ID.
2. Provide us with one of the following form of unique identification:
 - Driver's Licence
 - Medicare Card
 - Australian Passport
 - Visa (with Non-Australian Passport) for international students
 - Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
 - Certificate of Registration By Descent
 - Citizenship Certificate
 - Immi Card
3. Nominate the preferred method of contact so that your USI activation notice can be sent to you, options include, email, phone or mailing address.
4. Complete the form over page.

Once your USI has been generated, you should:

- Write down your USI somewhere safe or enter it into your phone for safe keeping.
- Activate your USI account at some stage in the near future.
- If you do not activate your account, your USI still works.
- When you do activate your account, you will be required to add some security questions and choose a password.

PLEASE NOTE: The USI System checks for duplicate entries and will report any suspected duplicates

A USI is a reference number made up of numbers and letters. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- Link your VET achievements, regardless of where you completed the course in Australia and
- Give you more control over your VET information

NB: Please note you can apply for a USI yourself and insert the USI number on Construction Trade Qualifications' Enrolment Form or consent to Construction Trade Qualifications Applying for the USI (*consent found in the Student Enrolment Form*)

Credit Transfers or RPL

All AQF Certificates and statements of attainment issued by other registered training organisations will be fully recognised by Construction Trades Qualifications Pty Ltd.

These qualifications will be recognised and where appropriate could be used to reduce any training or skills recognition program being offered by us.

Participants would be required to produce a certified copy or the original certificate to the CEO or Training Manager or in some cases the trainer, who will make note of the qualification in our record system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake or where Credit Transfer is being undertaking.

At any stage through the process the student may notify Construction Trade Qualifications in writing they will be seeking Recognition of Prior learning or Credit Transfers for units found in the training package delivered.

We strongly suggest that the students make our Administration Department aware the units sort for RPL or Credit Transfer as early as possible in the Training Plan.

Correspondence and claims for RPL and Credit transfer can be made through emailing the Training Manager on Admin@ctq.edu.au.

Please review and follow the NSW Recognition Framework applied by Construction Trade Qualifications https://www.training.nsw.gov.au/forms_documents/skills_recognition/recognition_framework.pdf

Credit Transfer – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

Recognition of Prior Learning (RPL) – means the process that involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcome of an individual applicant.

Notification to the Department

This notification process will be undertaken once you have completed, signed and shown evidence where required for all the above forms.

- (A) Notification of Enrolment – Quote –an online form will be completed from your enrolment details and a Quote will be generated from Smart and Skilled Training market along with a copy will be kept on your file.
- (B) Notification of Enrolment – Commitment ID – once the Quote has been accepted, we will proceed to Notification of Enrolment and a Commitment ID will be generated from Smart and Skilled Training market along with a copy will be kept on your file.

Fees, charges and additional cost

You will be informed prior to enrolment as to the required fees and charges involved in the training. You will also be made aware of our “withdrawal, refunds, payment schedule and deferment policy” relating to your training. Any other cost involved in you training such as equipment or training text books will be noted in the enrolment form

Training Plan

Once enrolment has been complete, you, your employer or and a Construction Trade Qualifications Representative will create a Training plan that provides details of the formal training and assessment to be undertaken as part of Training and Assessment.

Smart and Skilled Enrolment Flow Chart for Smart and Skilled

1. Student reads all information on website, student handbook and/or Course Flyer/Qualification Outline
2. If applicable, Students receives invitation to information and enrolment evening or a direct face to face or telephone conversation about the training to be undertaken
3. CEO or Company Management/staff personally discusses all aspects of the course to ensure prospective Students have all relevant information.
4. Student Directed to the Smart and Skilled website to establish eligibility for Funding
5. Student then fills out the Enrolment form online and CTQ applies for a Smart and Skilled training quote. Any RPL or credit transfer sort must be indicated and discussed with CTQ Administration staff so an accurate quote for training from Smart and Skilled can be established
6. Student is informed about the Smart and Skilled amounts and an induction is arranged to inform the student about
 - Student Handbook explained
 - Smart and Skilled payment schedule
 - Fee and Refund Policy
 - Consumer protection Policy
 - The institute, Course expectation and student C.A.R.E. program
7. Once students have received all information and viewed facilities they may enrol by providing:
 - Enrolment form including Unique Student Identifier Number
 - Course schedule with training dates supplied
 - Identification (copy of citizenship papers if not born in Australia)
 - Training agreement and Training plan established with the student
8. RTO ascertains student's ability to undertake required studies.
9. Student receives an email of confirming Smart and Skilled Quote being issued
10. Student receives confirmation of enrolment.
11. Student confirms acceptance of place in class and commitment to course.
12. Student are contacted by the Trainer and Head office to establish to welcome them to class and provide supplementary information
13. Student receives user name and password for learner portal if applicable.
14. Student receives course preliminary course information including LLN Review
15. Student attends first night of training or first onsite training/assessment visit.

Fees and Charges

We have two ways to Enrol with CTQ, via:

- NSW Smart and Skilled Funded Training, or
- Fee for Service training

Smart and Skilled Enrolment - Administration Fees

Under Smart and Skilled, a learner (or their employer) contributes toward the cost of training through the payment of a student fee. The payment to Construction Trade Qualifications is made up of the student fee and the subsidy from the government. Student fees are:

- Set for the whole qualification, not annual or semester fees
- Lower for students doing their first post-school qualification
- Set for the student and the qualification and will be the same regardless of the RTO chosen

Prior to enrolment, Construction Trade Qualifications Pty Ltd must notify either the learner or their employer (pending on who is paying for the administration fee), information on fees to be paid for the commencement into the course:

This fee information includes:

- All fees payable to Construction Trade Qualifications' Pty Ltd, outline all costs involved with the course
- How and when fees must be paid
- How to access Construction Trade Qualifications'
- Fee and Refund Policy
- Consumer Protection Policy
- Fee Protection Policy
- How to access Smart and Skilled Administration Fee Policy

Fee for Service Enrolment

To enrol in our course please contact Construction Trades Qualifications Pty Ltd administration, the contact details for which are located on the front of this document.

Once accepted, you will need to complete a Candidate Suitability Interview enrolment/application form, which will require you to provide details on the Unique Student Identifier (USI), a new initiative from the Australian Government.

Smart and Skilled - Proof of Eligibility for Fee Status

Eligibility Criteria, an individual must provide evidence to support their eligibility for Smart and Skilled. Details of acceptable evidence are below:

	Requirements	Evidence	Evidence sighted or collected
1	Proof of identity	USI. The Provider must ensure validity of the USI. The Department will also check its validity with the USI Registry	Yes – Valid USI at enrolment
2	Living or working in NSW	Any Commonwealth or NSW Government issued document providing evidence of living location, or employer - issued document confirming employment in NSW	Student declaration/ Signature at enrolment
3	Citizenship	<ul style="list-style-type: none"> • Australian or New Zealand birth certificate; or • Australian or New Zealand Passport; or • Green Medicare card; or • Naturalisation Certificate 	Student declaration/ Signature at enrolment
4	Australian permanent resident, humanitarian visa holder	<ul style="list-style-type: none"> • a Certificate of Evidence of Resident Status (CERS), which confirms status as an Australian permanent resident; or • use the Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) facility to confirm status as Australian permanent resident and check passport; or • Humanitarian visa 	Yes – At enrolment
5	Date of birth	USI data	USI checks date of birth
6	Registration as NSW apprentice or new entrant trainee	Training Contract identifier (TCID) number	Department system check against details of approved or registered Training Contract stored in Training Services NSW database
7	Previous Qualification	(Department's system checks against Smart and Skilled records in the Department's database and checks against USI transcript)	Student declaration/signature at enrolment Note: In the future system checks may also, be undertaken against Smart and Skilled records and USI academic transcript
8	Year 10 completion or equivalent (if under 17)	Evidence that student has met school leaving age requirement	Student declaration/signature at enrolment Note: Evidence may be requested at provider's discretion or at the request of the Department
9	Postcode for ATSI on borders	N/A	Student declaration/signature at enrolment
Concessions/exemptions:			
10	Exemption: Aboriginality	N/A	Student declaration/signature This declaration also covers proof of Australian citizenship
11	Exemption: Disability	<ul style="list-style-type: none"> • Centrelink evidence: proof of Disability Support Pension; or • documentary evidence of support demonstrating a clear additional need as a result of the student's disability: A letter or statement from: <ul style="list-style-type: none"> o a medical practitioner; or o an appropriate government agency (for See Proof of eligibility for fee status section in this Policy for more information); or o relevant specialist allied health professional; or • Centrelink evidence – dependent child, partner or Spouse of a recipient of a Disability Support Pension 	Yes, for all types of evidence
12	Concession: Commonwealth Government Welfare Recipient	<ul style="list-style-type: none"> • Centrelink evidence – Proof of benefit; or • Centrelink evidence – dependent child, partner or Spouse of a specified Commonwealth Government welfare recipient 	Yes for all types, of evidence
13	Social housing status (Fee-Free Scholarship)	• N/A	Student declaration/signature at enrolment
14	Out – of -Home Care status (Fee-Free Scholarship)	For students, <u>currently</u> in out – of - home care: <ul style="list-style-type: none"> • A copy of the Children's Court Care Order, or • A copy of the 'Confirmation of Placement' letter, or • A letter from Family and Community Services or the Out-of-Home Care Designated Agency verifying That the student is in statutory or supported care, or 	Student declaration/signature at enrolment Note: Evidence may be requested at provider's

		<ul style="list-style-type: none"> Any other evidence which clearly shows that the Student is in out – of - home care. <p>For students, previously in out – of - home care:</p> <ul style="list-style-type: none"> A copy of the expired Children’s Court Care Order, or A copy of the ‘leaving care’ letter from the Minister for Family and Community Services, or A letter from Family and Community Services verifying the student was previously in statutory or Supported care, or Any other evidence which clearly shows that the student was previously in out –of -home care. <p>For students, previously in out –of -home care:</p> <ul style="list-style-type: none"> A copy of the expired Children’s Court Care Order, or A copy of the ‘leaving care’ letter from the Minister for Family and Community Services, or A letter from Family and Community Services verifying the student was previously in statutory or supported care, or Any other evidence which clearly shows that the student was previously in out-of-home care 	
15	Domestic and Family Violence eligibility (Fee-Free Scholarship)	<p>A letter of recommendation may be required from a domestic and family violence service, refuge or other support agency such as:</p> <ul style="list-style-type: none"> Legal Aid NSW through their Women’s Domestic Violence Court Advocacy Services Organisations who provide Integrated Domestic Family 	<p>Student declaration/signature</p> <p>Note: Evidence may be requested at provider’s discretion or at the request of The Department</p>
16	Asylum Seekers and Refugees	<p>Evidence of - are aged 15 years or older; and are no longer at school or its equivalent; and live or work in New South Wales; and hold one of the following visas:</p> <ul style="list-style-type: none"> Emergency rescue visa Global special humanitarian program visa In-country special humanitarian program visa Protection visa Refugee visa Safe Haven Enterprise visa <p>Temporary Protection visa Woman at Risk visa</p>	<p>Yes – Valid USI at enrolment</p>
<p>Comments:</p> <p>Students may identify as:</p> <ul style="list-style-type: none"> An Australian Aboriginal or Torres Strait Islander A student with a disability Long Term Unemployed Recipient of a specified Commonwealth Government welfare benefit or allowance <p>At any time in which they are undertaking training. However, providers are encouraged to make every effort to ensure students correctly identify at the time of enrolment.</p> <ul style="list-style-type: none"> Where evidence is sighted but not kept, a record that confirms sighting of the evidence, dated and signed by a person authorised by the Provider, must be maintained. Where the evidence, provided by the student, is a copy of the original, the copy must be certified by a person who is on the list of approved witnesses who can verify documents. A list of which is available at the Commonwealth Attorney General’s Department website at: 			

Other Smart and Skilled fee and Administration Information

Incidental Expenses

The price of a qualification, which is made up of the governments subsidy and student fee will cover the total costs incurred by Construction Trade Qualifications Pty Ltd to provide training and assessment. However, there may be instances of personal costs over and above the student fee. For example, a student may wish to purchase a hardcopy of a specific industry textbook that is an online resource only.

Construction Trade Qualifications will inform all learners prior to enrolment of any incidental expenses (if applicable)

Payment of Student Fees (Levyng)

Once eligibility has been confirmed Construction Trade Qualifications will issue invoices and payment arrangements required for the Student Administration fees (either to the student or their employer depending on who is paying for the fees). Invoices issued will include:

- Fees outlined as per the Smart and Skilled Provider Calculator
- If applicable any incidental expenses
- Schedule of when payments are to be due
- Cost of reassessment (please see Repeating Assessment section)
- Costs of replacement certificates

Please note:

- If Construction Trade Qualifications has partnership arrangements in place with some companies. The partner is not to charge the student any fees or additional costs
- Fees will be adjusted to reflect any Recognition of Prior Learning (RPL) or Credit Transfer (CT) and if necessary, refunds will be made
- The Learner or employer will pay for the qualification that applies in the commencement training year. The Learner will not be affected by any subsequent changes to Smart and Skilled Fees

All fees collected are retained by Construction Trade Qualifications Pty Ltd.

In relation to recovery of fees not paid please refer to Construction Trade Qualifications Learner Handbook and our Fee and Refund Policy located on our website at <http://www.ctq.edu.au>

Fees and Refund Policy under Smart and Skilled

Our programs do attract fees. The details of the fee structures are contained in the course info sheets.

In cases of extreme hardship, an appeal can be made to our CEO who can amend our policies.

CTQ charges for replacement statement of attainments, should a replacement certificate be required, the Participant will be charged \$22 including GST for a replacement statement of attainment.

Construction Trade Qualifications offers programs / services on a government subsidised or commercial basis

The policy applies to:

- AQF Qualifications and Statements of Attainment
- Recognition of Prior Learning (RPL)
- Customised training developed for individuals, enterprises and client groups
- Commercial non-accredited courses
- Consultation Services
- Compliance Systems
- Construction Trade Qualifications conducts government subsidised training & assessment for the following funding of Qualifications or Part Qualifications: Entitlement Full Qualifications; Entitlement Apprenticeships and Traineeships Qualifications; Targeted Priorities Full Qualifications and Targeted Priorities Prevocational and Part Qualifications. Eligibility criteria apply to these programs and these may be found at www.smartandskilled.nsw.gov.au
- Construction Trade Qualifications must charge the relevant fee set by the NSW government. These fees are based on the qualification and the characteristics of the student. The fee is set for the whole course and is not an annual fee. The student will pay the fee for the qualification that applies in the year when they commence training. These fees can be accessed at the above website and will be confirmed in writing to the prospective student prior to the completion of the enrolment process. We will provide you an Eligibility Enquiry Report detailing the student fees payable. If you wish to proceed with your enrolment, Construction Trade Qualifications will provide a Notification of Enrolment.
- These fees may be adjusted by any Recognition of Prior Learning (RPL) or Credit Transfer (CT) granted and will reduce the total Student Fee. This is determined by using the Smart and Skilled Provider Calculator. You **MUST** provide any copies of Transcript for UOC's you have previously attained - any delay may result in incorrect fees charged. You will be informed and your fees adjusted if any RPL or Ct is reported after the Notification of Enrolment process.
- Fees will be invoiced to either the Student or Employer (some Modern Industry Awards include provision for Employer payment of fees on behalf of their apprentice or trainee and where this is the case the employer will pay the Student Fee – see www.fairwork.gov.au) as indicated on Construction Trade Qualifications enrolment form. If not indicated, fees will be invoiced to the student. Employers will be invoiced on the same basis as students, with provision for payment by instalments if required by the employer.
- Fees will be invoiced \$500 on Commencement and the balance of the fee split into 2 payments paid at 5 weeks and 10 weeks of the course duration
- These fees will not exceed \$1,500.00 in advance
- (Commencement of the course / qualification is defined by Construction Trade Qualifications as the student receiving or being given access to learning / training materials for at least one Unit of Competence (UOC). The student must sign to acknowledge receipt of these materials.
- You may make an arrangement with Construction Trade Qualifications to pay off these fees. The minimum arrangement is \$50.00/week. You **MUST** contact Construction Trade Qualifications office to make this arrangement, prior to your invoice due date. (14 days from invoice issued date). You will be contacted by Construction Trade Qualifications Administration within 7 days of failure to meet the payment terms. Failure to meet the terms of the payment arrangement will result in the full invoice amount falling due. This may also result in training not commencing or suspension of training.
- All outstanding fees **MUST** be paid by completion of your course/qualification. Failure to complete payment will result in non-issuance of your statement of attainment / record of results/testamur and your debt may be referred to an independent Debt Recovery Agency

Withdrawal without Penalty

Construction Trade Qualifications will refund/credit any fees paid, without incurring an administration fee, if you wish to withdraw from the course/qualification within 10 working days from the date of your signing the Construction Trade Qualifications enrolment form.

You must provide your withdrawal notice including your reasons for withdrawal in writing to Construction Trade Qualifications, if you wish to withdraw at any time during the course.

Withdrawal after 10 working days will incur the fees, based upon commencement of UOC's in your qualification/course

Refund Policy

Construction Trade Qualifications has in place a fair and equitable refund policy. Construction Trade Qualifications will refund on the following basis:

- Any overpaid monies
- Has cancelled the booking or course

All requests for refunds must be submitted using the Construction Trade Qualifications Participants in exceptional circumstances can make application for special consideration to Construction Trade Qualifications' Chief Executive Officer and or Compliance Administrator.

Refund will be transferred to

- The person who made the payment
- Refund made outside the 10-day notice period prior to training commencing

Other Fees & Costs

Additional fees may be payable for:

- Reissuance of course materials – \$22.00 per cluster book
- Mailing of course books - \$ 32.00 mailing and postage fee per book
- Course extensions – If student attends classroom courses for the third (3) attempt at the qualification
- Reissuance of qualifications/statements of attainment – 22\$ per Qualification
- Tools, equipment and clothing required for training/assessment if stated – If stated prior to training if the student chooses a project outside the materials provided for the unit.
- Licence Fees – For use of any software to complete external class work such as Microsoft office suite or Dropbox if required
- UOC's repeat attempts for completion – more than 3 attempts will incur a UOC fee as per the qualification fee schedule.
- Express Post – cost per course
- Other – will be disclosed prior to enrolment

Fee Protection Policy

As per the requirements for each training program offered by the Construction Trade Qualifications, course participants are not required to pay more than \$1,500 prior to the commencement of any training program. In cases where the fees for the program exceed \$1,500, the remainder of the fees will be collected by the College from the course participant, throughout the duration of the training program. Each program has specific requirements and the details of these are included in the Course Information. No additional payments over the initial \$1,500 will be required until the course participants have commenced the training program and have completed a proportion of the program equal to the percentage of the course that has already been paid.

In cases of extreme hardship or for other compassionate reasons, a full refund may be granted. This is totally at the discretion of the CEO.

Further information on the Fee and Refund Policies under Smart and Skilled

- Smart and Skilled Fee Administration Policy 2020-2021
[https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/fee_administrati
on_policy_20_21.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/fee_administrati
on_policy_20_21.pdf)
- Smart and Skilled Operating Guidelines 2020-2021
[https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/operating_guide
lines_20_21.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/operating_guide
lines_20_21.pdf)
- NVR Standards for RTOs 2015
<https://www.legislation.gov.au/Details/F2017C00663>

Further information on Vocational Education & Training

Participant and CTQ Rights and Responsibilities

As a participant in our RTO, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are covered in detail in the body of the Participant handbook, but are summarized here for your convenience.

Both the Participant and Construction Trade Qualifications have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both Construction Trade Qualifications and you, the participant, have an obligation to adhere to ALL legislation applicable in Australia.

We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.

You have a right to a safe environment, you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

We have a right to expect that you seriously apply yourself to undertaking the course that you have committed to, until you formally tell us that you are withdrawing from the process, we have an expectation that you will work on the process and meet your commitments.

Equally so, you have a right, and we have a responsibility to provide you with the very best support, assistance and guiding you to the completion of the course and must maintain a high standard of current documentation, good service, good Trainer/Assessors and RPL Assessors who are current in their knowledge and experience in the relevant qualifications(s) being undertaken.

We have a right to expect that all assessments provided by are your own work, not copied, taken or plagiarized from someone else.

You have a right to reasonable access to our Trainer/Assessors and RPL Assessors. You have the right to access your own records. Approach your trainer/assessor or RPL Assessor.

You have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.

You have a right to expect that all course requirements are compliant to the principles defined in the NVR Standards, and that the qualification issued by us to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.

We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow participants and other people whom you meet and come in contact with at Construction Trades Qualifications Pty Ltd.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. We expect the same from our participants.

This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behavior, threatening or aggressive behavior or speech will not be tolerated, or need to be tolerated by any person whether a staff member or contractor, or a participant in the course requirements.

You have a right to be provided with the services that you have paid for, if you have paid for a course, you have a right to expect to be delivered in the manner it was advertised, equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.

You have a right to receive the services for which you have paid. We have an obligation to provide them.

You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled participants.

We have a right, and you have a responsibility, to adhere to any reasonable and lawful request by Construction Trades Qualifications Pty Ltd.

You have a right to complain and appeal about anything or any decision we make at Construction Trades Qualifications Pty Ltd, be it about you or about how we conduct the business of the RTO.

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.

You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.

We have an obligation to clearly state all fees and charges associated with the course requirements.

We have an obligation to provide, and you have a right to receive, prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.

You have an obligation to provide feedback on our training and assessment, Skills Recognition Assessment and on the services we supply to you as a client.

We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.

We have an obligation to clearly convey to you, the Participant, the policies and procedures that Participants must be aware of. Equally so you, the participant, have an obligation to understand those policies and procedures concerning your application, any use of Construction Trades Qualifications Pty Ltd facilities and any property or facilities used by Construction Trades Qualifications Pty Ltd to assess your application.

Participants who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, an interview with the CEO, and may result in cancellation of your application without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

The Standards for Registered Training Organisations (RTOs) 2015

You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

This qualification can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the NVR Standards. This is assessed by the Australian Quality Skills Authority (ASQA).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the NVR Standards and will be re-audited during its subsequent seven-year registration period.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at

- <http://www.austlii.edu.au/>
- <http://www.legislation.nsw.gov.au/#/>

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for NVR Registered Training Organisations 2015
- Standards for Registered Training Organisations (RTOs) Amendment 2017
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

State Based Legislation

- NSW Anti-Discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Child Protection (Working with Children) Act 2012 No 51.

Workplace Health and Safety Policy

The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes Construction Trades Qualifications Pty Ltd 's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety Standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of Construction Trades Qualifications Pty Ltd.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Privacy

Construction Trades Qualifications Pty Ltd takes the privacy of our participants very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases as required by law and as required by the NVR Standards we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The thirteen Privacy Principles are defined below:

Principle 1 – Open and transparent management of personal information. The object of this principle is to ensure that Construction Trades Qualifications Pty Ltd entities manage personal information in an open and transparent way.

Principle 2 – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with Construction Trades Qualifications Pty Ltd in relation to a particular matter.

Principle 3 – Collection of solicited Personal Information.

Construction Trades Qualifications Pty Ltd must not collect personal information (other than sensitive information) unless the information is reasonably necessary for Construction Trades Qualifications Pty Ltd business purposes.

Principle 4 – Dealing with unsolicited personal information. If Construction Trades Qualifications Pty Ltd receives personal information, Construction Trades Qualifications Pty Ltd must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is de identified.

Principle 5 – Notification of the collection of personal information. Requires

Construction Trades Qualifications Pty Ltd to notify our clients, staff and participants of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

Principle 6 – Use or disclosure of personal information. The information that

Construction Trades Qualifications Pty Ltd holds on an individual that was collected for a particular purpose, Construction Trades Qualifications Pty Ltd must not use or disclose the information for another purpose unless the individual has consented.

Principle 7 – Direct marketing. As the Construction Trades Qualifications Pty Ltd holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

Principle 8 – Cross Border disclosure of personal information. Where

Construction Trades Qualifications Pty Ltd discloses personal information about an individual to an overseas recipient, Construction Trades Qualifications Pty Ltd must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

Principle 9 – Adoption, use or disclosure of government related identifiers.

Construction Trades Qualifications Pty Ltd must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes or 79 603 169 482s issued by either the State based regulators, or the department of Innovation with regard to the Unique Participant Identifier.

Principle 10 – Quality of personal information.

Construction Trades Qualifications Pty Ltd must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that Construction Trades Qualifications Pty Ltd collects is accurate, up to date and complete.

Principle 11 – Security of personal information. If an Construction Trades Qualifications Pty Ltd entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

Principle 12 – Access to personal information. As Construction Trades Qualifications Pty Ltd holds personal information about an individuals, Construction Trades Qualifications Pty Ltd must, on request by the individual, give the individual access to the information.

Principle 13 – Correction of personal information. As Construction Trades Qualifications Pty Ltd holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; Construction Trades Qualifications Pty Ltd must take such steps as are reasonable in the circumstances to correct that information.

Working with Children

We *do* accept people under the age of 18 in our training and assessment programs without the consent from a legal guardian.

We will comply with all Federal and State working with Children legislation such as the NSW Child Protection (Working with Children) Act 2012 No 51.

A list of all relevant legislation is available from the Federal Police Website:

- <https://aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks>

Further information on the Working with Children's Check is available from Construction Trades Qualifications Pty Ltd.'s CEO, but this effectively means that we will need to have all staff who come in contact with people under the age of 18, such as assessors, administration staff or clerical staff must be cleared as not being a risk to the health and safety of minors.

This is done through a submission to the appropriate government agency

- <https://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

And until the response is received, we cannot allow the person being reviewed to conduct or interact with the minors unsupervised.

Participant Documentation Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a lockable secure office area. Our electronic records are stored in our participant records software system Enquiry Mate and our LMS and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO is responsible to conducting a backup of our computer systems to an external drive which is stored off site and in a cloud.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

We are required to submit statistical data on our participants to the AVETMISS standard, we will use the features inside Enquiry Mate and our LMS, our participant record software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the NVR Standards such as:

- trainers and assessors, to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participants themselves, after making application in writing. For example, participants seeking a replacement Statement of Attainment.

We are required to ensure that we issue our statements of attainment and certificates to a participant within thirty days (30 days) where the participant has:

- Completed the course
- Been found competent in that unit(s) of competency
- And met their financial obligations to us

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to Construction Trades Qualifications Pty Ltd's CEO.

Client Selection

There may be pre-requisites to enrolling in our training programs.

Specific details of these pre-requisites are discussed with the trainer/assessor and the individual.

If you have any questions, please do not hesitate to discuss the course with your trainer or the CEO.

Participant Support, Welfare and Guidance

We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer/assessor, RPL Assessor, or another member of Construction Trades Qualifications Pty Ltd's staff.

We will attempt to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with the Construction Trades Qualifications CEO who will assist you to the full extent of our capacity.

If your needs exceed Construction Trades Qualifications Pty Ltd support capacity, we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

Interpreting Services:

TIS 13 14 50

Lifeline: 131 114

Literacy and Numeracy Support:

National:

Australian Council of Adult Literacy phone 03 9469 2950 email acal@pacific.net.au

Flexible Delivery and Assessment Procedures

Construction Trades Qualifications Pty Ltd recognises that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Construction Trades Qualifications Pty Ltd will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant’s spoken responses to assessment questions.

Construction Trades Qualifications Pty Ltd undertakes to assist participants achieve the required competency Standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or Construction Trades Qualifications Pty Ltd’s CEO

Complaints and Appeals

Construction Trade Qualifications treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and we will deal with these in an effective and timely manner. Complaints can be made about Construction Trade Qualifications, its staff, other learners or third parties and are typically aiming to resolve all complaints within three weeks.

Construction Trade Qualifications will act upon any substantiated complaint or appeals, these will be recorded into our RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the CEO.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their contact person. Work Employers or Companies should contact the CEO.

Participants should contact their trainer. The trainer should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.

If the participant's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the CEO.

If the complaint relates to the CEO, then the Operations Manager is the alternative contact for the resolution of the matter.

Should the complaint or appeal not be resolved in the first instance, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the CEO and Customer Service.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

Should the complaint be about the CEO, either in their role as a trainer, or in their role as the CEO, then the customer service representative is able to receive and process the complaint or appeal.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the CEO, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by CEO.

Should the nature of the complaint refer to criminal matters or where the welfare of people is in danger, Construction Trade Qualifications will, with the permission of the participant, seek assistance from other authorities such as the Police, Legal Representative or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with NSW and Australian Law.

At all times the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the NSW Ombudsman's office at:

https://www.ombo.nsw.gov.au/__data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf

Construction Trade Qualifications will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the CEO will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer, the CEO and the CEO if appropriate. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

Engagement of the external assistance will be the responsibility of the CEO.

The suitable independent person or panel, will need to be agreed upon by the participant and Construction Trade Qualifications, this could include another external Trainer Assessor, or it could include an independent commercial mediators such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

Level 1 and 2
13-15 Bridge Street
Sydney NSW 2000

Phone: +61 2 9251 3366

Freecall: 1800 651 650

Fax: +61 2 9251 3733

Email: infoaus@resolution.institute

Escalation to an external mediation service is a significant process and incurs significant costs.

Engagement of the external assistance will be the responsibility of the CEO.

Construction Trade Qualifications is prepared to undertake escalation to independent mediation if Construction Trade Qualifications is not able to resolve a dispute with a participant.

Once the need for Independent Mediation is agreed upon with the participant, Construction Trade Qualifications will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and Construction Trade Qualifications will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will ascertain the course of the delay and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about Construction Trade Qualifications with ASQA. However please be aware that ASQA is not an advocacy institute for Participants.

A further option available to people and organisations is the National Training Complaints Hotline. This **number is 13 38 73** and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at

<https://www.employment.gov.au/national-training-complaints-hotline>

Assessment Appeals

In rare circumstances, the participant may object to decisions made by Construction Trade Qualifications, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in class
- Or any other reason.

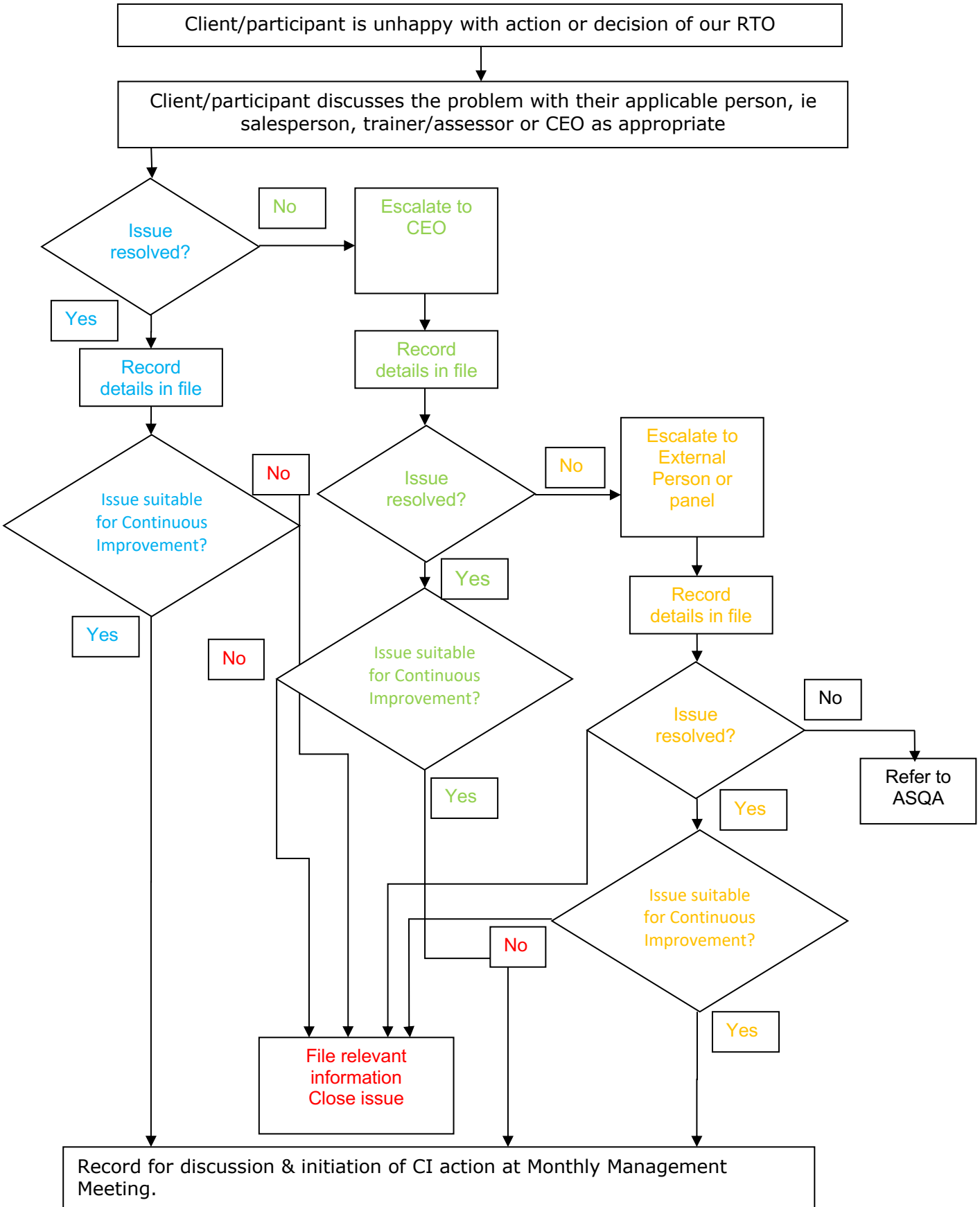
In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your trainer and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the CEO who will:
 - a. provide written receipt of your case within one business day,
 - b. review your case and if desired, you will be able to present your case to the CEO. The CEO will review your case with you and provide you with a written response, including the reasons for the response.
3. At all times, the participant is to be kept updated as to the progress and resolution of the matter.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the complaint or appeal and this will state the reasons for the decision.

At all times, will we keep our participants informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days we will keep the participant informed of these reasons through written correspondence.

Flow Chart Representation:



Discipline

Construction Trades Qualifications Pty Ltd attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer/assessor or RPL Assessor or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

Construction Trades Qualifications Pty Ltd, has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary Standards will be discussed with the trainer and Construction Trades Qualifications Pty Ltd CEO and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

Assessment Standards

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE10 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
 - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
 - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
 - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - Provide for participants to undertake assessments at appropriate times and where required in appropriate locations.

- **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

Assessment Criteria

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, types of assessment and the individual weighting of each assessment.

Assessment Methods

Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
 - Task skills (actually doing the job)
 - Task management skills (managing the job)
 - Contingency management skills (what happens if something goes wrong)
 - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

Further Reference for Credit Transfer and recognition of Prior learning

- NSW Recognition Framework
https://www.training.nsw.gov.au/forms_documents/skills_recognition/recognition_framework.pdf
- NSW Quality Framework
https://www.training.nsw.gov.au/forms_documents/smartandskilled/quality_framework/quality_framework.pdf
- Credit Transfer – An Explanation (AQF)
<http://www.aqf.edu.au/wp-content/uploads/2013/06/Credit-Transfer-Explanation.pdf>
- Recognition of Prior learning – An explanation (AQF)
<http://www.aqf.edu.au/wp-content/uploads/2013/06/RPL-Explanation.pdf>

How to present your assessment

Hard copy submission

Written assessment tasks should be typed or written clearly. Answers should be typed in Calibri (Body), double spaced, and written in 12-point font size.

The completed assignments should be submitted to the Trainer or Administration Staff with the Receipt of Submission signed by both the Student and the CTQ Representative. You may also post the assessment to CTQ if previously agreed with the assessor. Always post by Registered Post only and forward the Postage number to CTQ.

Do not e-mail or hand in the assignments to any trainer/assessor directly unless it is followed up with either a Submission of Assessment Receipt or an email to admin@ctq.edu.au stating the name of the Trainer and the assessment submitted. Please keep a copy of the completed task for your reference. Please put papers into folders or plastic sleeves and make sure they are secured. All USB's submitted must be secured in either a zip lock bag or other means and clearly labelled with your name.

After evaluation, the written paper will be given back to you to write your comments and acknowledge the result provided with your signature on the Unit Outcome Sheet. If you are not satisfied with the assessment process, please contact the course coordinator for further proceedings to initiate the complaints and appeal process.

Once completed, this document will be kept at CTQ as part of the evidence of your underpinning knowledge and competency as it may also be required for the auditing process. Please feel free to make a copy for personal use.

If presenting your Portfolio of Evidence on a USB – please attend to:

- 1 Clearly create folders on the USB that list all Units of Competency
- 2 Present the information titled (named) of each piece of evidence
- 3 the USB must be secured to your Learner Guide in a stapled Zip Lock Bag or on a keyring.
- 4 YOU MUST RETAIN A FULL COPY OF ALL EVIDENCE ON THE USB as we will not take responsibility for missing information.
- 5 NOTE in your learner guide – Evidence is provided on a USB.

Plagiarism

Students are required to submit their own work for assessment. The presentation of someone else's work, words or ideas as one's own is plagiarism and therefore unacceptable. Plagiarism can be deliberate or accidental. Whenever students use the words or ideas of another person in their work, they must acknowledge where it is originally taken from.

Various forms of plagiarism as follows:

Downloading or copying any materials/ideas or part of it from an online source and submitting it as your own work with acknowledging the original author. Buying, stealing or borrowing any materials/ideas and submitting it as your own work.

Cheating

Cheating can be defined as completing an assessment without a student's own effort and getting someone else to do the work. This is not an acceptable practice and will affect the students in the progression of the course.

Procedures for dealing with situations involving plagiarism and cheating will be according to CTQ Plagiarism and Cheating Policy and Procedure.

Also, all the students irrespective of the mode of delivery of the course are required to complete an assessment cover sheet with a self- declaration. CTQ can utilise a plagiarism checker which checks the submitted assignments, compares amongst student assignments and compares with a small database from the internet for plagiarism.

Extensions

'Assignment Extension Application Form' needs to be completed by the student requesting extension to assessment submission. An extension will only be granted by the Course Trainer in consultation with the CEO for a maximum of 4 weeks on receipt of application with supporting documents of extenuating circumstances. The 'Assignment Extension Application Form' needs to be submitted at a minimum of three working days prior to the assessment submission due date. Failure to submit an assignment by the agreed deadline will result in a 'Not Satisfactory' outcome for the assessment.

Providing reasonable adjustments

Reasonable adjustments are made to ensure that the applicant/student is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment in line with requirements of the Training Package.

Reasonable adjustments will be provided for applicants/students with special learning needs (such as disability or a learning difficulty) according to the nature of the learning need and application according to the requirements of the relevant Training Package.

Evidence of assessment collection can be adjusted to suit individual applicant/student needs if required and will be endorsed by the Course Trainer and the student, in the first instance before enrolment and after training begins.

The learning needs that form the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the applicant/student. Any adjustment will be recorded in the student file and will not compromise the competency standard.

Referencing Research Material

When researching information, you may use or extract information but this must be reference, you can use the APA format, follow the author-date method of in-text citation. This means that the author's last name and the year of publication for the source should appear in the text, E.g., (Jones, 1998), and a complete reference should appear in the reference list at the end of the paper.

Consumer Protection Policy

Construction Trade Qualifications provides consumer protection as part of its provision and delivery of quality training and assessment products and services. This is part of our obligation as an RTO to ensure that the rights of our clients, stakeholders, customers are protected and they are fully informed with clear accurate information.

We comply with the relevant Commonwealth and State Legislation and regulations to ensure consumer protection, including but not limited to the following:

- Standards for Registered Training Organisations 2015
- National Vocation Education and Training Regulator Act 2011
- Smart and Skilled NSW Quality Framework
- Smart and Skilled Consumer Protection Strategy
- Privacy and Personal Information Protection Act 1998
- Government Information (Public Access) Act 2009.
- Australian Consumer Law 2011

See also our “Legislative requirements” found in this Handbook

Across all areas in the education and training service sector including laws that apply to

- Delivery of Training
- Advertising, promotion
- Enrolling of Students
- Handling of learner information and assessments
- Complaints and appeals
- Cancellation of training and enrolment

We implement the following internal policies and procedures to ensure appropriate consumer protection:

- Complaints and Appeals Process
- Harassment policy
- Fees & Refunds
- Privacy Policy
- Student Discipline Policy
- Assessment Policy and Guidelines
- Continuous Improvement Policy

We provide accurate information to clients and student about rights and responsibilities by means of the Student Information Booklet

We also provide information through various means such as marketing flyers, service proposals and agreements, confirmation correspondence, enrolment documentation. Information that protects consumer rights of our clients and students includes

- an accessible complaints procedure
- an accessible assessment appeal procedure
- an accessible fees and refunds policy
- an accessible privacy policy

The RTO Manager is the nominated Consumer Protection Officer who manages any consumer related enquiry. Please contact The Operations Manager for any assistance or to access support services whilst undertaking training and assessment.

- Compliance
Joey Ristuccia
Tel – 0412 313 280
Email – Joey@ctq.edu.au
- Finance and Student Payments
Lisa Ristuccia
Tel – 0423 623 867
- RTO Manager
Katrinna Madden
Tel – 0412 677844
Email – Katrinna@ctq.edu.au

If consumer or student issues cannot be resolved by both parties in a timely mutually satisfactory manner, there is an option to seek assistance or a review from a range of independent organisations such as:

- ASQA (Australian Skills Quality Authority) - 1300 701 801
- ASQA (Australian Skills Quality Authority) - 1300 701 801
- ASQA (Australian Skills Quality Authority) - 1300 701 801
- NSW State Training Services: State Training Services Customer Support Centre - 1300 772 104
- NSW Ombudsman - 02 9286 1000
- NSW Fair Trading - 13 32 20

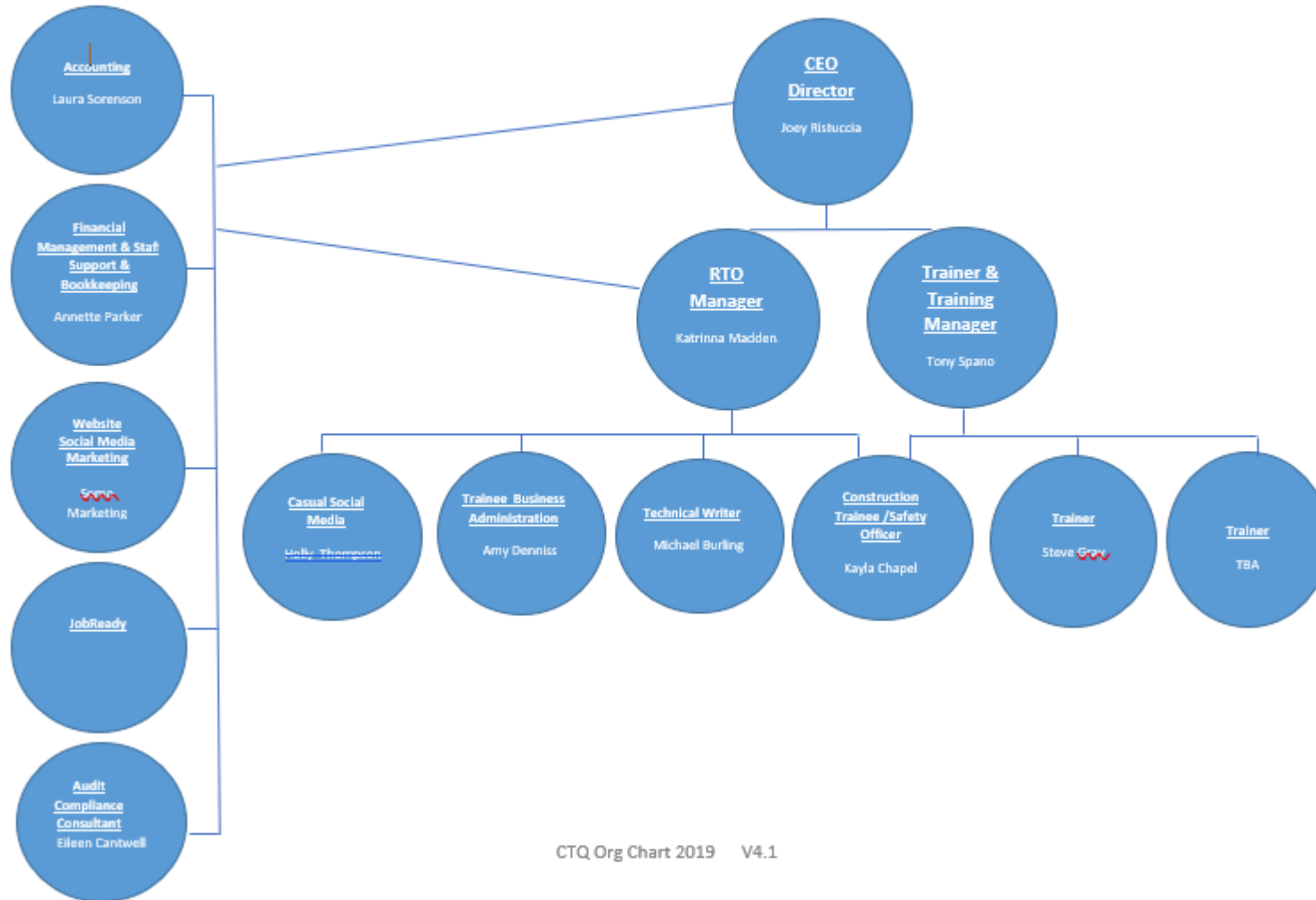
Further Reference for Consumer Protection Policy includes

- The competition and consumers act
http://www.austlii.edu.au/au/legis/cth/consol_act/caca2010265/
- The Australian Consumer Law
<http://consumerlaw.gov.au/>
- ACCC Consumer protection strategies
<https://www.accc.gov.au/about-us/australian-competition-consumer-commission/compliance-enforcement-policy>

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CTQ Organisational chart

 Construction Trades Qualifications Organisational Chart 2019



CTQ Org Chart 2019 V4.1

Training Participation Agreement

I, agree to undertake training with
(Insert full legal name)

Construction Trade Qualifications Pty Ltd, in the following course:

Insert Qual Code & Name

During the course of this program, I understand and acknowledge that my rights and obligations, as defined in the **Participant Handbook** include, but are not limited to:

- ✓ My obligation at all times to conduct myself safely and in adherence to all relevant legislation.
- ✓ I will actively attempt all training and assessment tasks with serious effort.
- ✓ I am aware that no refund will be available after the ten-day cooling off period for the initial deposit payment.
- ✓ I am aware of the availability and my right to apply for Recognition of Prior Learning (RPL) or Credit Transfer.
- ✓ That I will comply with all safe and lawful requests.
- ✓ That I will not bully, abuse, vilify or fail to treat all people participating, associated with, or in the vicinity of Construction Trade Qualifications Pty Ltd training venues with the utmost respect and courtesy.
- ✓ That Construction Trade Qualifications is a Central Coast based Registered Training Organisation that conduct their business out of designated training venues and centres outside our region. We can arrange to meet a student for Sales, Administrative or Training enquiries at our training or other venues.
- ✓ **For Classroom Delivery** - I will arrive 10 minutes prior to class commencement and will return on time from all breaks. I will contact the office to advise if I am running late or unable to attend. I will show Construction Trade Qualifications the same courtesy I would to an employer.
- ✓ For any meetings, the premises and training room at 3/190 The Entrance Road, Long Jetty NSW 2261 is by appointment only. Director and owner, Joey Ristuccia and can be reached through the Administration Team on the number and email address listed below. We will endeavour to call you back as soon as we become available for training, sales and administrative enquiries.

Amy or Katrina
Email: admin@ctq.edu.au
Telephone: 1300 270 539

Construction Trade Qualifications Pty Ltd.'s Rights and Obligations

- ✓ To provide quality training and assessment services, compliant to the NVR Standards, in a competent manner through the provision of quality resources and staff resulting in the issuance of AQF statement of attainment.
- ✓ Assessment be performed by qualified assessors with the required knowledge and currency in the needs of industry.
- ✓ Guaranteeing to provide assessment services to customers who have met their obligations with regard to completion of enrolment details, and financial payments.
- ✓ Guaranteeing that in the event that Construction Trade Qualifications Pty Ltd cannot deliver a course, a full refund of all monies paid to Construction Trade Qualifications Pty Ltd will be refunded to the purchaser.
- ✓ Committing that training will not be offered to participants who fail to wear PPE or fail to pay for the course.
- ✓ Choosing to terminate a customer's training if they fail to uphold these standards.
- ✓ Keeping participants informed of any changes in the service delivery including trainers, our ownership, the engagement of third parties or any other aspect of the participants training experience.

Cont...

Permissions

Construction Trade Qualifications will take photos of training and use student testimonies as part of their promotional or educational materials.

I give my permission to take pictures or videos and to use and publish images, footage, elements of my relationship with CTQ in testimonials within educational materials, advertising, feature articles and marketing materials that may include print media, video media or social networking and the CTQ Facebook page.

Yes, I give my permission

No, I do not give my permission

Acceptance of Training Participation Agreement

I, have read and agreed with Construction Trade Qualification's Booking Confirmation form and all information I have provided is current and correct.

Signature:

Date:

___/___/___

Guardians Declaration (For students under the age of 18)

Construction Trade Qualifications is a forerunner in providing quality, innovative and contemporary Building and Construction Education, throughout Australia.

Our commitment is to making Building and Construction education accessible and available to all members in the community. Construction Trade Qualifications programs target

- Youth and Cultural transition into Construction
- Women in Construction
- Trades and Professionals of Construction

There are aspects of our courses that we want to make you aware of, which are pertinent to 15 to 18-year-old children, that are keen to participate in Building and Construction education.

Our training involves various aspects of training

1. Classroom based delivery and workshop
2. Onsite practical experience and potential workplace delivery
3. Traineeship or Apprenticeship work based delivery – on site with the employer

It is important that the student and their Guardian are aware of the WHS risks associated with working in the Construction industry. All Students will complete a Construction /Induction Training Course before they begin any practical training which will explain and demonstrate the hazards and risks associated with training and working in the Building and Construction industry.

We invite you to read our Student handbook attached and be aware of the policies in place to assist and protect the learner. We also encourage the Learner to ask questions on safety and approach every aspect of the training from a safety perspective. This will be enforced by CTQ staff and the framework of policies put in place.

CTQ has a duty of care and commitment to the community and the student. Our duty of care is paramount and reflects the reason that we cannot accept children aged between 15 and 18 years of age, as participants on our Building and Construction courses, without written parental or guardian consent.

The attached consent form **must be** completed and returned via being scanned/emailed or mailed with your child’s completed enrolment form.

Your acceptance by signing this form agrees totally to:

- Your child being enrolled in one of our Building and Construction courses
- I understand and hereby give Construction Trade Qualifications Pty Ltd permission to use and publish images, footage and elements of my child’s relationship with Construction Trade Qualifications in testimonials, advertising, feature articles and marketing materials that may include print media, video media or social networking. I understand that this use of publications is to promote education in the Construction Industry.

_____ (Full name of Parent/Guardian) give permission

For _____ (Course participant name) DOB __/__/__ (Date of Birth)

To attend Building and Construction course _____ (Course name)

From __/__/__ to __/__/__ (Course date)

At _____ (Course training room)

I have read and understood CTQ consent information and am aware of the practical nature of the course that my child above will be exposed to during their Building and Construction courses

Signed _____ Parent/Guardian) Date __/__/__

Witness (over 18) _____ Witness Name _____

Date __/__/__

AQF Glossary of Terminology

The Australian Qualifications Framework (AQF) includes qualifications across the different education and training sectors and in a broad range of fields of study/disciplines.

The terms used in the AQF are not sector specific and do not preclude sector-specific terms being used in the different education and training sectors provided that there is consistency in application of the concept.

To maximise consistency in understanding and interpretation of the terminology used in the AQF, the terminology is defined in this glossary. The terminology is an essential component of the levels criteria, qualification type descriptors and policies which cannot be correctly used without the use of the definitions in the glossary.

All of the terms in the glossary are defined in the context of their use in AQF policies. Only those words or phrases that occur in the AQF levels criteria, qualification type specifications or policies are included in the glossary.

Please refer to –

http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF_glossary_Jan2013.pdf