

Student Handbook



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Welcome

CSTC Pty Ltd is proud to welcome you on board. We trust that you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or further studies.

During your time with us you will be exposed to a variety of experiences and challenges. The course will provide a mix of theory and practical skills training. We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for a competitive employment market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are welcome to ask us for further information if you have questions that are not covered in this handbook.

The quality of your experience at CSTC Pty Ltd depends largely upon your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge and we will do our very best to ensure that the benefit to you will exceed your expectations.

All the best in your training endeavours!

Greg Simcoe
Director

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Code of Practice

Governance

As a Registered Training Organisation (RTO), CSTC Pty Ltd has agreed to operate within the requirements of the Standards for Registered Training Organisations (RTOs) 2015. The Council of Australian Governments' (COAG) endorsed these Standards to come into effect for applicants to become RTOs from 01 January 2015, and for existing RTOs from 01 April 2015.

Interaction with Registering Bodies

CSTC Pty Ltd agrees to participate in monitoring and auditing processes as directed by the Australian Skills Quality Authority (ASQA), Standards for Registered Training Organisations (RTOs) 2015, the National Vocational Education and Training Regulator Act 2011 (NVR Act) and any other regulatory authorities as appropriate. This includes an agreement to provide accurate, timely and relevant data necessary to measure the organisation's performance, to provide information about significant changes to the organisation's operations, and to ensure that quality records are managed and maintained so as to demonstrate the organisation's compliance against the standards and registering body requirements.

Compliance with Legislation

CSTC Pty Ltd agrees to satisfy the requirements of all Commonwealth and State legislations and regulations as applicable to its operations and scope of registration. CSTC Pty Ltd ensures that all employees and clients are fully informed of these requirements and their effect on their duties and participation in Vocational Education and Training (VET).

Insurance

CSTC Pty Ltd ensures that it holds appropriate insurance for public liability, professional indemnity and WorkCover throughout its registration period.

Financial Management

CSTC Pty Ltd ensures that it has procedures in place to protect fees paid in advance and implements a fair and reasonable refund policy. CSTC Pty Ltd commits to ensuring that its accounts are certified by a qualified accountant at least annually, and makes the certificate of accounts available to ASQA upon request.

Certification and Issuing of Statements of Attainment

CSTC Pty Ltd ensures that participants assessed as competent in accordance with the requirements of a Training Package or accredited course will be issued a qualification or statement of attainment. All qualifications or statements of attainment issued will meet the requirements of the Australian Qualifications Framework (AQF) and will include CSTC Pty Ltd's national provider number and the Nationally Recognised Training (NRT) Logo.

Records of participants' qualifications and statements of attainment are kept for a period of 30 years.

Recognition of Qualifications Issued by Other RTOs

CSTC Pty Ltd recognises all AQF qualifications and statements of attainment issued by other registered training organisations.

Accuracy and Integrity of Marketing

CSTC Pty Ltd ensures that its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT Logo is used only in accordance with the conditions of its use.

Training Package Transition

CSTC Pty Ltd ensures that it has processes in place to manage the transition from superseded Training Packages within 12 months of their publication on TGA (training.gov.au). Processes to ensure the transition from superseded accredited courses are also implemented.

Continuous Improvement

CSTC Pty Ltd has a commitment to providing quality products/services with a focus on continuous improvement. We value feedback from participants, clients, employees and industry in regards to opportunities for business development and growth.

Sanctions

CSTC Pty Ltd will honour all guarantees outlined in this Code of Practice. We understand that if we do not satisfy the obligations set out in this code, or any of the supporting legislative/regulatory requirements, we may have our registration withdrawn.

Access, Equity and Diversity Policy

The Access, Equity and Diversity Policy ensures the principles of equity for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

CSTC Pty Ltd will provide opportunities for all people to participate in the VET system, and in any other associated decisions that will affect their lives. Appropriate student support services will be provided to maximise the chances of under-represented students achieving positive outcomes and placement/employment in their chosen career.

CSTC Pty Ltd is committed to providing all students with equal opportunity to pursue their training and development. This policy is to be used by CSTC Pty Ltd to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Definitions

Access and Equity Principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training (VET):

- People with a disability
- Aboriginals and Torres Strait Islanders
- Women
- People from non-English speaking backgrounds
- People in rural and remote areas
- Long term unemployed

Discrimination can be direct, indirect or systemic.

Direct Discrimination

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (eg, sex, ethnic origin), are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

Indirect Discrimination

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic Discrimination

A system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Equity focuses on outcomes. Equity is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate and benefit to the same level.

Legislation includes:

- Commonwealth Racial Discrimination Act 1975
- Commonwealth Sex Discrimination Act 1984
- Anti-Discrimination Act (QLD) 1991
- Commonwealth Disability Discrimination Act 1992
- Commonwealth Racial Hatred Act 1995
- Disability Services Act 2006

Workplace bullying is when someone repeatedly does or says something that:

- Creates risk to another person's health and safety at work
- Is repeated
- Is unreasonable and would victimise, humiliate, intimidate or threaten most people if it happened to them.

Harassment is any unwanted and annoying actions of one party or a group, including threats and demands, upon another party. A person can be harassed by anyone. Harassment does not have to be repeated or ongoing to be against the law.

Complaints

If a student has a complaint under this policy, resolution can be obtained via the Student Handbook – Complaints and Appeals.

- The aim of the policy is to remove barriers and to open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
- All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
- A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and/or other students.
- All trainers / assessors are responsible to observe and be advocates for the policy.
- This policy will be widely disseminated in the organisation.
- CSTC Pty Ltd's policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.

Enrolment, Induction and Orientation

Information on enrolment, induction and orientation for students is contained in the relevant course outline/s and funded program information sheets.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI allows an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

Each time a person enrolls to study with a new training organisation, their USI will be used to store training records and results.

By having a USI a person will be able to access their training records and results (or transcript) whenever they need them. For example, for a new employer or when they enrol to study at a new training organisation.

A USI can be accessed online from a computer, tablet or smart phone and gives the student access to their training records and results.

The USI Initiative is underpinned by the:

- Student Identifiers Act 2014
- Standards for Registered Training Organisations (RTOs) 2015
- Student Identifiers Regulation 2014

The legislation states that a training organisation must not issue a Statement of attainment or a Qualification unless the participant has been assigned a USI.

To **create a USI** or for further information go to <http://usi.gov.au> alternately contact CSTC Pty Ltd Administration for further assistance.

USI PRIVACY NOTICE

You are advised that and agree that you understand and consent that the personal information of you is collected by the Student Identifiers Registrar for the purposes of

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
 - will not otherwise be disclosed without their consent unless authorised or required by or under law.
- The privacy notice should include a reference to the Student Identifiers Registrar's Privacy Policy and note that this document contains information about how the individual may:
 - access and seek correction of the personal information held about them; and
 - complain about a breach of privacy and how such complaints will be dealt with.

Fees and Charges

The amount and type of fees and charges paid will depend on the qualification undertaken and the student's eligibility for funding through the State and Commonwealth Government and Construction Skills Queensland (CSQ). Applicants that are ineligible for funding must refer to the CSTC Pty Ltd Fees and Charges Schedule.

Funded Students

Eligible students will have their qualification/training funded by either the Department of Education, Training (DET) under the VET Investment Plan arrangements (User Choice, Certificate 3 Guarantee, Higher Level Skills and VET in Schools) or Construction Skills Queensland (CSQ) for contracted annual supply of Short Course, Higher Level Skills, Prevocational, Skills Assessment and Gap Training for General and Civil Construction.

For DET funded students, co-contribution fees apply to User Choice, Certificate 3 Guarantee and Higher Level Skills funded programs.

Eligible trainees and apprentices student contribution fees are charged at the rate determined by DET and will be invoiced to the agreed party up front quarterly for units scheduled to commence in that quarter i.e. January, April, July and October. Certain exemptions apply to the payment of the student contribution fee. These are outlined to the trainee and employer during the induction and sign up process.

Contact CSTC Pty Ltd for further information on applicable exemption categories and other funding related questions.

Recognition of Prior Learning (RPL)

Applicants enrolling to seek recognition of prior learning (RPL) may be eligible for funding through Construction Skills Queensland and are advised to contact CSTC Pty Ltd directly to determine funding eligibility. Fees for applications for Recognition of Prior Learning are charged at 100% of the full rate. Applicants should refer to the fees and charges schedule for further information.

Refunds

The Refund Policy confirms that refunds are provided (as appropriate) within an acceptable time frame.

All monies paid to CSTC Pty Ltd will be identified separately and will be held by a recognised banking institution until such time as they are due to CSTC Pty Ltd. In accordance with the *Standards for Registered Training Organisation (RTOs) 2015*, no more than \$1500 of participants' monies will be held in advance.

Fees payable will be provided to each student prior to enrolment.

Cancellations

For all students, a full refund of enrolment fees will be made to the payer if training is cancelled by CSTC Pty Ltd for any reason.

Lateness

If a student is 30 or more minutes late for a course for which they have enrolled, this constitutes cancellation. If the student wishes to attend the class, they are required to re-enrol and consequently pay the course fee again.

Funded Programs

For students undertaking tuition and student support services under funded program arrangements, a full refund will be provided to the payer for any units of competency that have not yet commenced at the time of the cancellation.

For students who withdraw from a unit of competency once tuition and student support services have commenced, no refund of the fees paid will be provided to the payer. Full details on the funded programs will be outlined in the *Course Outlines*.

Other Students

Unless specified in the *Course Outlines*, there is no refund of course fees where students withdraw, for any reason, from a training course/assessment within (10) business days of course commencement.

Requests for individual transfer of fees will be accepted up to ten (10) days prior to the commencement of training/assessment. Transfers within the same training course/assessment will only be accommodated within 90 days from the commencement of the original enrolment, after which all fees paid will be forfeited.

Where a student advises of their withdrawal, within ten (10) business days of commencement, due to the death or serious injury of an immediate family member, that results in the student's inability to attend the entire course, the payer will receive a full refund of course fees paid, less a 25% administration fee. A death certificate must be provided where applicable. Immediate family refers to a spouse, de facto partner, child, parent, grandparent, grandchild or sibling of the student as defined in the Fair Work Act 2009.

Should an employer wish to transfer the enrolment of one employee to another for a training course/assessment, a written request on company letterhead, with details of both employees and the relevant course/assessment, will be required at least 10 business days prior to commencement. If this written request is not received the enrolment will not be transferred and fees will be forfeited.

Recognition

CSTC Pty Ltd will recognise the qualifications and statements of attainment issued by other registered training organisations. If the student has completed prior training with another registered training organisation and wishes to seek recognition for existing units of competency they hold, they will need to provide original evidence such as a statement of attainment, academic transcript or statement of results from their previous training provider (see credit transfer).

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the formal acknowledgement of the skills, abilities and knowledge that applicants might have obtained as a result of their work and life experience/s, previous training and/or formal education.

Should an applicant wish to seek RPL, they must provide sufficient evidence of existing knowledge and skills. In addition, they will also undertake a formal assessment process consisting of a conversation (wherein they are required to respond to a series of questions related to the units of competency for which they are seeking credit), challenge testing and the collection of third party testimonials or references from previous and current employers covering as a minimum the last 3 – 5 years of continuous employment.

Credit Transfer

Credit Transfer confirms that a credit transfer (CT) is available to an eligible student that enrolls with CSTC Pty Ltd.

The concept of CT applies nationally, and refers to the acceptance of CSTC Pty Ltd, as per its Standards for Registered Training Organisations (RTOs) 2015 compliance requirements, to recognise all AQF qualifications and Statements of Attainment issued by other registered training organisations. This process thereby enables individuals to receive national recognition of their achievements. Credit transfer cannot be granted without substantiation such as an original or certified copy of a statement of attainment, academic transcript or statement of results from the training provider.

Complaints and Appeals

CSTC Pty Ltd believes that a student who has a complaint or appeal has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this procedure, without prejudice or fear of reprisal or victimisation.

CSTC Pty Ltd will manage all complaints and appeals fairly, equitably and efficiently as possible. CSTC Pty Ltd will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation.

Confidentiality will be maintained throughout the process of making and resolving complaints. CSTC Pty Ltd seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Should a student have a complaint or appeal, the following steps are to be followed:

Complaint

1. The student should discuss the issue / complaint with the person involved to try and resolve it verbally.
2. If no resolution is reached, the student should discuss the issue / complaint with his / her Trainer or Administration Officer to see if it can be resolved.
3. If still no resolution the student should put the following information relating to the complaint in writing to the Quality Manager:
 - description of the complaint;
 - state whether they wish to formally present their case;
 - steps taken to deal with the complaint;
 - what they would like to happen to fix the problem and prevent it from happening again.
4. The Quality Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Quality Manager receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution normally within thirty (30) days.
5. Where the student is dissatisfied with the decision of CSTC Pty Ltd, they will be invited to a formal meeting where they will be given the opportunity to present their case and provide supporting evidence. Following this, CSTC Pty Ltd will send a formal confirmation in writing advising of the outcome of the complaints process and its decision. This should generally be received within ten (10) business days of the decision of management.

6. Should the complaint still not be resolved to the student's satisfaction, the CSTC Pty Ltd will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than fourteen (14) days.
7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint being received the student will be notified in writing of the reason for the delay and kept informed about all progress.
8. If the student is still not happy with external mediation, they may take their complaint to the VET Regulator or Training Ombudsman.
9. All documentation relating to complaints or appeals should be archived for audit purposes.

Appeals

A student has the right to appeal if they believe an unfair result has been issued to them.

1. The student is to approach their Assessor to ascertain the circumstances of the assessment and why the student believes the result is incorrect.
2. If the Assessor believes that the assessment result is not reflective of the student's level of competency, the student will be given a further opportunity for assessment. However, where the Assessor believes that the assessment decision was correct the decision will stand.
3. If the student is still dissatisfied with this decision, the student is required to lodge a formal written appeal to the Quality Manager. This must be completed within five (5) business days of receiving the result of assessment.
4. The student will be invited by CSTC Pty Ltd to a formal hearing where the student will be given the opportunity to present further evidence to substantiate the appeal. CSTC Pty Ltd will send the student formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within ten (10) business days of the decision from the formal hearing.

Other Appeals

Where the student is dissatisfied with any decision made by CSTC Pty Ltd in relation to its service, the issue must be put in writing to the management of CSTC Pty Ltd. The student will be invited to attend a formal hearing where they will be given the opportunity to present their case and provide supporting evidence. Following this, CSTC Pty Ltd will send a formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within ten (10) business days of the decision of management.

Language Literacy and Numeracy Considerations

LLN Requirements

Any student enrolling in a full qualification will undertake a Language, Literacy and Numeracy (LLN) assessment to determine their current level of language, literacy and numeracy. Students undertaking short course training will be asked to inform CSTC Pty Ltd of any learning difficulties that may affect their progress. This will facilitate the development of an LLN support program for any student that requires it.

The formal assessment ensures the vocational language, literacy and numeracy (LLN) needs of students are:

- Identified;
- Analysed;
- Used to inform LLN needs and further development;
- Used to adjust learning and assessment modes and methods to support the student's learning.

For students with English as a Second Language, CSTC Pty Ltd will endeavour to source and provide a translator available through the local community and welfare groups.

Mentoring/Tutorial Assistance

Mentoring/tutorial assistance is available to a student during their course of study. The CSTC Pty Ltd trainer/assessor will outline these services at the commencement of each program.

Technology Assistance (including online technology)

Students who require additional assistance with the technology utilised within the course of study are able to approach the CSTC Pty Ltd trainer/assessor for this assistance.

Student Support, Welfare and Guidance Services

While CSTC Pty Ltd does not have internal staff capable of offering welfare and guidance services, we will work with students and their employers to accommodate and refer those in need to relevant professional services.

The following services may be of assistance:

- [MATES in Construction](#) 1300 642 111
- [Centrelink](#) 132 468
- [Mission Australia Helpline](#) 07 3394 8100
- [Lifeline](#) 131 114
- [Beyond Blue](#) 1300 22 4636
- [Kids Helpline](#) 1800 55 1800
- [Alcohol and Drug Information Service](#) 07 3837 5989 or 1800 177 833
- [Drug-Arm](#) 1300 656 800
- [Interpreting Service](#) 131 450
- [Sexual Assault Helpline](#) 1800 010 120
- [Y Foundations \(Youth Emergency Service\)](#) 1800 424 830

Conduct and Discipline

All students are expected to behave in a considerate, responsible and safe manner and in accordance with CSTC Pty Ltd policies and procedures. All students are to:

- Co-operate with others and respect their rights (including their diversity and right to privacy)
- Be punctual and participate in the learning process to the best of their ability
- Protect their own health and safety and not adversely affect the health and safety of others
- Notify CSTC Pty Ltd of issues and accidents as soon as practicable.

What Disciplinary Action May Occur?

Behaviour which is deemed inappropriate is that which potentially or otherwise may cause harm to fellow students, staff or property of CSTC Pty Ltd. Plagiarism, the act of submitting the work of others as your own in any capacity, during assessment is forbidden and may cause immediate cancellation of a student's enrolment without recourse.

As defined by the Oxford Dictionary:

“Plagiarism is an act or instance of using or closely imitating the language and thoughts of another author without having the original author's authorisation and presenting one's own work by not crediting the original author”.

CSTC Pty Ltd's disciplinary action may include:

- Requests to resubmit assessment
- Verbal warnings, written warnings and finally suspension and/or expulsion.
- Notifying the employer (in the case of apprentices and trainees)
- Charges for costs incurred from damage to facilities and/or equipment
- Reports to relevant authorities for breaches of State or Commonwealth laws.
- Cancellation of enrolment

No Smoking Policy

Smoking in any form on the premises of CSTC Pty Ltd or in CSTC Pty Ltd motor vehicles is prohibited. CSTC Pty Ltd *will* mirror the laws introduced from 1 January 2015 which state the following:

- electronic cigarettes cannot be used in existing non-smoking indoor and outdoor areas, sold to children under 18 years of age, or advertised, promoted or displayed at retail outlets;
- no smoking at public and private hospitals and health facilities, and for 5 metres beyond their boundaries; and
- no smoking at state and non-state schools, and for 5 metres beyond their boundaries.

Smoking in all forms is prohibited at CSTC Pty Ltd premises and for 5 metres beyond the CSTC Pty Ltd boundaries inclusive of all footpaths and all CSTC Pty Ltd motor vehicles. If a student or staff member leaves the CSTC Pty Ltd premises to smoke beyond the nominated boundaries, they do so at their own risk.

Workplace Health and Safety

CSTC Pty Ltd is committed to providing a safe, healthy and productive training and assessment environment for all people. The Work Health and Safety Act 2011 (QLD) applies to all students and staff and includes a number of Work Health and Safety (WHS) obligations. The students of CSTC Pty Ltd will contribute significantly to meeting the obligations for WHS at CSTC Pty Ltd by applying these top five priorities. Students must

1. Take care of their own health and safety and not do anything that will affect the safety of others
2. Obey safety signage and wear appropriate personal protective equipment (PPE)
3. Follow directions given by CSTC Pty Ltd staff
4. Only use property, plant and equipment for its intended purposes
5. Report all incidents, hazards or near misses to their teacher or other staff, or employers.

Students are entitled to challenge, in a respectful manner, directions or decisions of CSTC Pty Ltd staff if they consider them to be unlawful, unreasonable, or to potentially endanger a person's health or safety.

Academic Progression

Students are expected to make satisfactory progress in their course of study, adhering to the commencement and completion timeframes for each unit of competency, regardless of study mode. If a student is having difficulties with progression of their course of study it is the student's responsibility to take all possible steps to improve their performance. This can include but not limited to:

- Raising any issues with their trainer/assessor
- Negotiating a change to their enrolment, if practical, in terms of their course of study.

Issuance of Qualifications and Statements of Attainment

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, CSTC Pty Ltd will ensure that all qualifications and statements of attainment are awarded within thirty (30) calendar days of the student's successful final assessment being completed or their exiting their course, providing all fees have been paid. Certifications that can be awarded upon successful demonstration of competency include:

- Selected units of competency from accredited courses or qualifications
- Qualifications
- Skill Sets from qualifications

What do I Receive upon Completing Training and Assessment?

CSTC Pty Ltd will ensure that all certificates and statements of attainment are awarded within thirty (30) calendar days of successful completion of studies.

| WHAT HAS BEEN COMPLETED? | WHAT WILL BE RECEIVED? |
|--|--|
| Full qualification | Certificate for the qualification. Assessment Record outlining the units of competency awarded in completion of the qualification |
| Selected unit(s) of competency from accredited courses or qualifications | Statement of attainment for the unit(s) achieved, indicating which qualification this unit(s) forms part of. |
| Accredited course | Statement of attainment |
| Training session or course (non-accredited) | Record of attendance |

What do my Results Mean?

On the assessment record for unit(s) of competency achieved, the student may see a range of codes indicating how they attained the unit.

Refer to the following table for further detail as to the meaning of the codes.

| CODE | WHAT DOES IT MEAN? |
|-------|---|
| C | Competent |
| CT | Credit Transfer |
| RPL-G | Recognition of Prior Learning - Granted |

Flexible Learning and Assessment Methodologies and Strategies

CSTC Pty Ltd is committed to providing the best possible learning environment for all staff and students to achieve the outcomes sought by industry. Therefore, the trainers will work with employers and students to ensure that the needs of each individual student are met and training is delivered in a manner that suits their learning style (as much as is practically possible).

Assessments are critical in determining the competency of students. In developing assessments (including Recognition of Prior Learning) for each unit of competency, CSTC Pty Ltd will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualification Framework (AQF)
- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence and principles of assessment specified in the Standards for Registered Training Organisations (RTOs) 2015 are applied to all assessments
- The application of knowledge and skills is relevant to the industry standard expected in the workplace
- Timely and appropriate feedback is given to students
- Assessment complies with CSTC Pty Ltd access and equity policy
- All students have access to re-assessment on appeal as per the CSTC Pty Ltd complaints and appeals policy

Generic learning and assessment methodologies can be contextualised/customised to suit the learning style, working environment and the needs of industry and employers.

Depending on the qualification being undertaken, learning options available may consist of:

- Traditional class room learning
- Online learning
- Practical on site activities

Assessment methodologies may consist of:

- Written and/or oral questions
- Direct observation of skills on site
- Project work

- Examinations
- Assignments

Further information on the learning and assessment methodologies and strategies are provided during the induction.

Commonwealth and State Legislation

All participants and staff of CSTC Pty Ltd are expected to comply with all relevant legislation at all times. Specific legislation in relation to a student's training will be included in their learning resources and assessment information.

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

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

National Vocational Education and Training Regulator Act 2011

The National Vocational Education and Training Regulator Act is in place to establish and support the continued development of high quality vocational education and training to meet the needs of industry and the community including the regulation of training organisations and accreditation of courses.

Work Health and Safety Act 2011

The objective of the Workplace Health and Safety Act 1995 is to prevent or minimise a person's exposure to the risk of death, injury or illness being caused by a workplace or work activities. The Act establishes a framework for placing obligations on persons for ensuring the health and safety of others, establishing regulations for industry and providing for the election of workplace health and safety representatives to oversee the implementation of safety provisions for employees and their clients.

Industrial Relations Act 1999

The objective of the Industrial Relations Act 1999 is to provide a framework that supports the rights and responsibilities of employers and employees by preventing discrimination in the workplace, ensuring that wages provisions are provided to a fair standard and that all employees, male or female, have equal rights and access to employment opportunities.

Commission for Children and Young People and Child Guardian Act 2000

The object of this the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian to promote and protect the rights, interests and wellbeing of children in Queensland; i.e. all persons under the age of 18 years.

Copyright Act 1968

The Copyright Act 1968 aims to protect published work and eliminate the infringement of people to reproduce work without prior permission.

Privacy Act 1988

The Privacy Act regulates how personal information is collected, stored, used and disclosed. The CSTC Pty Ltd ["Privacy Policy"](#) can be accessed via the CSTC Pty Ltd webpage.

Anti-Discrimination Act 1991

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

Sex Discrimination Act 1984

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

Disability Discrimination Act 1992

An Act relating to discrimination on the ground of disability.

Fair Trading Act 1989

An Act to make provision with respect to unfair or undesirable trade practices, to regulate the supply of goods and services and to provide for consumer authorities.

Access to Records

A student may access their records where necessary at any time. Contact CSTC Pty Ltd for further information.

Should you require any further information on any topic outlined in this book, please call (07) 3373 8888 during business hours.