

CONSTRUCTION TRADE QUALIFICATIONS

RTO# 41158



“Builders Educating Builders”

Students Handbook & Consumer Protection Policy
Including NSW Smart and Skilled



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 (RTO).

CTQ provides Nationally Recognised Training and Assessment services, as well as Recognition of Prior Learning/Skill Recognition Pathways in the following qualifications:

- CPC10126 Certificate I in Construction
- CPC20120 Certificate II in Construction
- CPC20220 Certificate II in Construction Pathways
- CPC33020 Certificate III in Brick and Blocklaying
- CPC30220 Certificate III in Carpentry
- CPC30320 Certificate III in Concreting
- CPC31420 Certificate III in Construction Waterproofing
- CPC32620 Certificate III in Roof Plumbing
- CPC40120 Certificate IV in Building and Construction
- CPC50220 Diploma of Building and Construction

The above qualifications were released in their approved latest versions from 26th November 2020.

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

CTQ acknowledges the traditional custodians of the lands in which we work, live and deliver training. We pay our respects to Elders past and present and honour the ongoing cultural and spiritual connection Aboriginal and Torres Strait Islander peoples have to Country, culture and community.

We are committed to providing a culturally safe, inclusive and respectful learning environment for Aboriginal and Torres Strait Islander students.

Support for First Nations Students

If you identify as an Aboriginal or Torres Strait Islander, you are encouraged (but not required) to let us know during enrolment or at any time during your learning. This allows us to offer support that respects your cultural identity, values and goals.

Support may include:

- One-to-one support, mentoring or regular check-ins
- Flexibility in learning or attendance where cultural obligations arise
- Referral to trusted local Aboriginal Community-Controlled Services
 - Community Elders or support networks where appropriate and with your consent

If dedicated in-house support staff are not available, CTQ may work in partnership with local community organisations to connect you with culturally appropriate services and advice. Refer to listing at end of this document.

Our commitment to cultural safety

We aim to:

- Ensure your learning experience reflects respect, inclusion and understanding
- Value your lived experience, cultural strengths and knowledge
- Provide a culturally responsive learning environment
- Continuously improve based on feedback from First Nations students and communities

To discuss your support needs, contact our Administration Team or speak with your trainer in confidence, or you can contact Local First Nations Organisations – refer to Organisation listing at the end of this document.

You are welcome here - your culture your story and your success matters.

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 enrol with your preferred training provider.

<https://www.nsw.gov.au/education-and-training>

Training Services NSW in the NSW Department of Education 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

Language, Literacy and Numeracy Assessment

Prior to enrolling in a qualification, every prospective student is required to complete a Language, Literacy Numeracy & Digital literacy (LLND) Quiz.

The prospective student is sent a link to complete the LLN Robot Quiz and Course Readiness Quiz (for Certificate III, IV & Diploma level qualifications). Once the quizzes are completed and results have been reviewed, Construction Trade Qualifications will determine:

- Is the prospective student suitable for this program
- Does the prospective student need additional assistance
- Does the prospective student have significant LLN Barriers

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help the student where we can, to accommodate anyone with difficulties with language, literacy or numeracy.

If the prospective student is **NOT** suitable for this program – Construction Trade Qualifications will outline to the prospective student, the LLN training options that are recommended before undertaking before Vocational Education & Training.

Eligibility Criteria

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 enrol 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 enrol in a subsidised course up to Certificate III level. You can also enrol 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 selected New-Entrant Trainee Qualifications 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.

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 Education and any other Government Departmental Agencies.

Consent to use Personal Information

This statement is in relation to you consenting to the Department of Education 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 & DISCLOSURE OF PERSONEL INFORMATION TO THE DEPARTMENT OF EDUCATION AND OTHER GOVERNMENT AGENCIES ” (Located from the information collected in the Enrolment Form)

Enrolment Declaration

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

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, an 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, visit www.usi.gov.au by providing information about yourself similar in content to that on your driver’s licence or Medicare card.

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.

Credit Transfers or RPL

Credit Transfer – means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider. CTQ will not issue a full qualification solely based on Credit Transfer units.

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.

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.

The student is required to provide a USI Transcript, produce a certified copy or the original certificate to the RTO Manager or the Trainer/Assessor, who will make note of the qualification in our record system.

This is typically applicable where students 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 (RPL) or Credit Transfers for units found in the training package delivered.

We strongly suggest that the students make our Administration Team 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 Administration Team on admin@ctq.edu.au.

Please review and follow the NSW Recognition Framework applied by Construction Trade Qualifications.

<https://www.nsw.gov.au/sites/default/files/2022-03/nsw-recognition-framework.pdf>

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) Eligibility Enquiry Report – 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 requirements” relating to your training.

Training Plan

Once enrolment has been completed, yourself and Construction Trade Qualifications will create a Training Plan that provides details of the formal training and assessment to be undertaken as part of Training and Assessment. This may be in the format of a Training Services NSW Training Plan, or a suite of documents contained within your classroom-based delivery induction package including a course timetable.

Smart and Skilled Enrolment Flow Chart for Smart and Skilled

1. Student reads all information on website/or Course Flyer/Qualification Outline and as outlined in email.
2. If applicable, students receive an invitation to information and enrolment session or a direct face to face or telephone conversation about the training to be undertaken.
3. Staff discusses all aspects of the course to ensure prospective students have all relevant information.
4. RTO ascertains student's ability to undertake required studies.
5. Student directed to the Smart and Skilled website to establish eligibility for funding.
6. Student completes and LLN and if applicable Course Readiness Quiz.
7. Results of the assessments are sent to the student for consideration and determine if CTQ is the right Training Provider for them.
8. Student then fills out the Enrolment Form or enrolls online form 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.
9. Student receives an email confirming the Smart and Skilled Quote being issued and is asked to accept or decline the quote.
10. If the quote is accepted by the student, an induction is arranged to inform the student about:
 - Course schedule with training dates supplied
 - Student Handbook explained
 - Unique Student Identifier number
 - Smart and Skilled payment schedule
 - Fee and Refund Policy
 - Consumer Protection Policy
 - Training agreement and Training plan established with the student
 - Roof Plumbing (CPC32620), advise student of Partnership Agreement with Vital First Aid P/L to deliver - HLTAID011 - Provide First Aid
11. Student attends the work-based induction or first day/night of classroom-based training and is commenced with CTQ.

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 student (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.

Construction Trade Qualifications Pty Ltd notifies either the student 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 (Via Smart and Skilled Quote)
- How and when fees must be paid (upon issuing of the invoice if applicable)
- Fee and Refund Policy (contained within the Enrolment Form)
- Consumer Protection Policy (contained with the Student Handbook)
- Fee Protection Policy (contained with the Student Handbook)
- How to access Smart and Skilled Administration Fee Policy (contained with the Student Handbook)

Fee for Service Enrolment

To enrol in a Fee for Service course please contact Construction Trades Qualifications Pty Ltd Administration Team, the contact details for which are located on the front of this document.

Once accepted, you will need to complete an Enrolment Form, which will require you to provide details on the Unique Student Identifier (USI).

Our Fee For Service prices can be obtained through our Administration Team.

For Fee for Service arrangements, the fee structure is \$500 deposit, followed by 50% at 5 weeks & 50% at 10 weeks into the duration, with the Commencement Fee being invoiced post commencement of training.

Discontinuing Fee for Service Students

Student who gives notice to cancel their enrolment **more than 10 days** prior to the commencement of a program will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment **less than 10 days** prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by CTQ is required to cover the costs of staff and resources which will have already been committed based on the Student's initial intention to undertake the training.

Students who cancel their enrolment **after** a training program has commenced will not be entitled to a refund of fees.

Trade Pathway Program - Currently ceased 30.6.2024

The Trade Pathways for Experienced Workers Program can fast track you to a recognised qualification. This is a Fee Free Program.

Eligibility/Criteria:

- Applicants must be 21 and older.
- Have a minimum of 2 years work experience in the trade they will be undertaking training in
Be currently working or have worked in the industry associated with the qualification being undertaken within the last five years.
- Not be an apprentice.
- Live or work in NSW
- Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen.
- Be able to demonstrate that RPL can be achieved for a minimum of 3 units of competency.

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:

Requirement	Evidence	Evidence requirements	
Previous qualification vs first qualification fee			
1.	Previous qualification	<ul style="list-style-type: none"> Department's system may check against Smart and Skilled records and/or USI academic transcript records. 	Student declaration/signature at enrolment
Concession fee eligibility:			
2.	Concession Fee: Commonwealth Government Benefit Recipient	<ul style="list-style-type: none"> a letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) and the benefit or allowance category; or a current concession card that shows the CRN and clearly shows the benefit or allowance category; or a current Centrelink income statement that clearly shows the CRN and the benefit or allowance category; or any other evidence that clearly shows the CRN and the benefit or allowance category; or documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status; or for people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training 	Evidence sighted or collected by Provider
3.	Concession Fee: Dependant of Commonwealth Government Benefit Recipient	<ul style="list-style-type: none"> A dependant child, spouse or partner of someone who is receiving a specified Commonwealth Government benefit or allowance, must provide documentary evidence that Centrelink recognises the student as the dependant <p>The evidence must clearly show the CRN of the benefit or Commonwealth Government benefit recipient.</p>	Evidence sighted or collected by Provider
Exemptions, waivers and fee-free training eligibility:			
4.	Fee Exemption: Aboriginal person or Torres Strait Islander person	N/A	Student declaration/signature

Requirement	Evidence	Evidence requirements
5. Fee Exemption: Person with Disability	<ul style="list-style-type: none"> • a letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or • a current Disability Pensioner Concession Card that shows the CRN; or • a current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or; • a completed NSW School Leaver Individual Transition Plan that clearly identifies the student's disability; or • any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or • documentary evidence of support demonstrating a clear additional need as a result of the student's disability. This evidence must be a letter or statement from: <ul style="list-style-type: none"> ▪ a medical practitioner; or ▪ an appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for a student with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or ▪ a specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist). 	Evidence sighted or collected by Provider
6. Fee Exemption: Dependant of a person with a disability	<ul style="list-style-type: none"> • Documentary evidence that Centrelink recognises the student as a dependant child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension. <p>The evidence should clearly show the Centrelink Reference Number (CRN) of the Disability Support Pension recipient.</p>	Evidence sighted or collected by Provider
7. Fee Waiver: Refugee or Asylum Seeker (and their Partners)	<ul style="list-style-type: none"> • Relevant visa documentation; or • ImmiCard (where appropriate) <p>If the student holds a Bridging Visa, the student must provide a document from the Department of Immigration and Border Protection acknowledging that the bridging visa is linked to an application for a humanitarian visa.</p> <p>Note: eligible Partners must also provide evidence that their visa <i>sponsor holds or held</i> one of the eligible humanitarian visas</p>	Evidence sighted or collected by Provider
8. Fee-free training - Fee-free Scholarship (Concession eligible)	<ul style="list-style-type: none"> • As per requirement 2 or 3, Concession Fee • A concession student who meets the requirements for Social housing status will be given priority. 	Student declaration/signature at enrolment

Requirement	Evidence	Evidence requirements
9. Fee-free training - Fee-Free Scholarship (Out-of-Home Care eligible)	<p>For a student currently in out-of-home care:</p> <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 • Any other evidence which clearly shows that the student is in out-of-home care. <p>For a student 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. 	Evidence sighted or collected by Provider
10. Fee-free training - Fee-Free Scholarship (Domestic and Family Violence eligible)	<p>A letter of recommendation is 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, or • Organisations who provide Integrated Domestic Family Violence Services, or • Organisations who provide <i>Staying Home, Leaving Violence</i> services, or • Organisations who deliver Specialist Homelessness Services (i.e. refuges and crisis accommodation), or • Domestic Violence NSW, or • Any other organisation which clearly shows that the student is or has been previously receiving support services for domestic and family violence (for example a non-government organisation or charity that is self-funded). 	Evidence sighted or collected by Provider
11. Fee-free training - Fee-free Apprenticeships	<ul style="list-style-type: none"> • Date of commencement of Smart and Skilled training must be 1 July 2018 or later <p>For additional information, refer to Appendix 4: Fee-free Apprenticeships</p>	Student declaration/signature at enrolment
12. Fee-free training - Fee-free Traineeships	<ul style="list-style-type: none"> • Date of commencement of Smart and Skilled training must be 1 January 2020 or later <p>For additional information, refer to Appendix 5: Fee-free Traineeships</p>	Student declaration/signature at enrolment
13. NSW Fee Free	N/A	Smart and Skilled eligible student enrolled in a NSW Fee Free qualification
14. NSW Fee Free - Veteran	<ul style="list-style-type: none"> • DVA White Card. 	Evidence sighted or collected by Provider
15. NSW Fee Free - Veteran's Recognised Partner (includes Spouse, Recognised Defacto or Ex-Spouse/Recognised Defacto)	<ul style="list-style-type: none"> • Statutory Declaration 	Evidence sighted or collected by Provider

Requirement	Evidence	Evidence requirements
Loading to Provider: Evidence Requirements		
16.	Needs Loading: Aboriginal person or Torres Strait Islander person	<ul style="list-style-type: none"> A student that meets eligibility/evidence requirements for a fee exemption based on being Aboriginal or Torres Strait Islander person will automatically attract a loading (as per requirement 4)
17.	Needs Loading: Person with Disability	<ul style="list-style-type: none"> A student that meets eligibility/evidence requirements for a fee exemption based on disability will automatically attract a loading (as per requirement 5). <p>Dependants of a recipient of a Disability Support Pension do not attract a loading.</p>
18.	Needs: Long-term unemployed person – over 12 months	<ul style="list-style-type: none"> A letter from Employment Service Provider is required.
20.	Location Loading: Residential address – regional or remote	Evidence sighted or collected of any Commonwealth, NSW Government or local council issued document providing evidence of living location

Appendix 2: Specified Commonwealth Government benefits and allowances for concession fees

Commonwealth Government benefits and allowances	
Age Pension	Austudy
Carer Payment (see comment below)	Disability Support Pension
Farm Household Allowance	Family Tax Benefit Part A (maximum rate)
JobSeeker Payment	Parenting Payment (Single)
Special Benefit	Veterans' Affairs Pensions
Veterans' Children Education Scheme	Widow Allowance
Youth Allowance	

Comments:

- A NSW Apprentice on a JobSeeker Payment or a NSW Apprentice who is the dependant of a person receiving a JobSeeker Payment is not eligible for a concession fee.
- A NSW New Entrant Trainee on a JobSeeker Payment or a NSW New Entrant who is the dependant of a person receiving a JobSeeker Payment is not eligible for a concession fee.
- The Carer Payment is a specific benefit paid by the Commonwealth Government; this category does not include the Carer Allowance or Carer Adjustment Payment.

Changes to Commonwealth benefits and allowances affecting Smart and Skilled concession fees - JobSeeker Payment

From 20 March 2020, the Commonwealth Government introduced a new JobSeeker Payment as the main working age payment for people between 22 years old to Age Pension age. As a result, five current working age payments eligible for a concession fee under Smart and Skilled will be progressively consolidated or ceased.

Four payments which have ceased from 20 March 2020 and have been replaced by the new JobSeeker Payment are:

- Newstart Allowance.
- Wife Pension.
- Sickness Allowance.
- Widow B Pension.

The Widow Allowance, which also attracts a concession fee, will transition in 2022 as recipients reach Age Pension age.

Payment of Student Fees (Levyng)

Once eligibility has been confirmed, Smart and Skilled Quotes are accepted and training has commenced, 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 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 due.

Please note:

- If Construction Trade Qualifications has a partnership arrangement in place with some companies, the partner is not to charge the student any fees or additional costs.
- Currently there is a partnership agreement with Vital First Aid P/L for the delivery of HLTAID011 - Provide first aid in the Roof Plumbing (CPC32620) qualification. Refer Schedule 5 of the Partnership Agreement regarding 'Fees Payable'.
- Fees will be adjusted to reflect any Recognition of Prior Learning (RPL) or Credit Transfer (CT) and if necessary, refunds will be made.
- The student or employer will pay for the qualification that applies in the commencement training year. The student will not be affected by any subsequent changes to Smart and Skilled Fees.

Where concession fees or exemption of fees may be applicable (in the case of government funded programs) evidence will need to be provided to support the reduced or zero fee amount.

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

Fees and Refund Policy under Smart and Skilled

The policy applies to:

- Smart and Skilled Funded Training
- AQF Qualifications and Statements of Attainment
- Recognition of Prior Learning (RPL) programs
- Customised training developed for individuals, enterprises and client groups
- Commercial non-accredited courses
- Consultation Services
- 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, JobTrainer/Skilling for Recovery & Trade Pathway Programs. Eligibility criteria apply to these programs, and these may be found at <https://education.nsw.gov.au/skills-nsw>
- 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.

Census Date

This is known as the Commencement of the course/qualification/program date and 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) and commenced in their learning program.

Fees will be invoiced 7 days after commencement of the training program, and where applicable, at \$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 *

Payment Plans

You may make a payment plan arrangement with Construction Trade Qualifications to pay off these fees. The minimum arrangement is \$50.00/week.

Payment plan may be established at the student's request, this may be because the student is unable to pay the fees in full and/or as outlined in the payment schedule.

Payment plans can be established for weekly/fortnightly/monthly repayments with the last payment falling within the training term.

The payment plan will be outlined in writing – generally via email and all parties included in this correspondence. You will be contacted by Construction Trade Qualifications Administration Team 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.

Construction Trade Qualifications has in place a fair and equitable refund policy. Our programs do attract fees. Construction Trade Qualifications will refund on the following basis:

- Any overpaid monies
- CTQ has cancelled the booking or course
- Any monies paid prior to commencement of the training course/program whereby a student withdraws from the program
- Refunds will be transferred to the person who made the payments

Consumer Protection

Fees may be refunded in the following circumstances:

- Acts of God – Acts of Government, civil strikes, riots and where the student is prevented from attending their training
- Where Construction Trade Qualifications cancels a course/program
- Where Construction Trade Qualifications is complying with State or Commonwealth Government laws, requirements and the Trade Practices Act

Fee Protection Policy*

As per the requirements for each training program offered by the Construction Trade Qualifications, course students 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 RTO from the student, 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 student has commenced the training program and have completed a proportion of the program equal to the percentage of the course that has already been paid.

Extreme Hardship

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

Discontinuing Students

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 prior to commencement (Census Date).

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

Withdrawal after Commencement

If you choose to withdraw post commencement of your training program (Census date) fees will incur, based upon commencement of UoC's in your qualification/course. The portion of the student fee that is to be paid will be calculated based on total student fee/number of units within the qualification x the number of units commenced.

E.g.: Student fee \$1000
10 units within qualification = \$100 per unit
6 units commenced = student fee payment \$600

The balance due or refund payable will be outlined in writing via email to the student.

Termination of enrolment does not provide for a refund or waiver of fees.

Students are not eligible for a refund for any units of competency that have already been commenced at the time of withdrawing from the training under any circumstances, other than those referred to under Consumer Protection Refunds.

Extenuating circumstances which can be evidenced and verified may lead to a refund or course extension up to twelve months free of charge.

The following reasons are **not** considered legitimate for consideration of extenuating circumstances and will not lead to a refund or waiver of future fees due:

- Change of mind towards your chosen qualification
- Preference for another training provider
- Change of career path/job
- Change in your employment status
- Changes to your personal circumstances relating to your financial situation
- Changes in the time you have available to study
- Changes to your location or housing situation
- Your lack of progression through the course
- Not achieving competence against the entry requirements or any unit of competency within the allocated timeframe

To apply for an Extenuating Circumstances Refunds you must write to the RTO Manager Katrinna@ctq.edu.au providing your request and supporting evidence.

Incidental Expenses

- The price of a qualification, which is made up of the government's 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 hard copy of a specific industry textbook
- Construction Trade Qualifications will inform all students prior to enrolment of any incidental expenses (if applicable)

Additional fees may be payable for:

- Reissuance of course materials – \$5.00 per unit
- Reissuance and mailing of course books - \$25.00 mailing and postage fee per unit.
- Replacement statement of attainments, 1st instance – no charge, 2nd replacement certificate \$20.00.
- Course extensions – If student attends classroom courses for the third (3) attempt at the qualification.
- UoC's repeat attempts for completion – more than 3 attempts will incur a UoC fee as per the qualification fee schedule.
- Licence Fees – For use of any software to complete external class work such as Microsoft office suite or Dropbox if required.

Student and CTQ Rights and Responsibilities

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

Both the student 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 student, 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 are your own work, not copied, taken, plagiarised from someone else or the use of Artificial Intelligence (AI).

You have a right to reasonable access to our Trainer/Assessors and RPL Assessors. You have the right to access your own records.

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 with 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, 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 students, 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 students.

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 student 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 it 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 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 students.

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 lodge a complaint or appeal, including about an outcome 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 feedback provided and act on opportunities for improvement to our processes and policies.

We have an obligation to clearly convey to you, the student, the policies, and procedures that students must be aware of. Equally so you, the student, 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.

Students 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 RTO Manager, and may result in cancellation of your application/enrolment without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

The Standards for Registered Training Organisations (RTOs) 2025

You are about to become a student 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).

Legislative Requirements

Construction Trade Qualifications 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 students, and relates to the industry that we are conducting training for.

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

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
- Standards for NVR Registered Training Organisations 2025
- National Vocational Education and Training Regulator Amendment Bill 2015
- Australian Human Rights Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Bill 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2017
- Copyright Act 1968

State Based Legislation

- NSW Anti-Discrimination Act (1977)
- Workers Compensation Regulation 2016
- Workplace Injury Management and Workers Compensation Act 1998 No 86
- 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 2017 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 workplace.

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 workplace 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 student 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 students to see,
- Report any identified Work Health and Safety hazard to the appropriate staff member as required.

Student Support, Welfare and Guidance

Construction Trade Qualifications provides the opportunity for students to access welfare related support services to assist with issues that may arise during their training. These services are provided at no additional cost to the student.

If Construction Trade Qualifications refers a student to external support services, Construction Trade Qualifications staff members will assist students to source appropriate support and will not charge for a referral.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Construction Trade Qualifications who will provide discreet, personalised and confidential assistance according to the nature of the difficulties. Extensive information regarding support agencies, resources and services may be sourced online.

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

In the event that a student's needs exceed the capacity of the support services Construction Trade Qualifications can offer, they will be referred to an appropriate external agency, Support Services we recommend are:

- FairWork Ombudsman: Entitlements in building and construction - Fair Work Ombudsman
- SafeWork NSW
- MATES - Mates in Construction
- TIACS - Mental Health Service for Tradies
- Beyond Blue
- Lifeline
- Head to Health
- OASIS Support Services and counselling
- Regional Youth Support Service
- Headspace
- Interpreting Services
- Literacy and Numeracy Support
- Australian Council of Adult Literacy
- LGBTIQ+ community organisations

List of External Services and Assistance

Problem	Problem	Phone no.
Alcoholism	www.aa.org.au	1300 22 22 22
Anxiety (including phobias & Obsessive - Compulsive Disorder)	www.adaaus.com.au	1300 378 429
Asthma Australia	asthma.org.au	1800 278 462
Consumer credit and debt	financialrights.org.au/contact	1800 808 488
Crime stoppers (report crime anonymously)	-	1800 333 000
Lifeline	www.lifeline.org.au	13 11 14
Depression (National Initiative)	www.beyondblue.org.au	1300 22 4636
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence	-	08 8226 8787
Domestic violence	-	1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Mental Health NSW	www.health.nsw.gov.au/mentalhealth	1800 011 511
Eating disorders	https://butterfly.org.au/	02 9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)	-	000
Family planning information	www.fpnsw.org.au	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)	-	1800 633 635
Gay & lesbian counselling line	gendercentre.org.au	02 9519 7599
Hepatitis C	-	02 9332 1599
HIV/AIDS	https://www.shil.nsw.gov.au/	9332 9700
Legal information and advice	www.lawaccess.nsw.gov.au	1300 888 529
LGBTIQ+ Community Organisations	www.health.nsw.gov.au/lgbtiq-health/Pages/community-organisations.aspx	
Mental health advice	-	02 9816 5688
Police Assistance Line (non-emergency)	-	131 444
Pregnancy counselling	www.thewomens.org.au	03 8345 2000
Rape Crisis Centre	https://fullstop.org.au/	1800 385 578
Relationship counselling	www.interrelate.org.au	1300 473 528
Smoking - Quitline	-	13 78 48
Suicide Prevention	www.suicideprevention.com.au	1300 360 980

Harassment and Discrimination Policy

Construction Trade Qualifications 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 students 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 students 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, racism, antisemitism, 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.

www.fwc.gov.au/resources/benchbooks/orders-stop-sexual-harassment-benchbook

'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 students 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 Trainer/Assessors, Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Further information Smart and Skilled refer to:

<https://www.nsw.gov.au/education-and-training/vocational>

<https://www.nsw.gov.au/education-and-training/vocational/funding/policies-smart-skilled>

Further information on NVR Standards for RTOs 2025:

<https://www.dewr.gov.au/standards-for-rtos>

Privacy

Construction Trades Qualifications Pty Ltd takes the privacy of our students 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 student.

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 the 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 students 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 Student 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 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://www.afp.gov.au/our-services/national-police-checks>

Further information on the Working with Children’s Check is available from Construction Trades Qualifications Pty Ltd.’s RTO Manager, 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 Trainer/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://ocg.nsw.gov.au/working-children-check>

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

Students 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 students privacy.

Individual hardcopy student records will be stored in a lockable secure office area. Our electronic records are stored in our student records software system, Job Ready, 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 Technical Writer is responsible to conducting a backup of our computer systems to an external drive which is stored off site. Our systems are also backed up off site by Myshophosting every 4 hours.

Our software and hardcopy systems will retain student results for a period of:

- seven years if a student completes a training product on or after 1 January 2015
- thirty years if a student completes a training product before 1 January 2015

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 students to the AVETMISS standard, we will use the features inside, Job Ready, and our LMS, our student 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 student training records will be limited to those required by the NVR Standards such as:

- Trainer/Assessors, to access and update the records of the students 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

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

We are required to ensure that we issue our Statements of Attainment and certificates to a student within thirty days (30 days) where the student 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, First Nation Australians, and rural and remote students.

All students 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 students 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 RTO Manager.

Client Selection

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

Specific details of these pre-requisites are discussed with the Administration Team or Trainer/Assessor and the individual.

If you have any questions, please do not hesitate to discuss the course with your Trainer/Assessor or the RTO Manager.

Flexible Delivery and Assessment Procedures

Construction Trades Qualifications Pty Ltd recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students 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 students, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the student can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to students or they may include having someone record the students spoken responses to assessment questions.

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

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

Any further questions can be referred to your Trainer/Assessor or Construction Trades Qualifications Pty Ltd.'s RTO Manager.

Complaints and Appeals

Construction Trade Qualifications treats complaints and appeals from staff, partner organisations, students, 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 students or third parties and are typically aiming to resolve all complaints within three (3) 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 RTO Manager.

A person or organisation can complain about any aspect of our dealings with them, and the student 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 RTO Manager.

Students should contact their Trainer/Assessor. The Trainer/Assessor should be the first point of contact for students, the aim of this first contact is to resolve the issue quickly.

If the students complaint is about the Trainer/Assessor, and they are uncomfortable discussing this issue with the Trainer/Assessor then they should contact the RTO Manager.

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/Assessor, the RTO Manager and Administration Team.

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 RTO Manager, in their role as a Trainer/Assessor, they are 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 RTO Manager, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by RTO Manager.

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 student, seek assistance from other authorities such as the Police, Legal Representative or other parties as appropriate.

Student 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 student 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/>

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

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

This will involve at least a formal interview with the student, the Trainer/Assessor, the RTO Manager. 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 RTO Manager.

The suitable independent person or panel will need to be agreed upon by the student 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>

Suite 602, Level 6, Tower B, Zenith Centre

821–843 Pacific Highway

Chatswood NSW 2067

Phone: +61 2 9251 3366

Freecall: 1800 651 650

Email: infoaus@resolution.institute

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

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

Once the need for Independent Mediation is agreed upon with the student, 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 student.

For the process to proceed, both the student 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 students 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 student informed of these reasons through written correspondence.

Students 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 students.

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 AET.

More details on the National Complaints Hotline can be found at <https://www.dewr.gov.au/national-training-complaints-hotline>

Where complaints and appeals are unable to be resolved directly with Construction Trade Qualifications then consumers are advised to contact Training Services NSW. This can be done by:

- Online (www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html)
- Phone 1300 772 104
- In person at a Training Services NSW office: http://www.training.nsw.gov.au/about_us/sts_contacts.html)

Making a complaint to ASQA

To make a complaint, students are to complete the *Complaint about a registered training organisation form* located on the ASQA website. <https://asqaportal.asqa.gov.au/Make-a-Report/>

Assessment Appeals

In rare circumstances, the student 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):

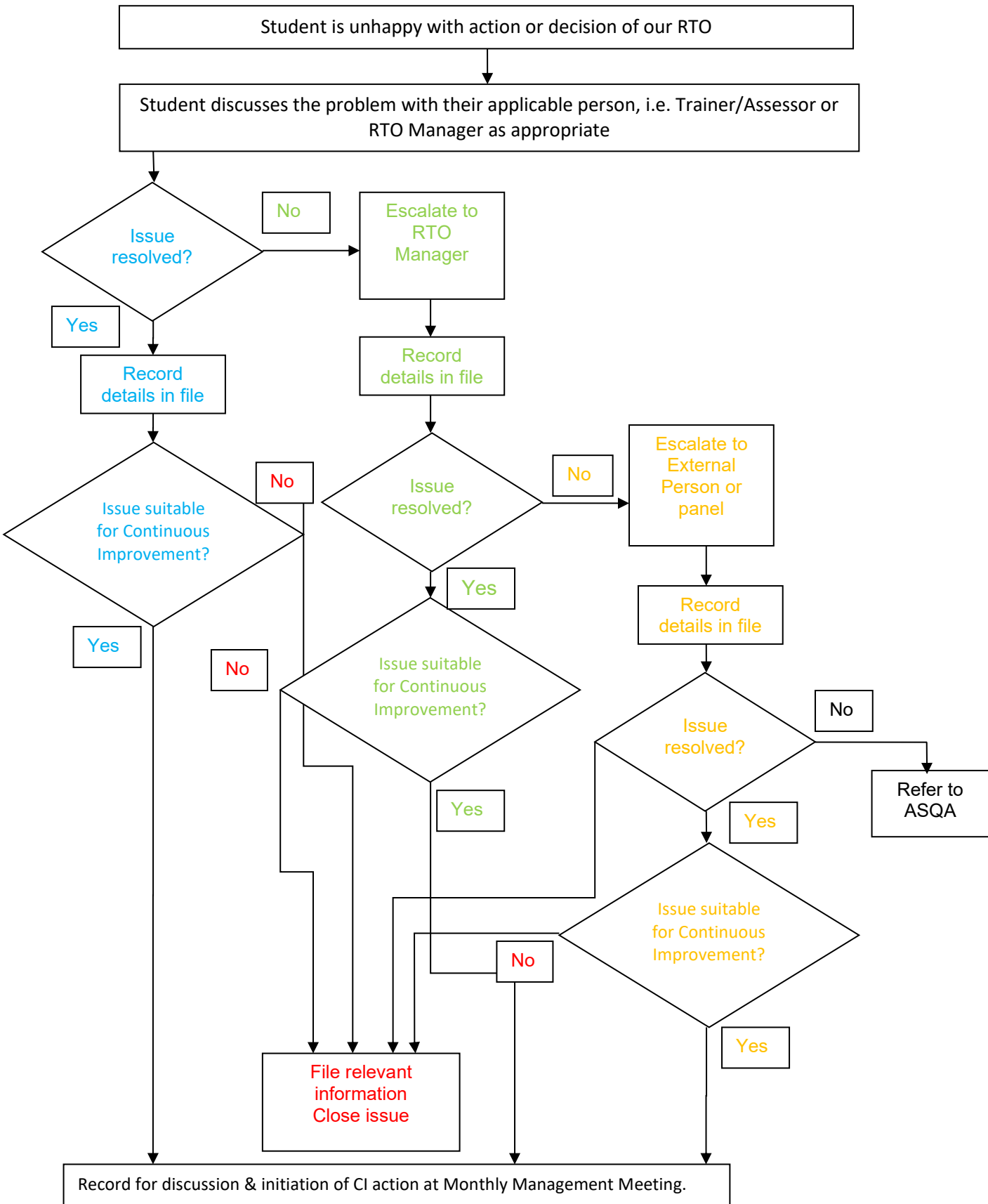
- The correct response was provided however the response was marked incorrect in error.
- The material assessed was not covered in learning materials.
- The response provided by the student was the response provided in class.
- Or any other reason.

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

1. Discuss the issue with your Trainer/Assessor and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the RTO Manager 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 RTO Manager. The RTO Manager will review your case with you and provide you with a written response, including the reasons for the response.
3. At all times, the student 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 students informed of the progress of their complaint and appeal; should this process take longer than sixty (60) days we will keep the student 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 student, the Trainer/Assessor has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student 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/Assessor prior to course commencement.

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

Any time AI is used by students, it is to be clearly cited.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary Standards will be discussed with the Trainer/Assessor and Construction Trades Qualifications Pty Ltd RTO Manager and the appropriate action will be taken.

If a student 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 TAE Training and Education Qualification or Skillset.
- 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.
 - (a) assessment is conducted in a way that is consistent with the following principles of assessment:
 - (i) fairness – assessment takes into account VET student needs, including through applying adjustments where appropriate and enabling reassessment if necessary
 - (ii) flexibility – assessment is appropriate to the context, training product and VET student, and assesses skills and knowledge held by the VET student irrespective of how or where they have been acquired
 - (ii) validity – assessment of skills and knowledge is integrated with practical application and would enable the VET student to demonstrate these skills and knowledge in similar situations
 - (iv) reliability – assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of the assessor conducting the assessment
 - (b) assessors make individual assessment judgements that are justified based on the following rules of evidence:
 - (i) validity – the assessment evidence assures the assessor that the VET student has the skills and knowledge described in the training product

- (ii) sufficiency – the quality, quantity and relevance of the assessment evidence enables a judgement of competency to be made
- (iii) authenticity – the assessment evidence presented is the VET student’s own work
- (iv) currency – the assessment evidence demonstrates the current skills and knowledge of the VET student.

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 students 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.nsw.gov.au/sites/default/files/2022-03/nsw-recognition-framework.pdf>
- NSW Quality Framework <https://www.nsw.gov.au/education-and-training/vocational/funding/smart-skilled-quality-framework>
- Credit Transfer – ASQA guidelines <https://www.dewr.gov.au/standards-for-rtos>
- Recognition of Prior learning <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/how-to-enrol/recognition-of-prior-learning>

How to present your assessment

Hard copy submission

Written assessment tasks should be typed or written clearly.

The completed assessment should be submitted to the Trainer/Assessor or Administration Staff with the Student Submission signed by both the student and the CTQ Representative.

You may also post the assessment to CTQ if previously agreed with the Trainer/Assessor. Always post by Registered Post only and forward the Postage number to CTQ.

Please put loose 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.

If you are not satisfied with the assessment process, please contact the RTO Manager 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.

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.

Artificial Intelligence (AI) Usage

Construction Trade Qualifications expects that all content generated in the course of undertaking studies with Construction Trade Qualifications will be the student's own original work and any use of AI will be for assistive purposes only, not to create substantive content for the purposes of assessment.

Any time AI is used by staff or students, it is to be clearly cited.

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

An extension will only be granted by the Course Trainer/Assessor in consultation with the RTO manager and taking into consideration funding obligations and circumstances surrounding the request for extension.

Providing reasonable adjustments

Reasonable adjustments are made to ensure that the 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 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 student needs if required and will be endorsed by the Course Trainer/Assessor 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 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 students, 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 2025
- 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 student 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
- Discrimination, Harassment, Bullying and Equal Employment Opportunity
- Fees & Refunds
- Privacy Policy
- Assessment Policy
- Continuous Improvement Policy

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 RTO Manager for any assistance or to access support services whilst undertaking training and assessment.

RTO Manager
Katrinna Madden
Tel – 0412 677844
Email – katrinna@ctq.edu.au

Finance and Student Payments
Amy Weatherhead
Tel – 0403 430 197
admin@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
- NSW State Training Services: State Training Services Customer Support Centre - 13 28 11
- 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>

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.

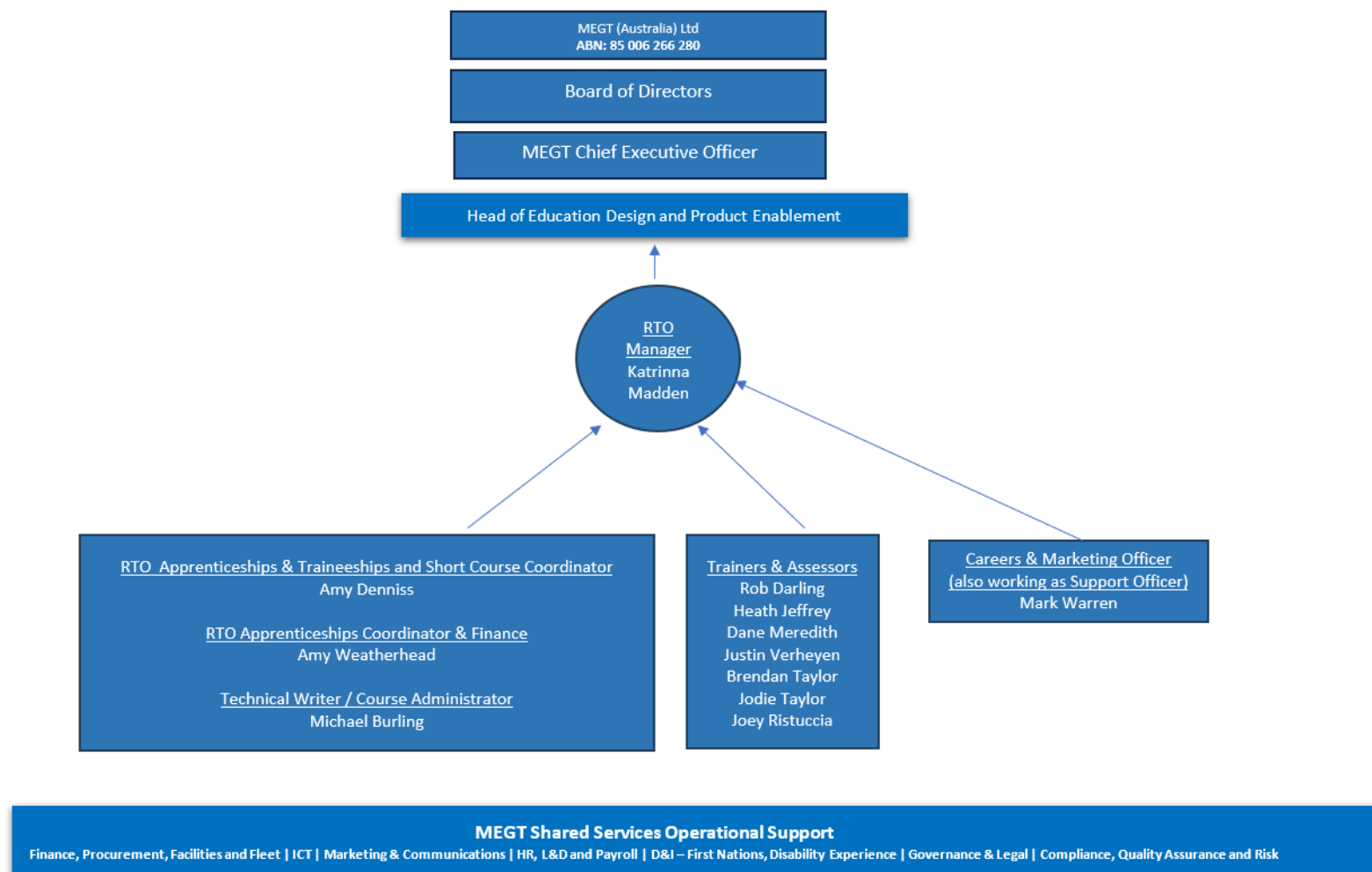
To maximise consistency in understanding and interpretation of the terminology used in the AQF, the terminology is defined in this glossary. The terminology is an essential component of the levels criteria, qualification type descriptors and policies which cannot be correctly used without the use of 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 – <https://www.aqf.edu.au/publication/aqf-glossary>

CENTRAL COAST FIRST NATIONS ORGANISATIONS				
Organisation	Address	Phone	Office Email	Website
Gudjagang Ngara li-dhi Aboriginal Corporation	4 Church St, Wyong NSW 2259	02) 4305 8807	admin@gnl.org.au	https://gnl.org.au/
Bungree Aboriginal Association - Central Coast Community Transport	326 Mann St, Gosford NSW 2250	02) 4350 0100	enquiries@bungree.org.au	https://bungree.org.au/
Bara Barang Corporation Ltd	3 Mann St, Gosford NSW 2250	02) 4312 5133	contact@barabarang.org.au	https://barabarang.org.au/
Nunyara - Aboriginal Health Unit	2 Ward St, Gosford NSW 2250	02) 4320 2698		https://www.cclhd.health.nsw.gov.au/services/aboriginal-health/
Barang Regional Alliance Ltd	35 McPherson Rd, Mardi NSW 2259	02) 4351 3225	info@barang.org.au	https://barang.org.au/about/
Mingaletta Aboriginal & Torres Strait Islander Corp.	6 Sydney Ave, Umina Beach NSW 2257	02) 4342 7515	admin@mingaletta.org.au	https://mingaletta.org.au/
Eleanor Duncan Aboriginal Services	35 McPherson Rd, Mardi NSW 2259	02) 4351 1040		https://eleanorduncan.org.au/
Darkinjung Local Aboriginal Land Council	168 Pacific Hwy, Watanobbi NSW 2259	02) 4351 2930	darkinjung@dlalc.org.au	https://www.darkinjung.com.au/

CTQ Organisational Chart



Training Participation Agreement

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

Construction Trade Qualifications Pty Ltd, in the following course:

(Insert Qualification name)

During the course of this program, I understand and acknowledge that my rights and obligations, as defined in the **Student 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 of the Fees and Refund information as outlined above and withdrawal after the Census date/Commencement of training will require payable fees.
- ✓ 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—including racism or antisemitism— 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, I agree to respect those 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.
- ✓ **All students are required to maintain a minimum attendance rate of 90% throughout the timeframe of the course they are enrolled.**
- ✓ **For Work based Delivery** – I agree to meet my Trainer/Assessor as arranged, if I am unable to attend our arrange appointment, I will contact the Trainer/Assessor to advise of such site/location change or arrange a new date/time.
- ✓ For any meetings, the premises and training room at 3/190 The Entrance Road, Long Jetty NSW 2261 is by appointment only. RTO Manager 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 Trainer/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 students 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 students informed of any changes in the service delivery including Trainer/Assessors, our ownership, the engagement of third parties or any other aspect of the students training experience.

Permissions

Construction Trade Qualifications will take photos of training for evidence purposes and may use student photos and 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 & Instagram pages.

Yes, I give my permission

No, I do not give my permission

Acceptance of Training Student 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: