



RTO 32512

STUDENT HANDBOOK

2018/2019

Welcome

Governance

As a Registered Training Organisation (RTO), Construction Training College has agreed to operate within the requirements of the Standards governed by the Australian Skills Quality Authority (ASQA). This includes abiding by any other national guideline approved by the National Skills Standards Council (NSSC).

Interaction with Registering Bodies

Construction Training College agrees to participate in monitoring and auditing processes as directed by the Australian Skills Quality Authority (ASQA), Standards for (ASQA) Registered Training Organisations, the National Vocational Education and Training Regulator 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

Construction Training College agrees to satisfy the requirements of all Commonwealth and State legislations and regulations as applicable to its operations and scope of registration.

Construction Training College ensures that all employees and clients are fully informed of these requirements and their effect on their duties and participation in VET.

Insurance

Construction Training College ensures that it holds appropriate insurance for public liability, professional indemnity and WorkCover throughout its registration period.

Financial Management

Construction Training College ensures that it has procedures in place to protect fees paid in advance and implements a fair and reasonable refund policy. Construction Training College commits to ensuring that a qualified accountant certifies its accounts at least annually, and ensure that the certificate of accounts is available to ASQA upon request.

Certification & Issuing of Statements of Attainment

Construction Training College ensures that people 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 Construction Training College's national provider number and the Nationally Recognised Training (NRT) Logo.

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

Recognition of Qualifications Issued by Other RTOs

Construction Training College recognises all AQF qualifications and Statements of Attainment issued by other registered training organisations.

Accuracy & Integrity of Marketing

Construction Training College 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

Construction Training College ensures that it has processes in place to manage the transition from superseded Training Packages within 12 months of their publication on the (Training.gov.au (TGA).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

Continuous Improvement

Construction Training College has a commitment to providing quality products/services with a focus on continuous improvement. We value feedback from students, clients, employees and industry.

Sanctions

Construction Training College 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 and or regulatory requirements, we could have our registration withdrawn.

Access, Equity & Diversity Policy

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

Construction Training College will provide opportunities for all people to participate in the Vocational Education and Training (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, where possible and/or required, placement/employment in their chosen career.

To maintain this policy Construction Training College will:

- Ensure the establishment of non-discriminatory student selection procedures that encourage fair access for all people including members of under-represented groups;
- Ensure the requirements of individual students are accounted for in the strategic and operational planning process;
- Provide students with the opportunity to be involved in the planning and decision-making processes in regards to matters that directly affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from discrimination and harassment;
- Seek to provide access to a broad range of high quality support services that account for Construction Training College's diversity of students and the needs of people from under-represented groups;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals; and
- Provide opportunities for employee professional development to assist those who deliver training, assessment and administrative services to people from under-represented groups.

Construction Training College recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to ASQA can assist all Residents of Australians to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism by which Construction Training College demonstrates its commitment to the following State and Federal equity legislation and policy requirements:

- Disability Discrimination Act (1992)
- Sex Discrimination Act (1984)
- Racial Discrimination Act (1975)
- 1996- 2002 National Strategy for the Education of Aboriginal & Torres Strait Islander People
- Anti-Discrimination Act (1991)
- Multicultural Queensland Policy (1998)

Equity

Equity means 'fairness'. In the context of VET, equity ensures that all people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by Construction Training College that:

- People may identify with more than one equity group; there may be differences within and between equity groups; each equity group does not experience the same type of disadvantage; and there remain many common systemic barriers for equity groups.

Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including: Prior educational experience; Cultural diversity;

- Language and/or learning styles;
- Goals and expectations;
- Motivation;
- Work and social experiences;
- Gender;
- Values and beliefs;
- Religion;
- Income;
- Age; and
- Geographic location.

This policy aims to address the requirements of all potential and actual students seeking to participate in training with Construction Training College, including specific equity groups such as:

- Women
- Indigenous Australians
- People with a disability
- People from non-English speaking backgrounds
- People with language, literacy and numeracy difficulties; and
- Residents of rural and remote communities.

Beyond these groups, and in further recognition of diversity, Construction Training College also aims to respond to the needs of local community groups including:

- Young and mature age people
- People in transition from institutions
- People who are socioeconomically disadvantaged; and
- People with family responsibilities.

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of Construction Training College's planning and operations. This may be demonstrated by the development and implementation of strategies for specific equity groups, the diversity of student's needs may be addressed through planning areas such as:

- Resource allocations
- Support personnel
- Staff training
- Product development and delivery
- Marketing and promotion; and
- Research.

All staff employed by Construction Training College are responsible for upholding the access and equity requirements set out in this policy. Construction Training College will periodically monitor and review its access and equity performance in order to:

- Ensure compliance with national and state legislation and policies;
- Meet National and State reporting requirements; and
- Modify and improve its performance to better achieve access, equity and diversity objectives.

Enrolment, Induction and Orientation

Information on enrolment, induction and orientation for trainees is contained in the relevant course brochure/s.

Privacy & Recordkeeping

Construction Training College collects and stores your personal details. During training we record your progress. We use this information to measure your and our performance, as well as to let you know about our future products/services. Where State or Commonwealth funding supports training, we are obliged to submit your personal and progress details for research, statistical analysis, program evaluation, post completion surveys and internal management purposes. We **DO NOT** share, sell or rent your information that you provide us. The confidentiality of the information we collect from you is protected under the Privacy Act 1988.

Fees and charges

The amount and type of fees and charges paid will depend on the qualification you undertake and your eligibility for funding through the State and Commonwealth Government. Applicants that are ineligible for funding must refer to the Construction Training College Fees and Charges Schedule.

Funded Students

Userchoice

Eligible trainees and apprentices who have their qualification funded by the State Government under User Choice arrangements. However, a Student Contribution Fee charged at the rate of \$1.60 per hour will be invoiced upon commencement and must be paid within 30 days for trainees/apprentices commencing from 1 January 2012. 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. A student can undergo training funded by Userchoice twice providing that the 2nd qualification's priority level is equal or higher to the first qualification undertaken. i.e you can undertake a priority 2 qualification and then a priority 1 later, but you cannot complete a priority 1 qualification and then follow up with a priority 2.

Contact Construction Training College for further information on applicable exemption categories.

Certificate III Guarantee.

Under the Certificate III Guarantee funding scheme individuals may be eligible for funding to complete their first post School Certificate III level qualification, and increase their skills to move into employment, re-enter the workforce or advance their career. Note persons that have previously completed Certificate III or above qualifications (Funded or Fee for Service) will not be eligible.

Full fee-paying students

Students enrolling in a qualification and paying the full amount of fees will be invoiced at the completion of the unit or qualification. Refer to Construction Training College's Fees and Charge Schedule for more information.

Recognition of Prior Learning (RPL)

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 you wish to seek RPL, you must provide sufficient evidence of existing knowledge and skills. In addition, you will also undertake a formal assessment process consisting of a conversation (wherein you respond to a series of questions related to the units of competency for which you 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.

Applicants enrolling to seek recognition of prior learning (RPL) are advised to contact Construction Training College directly to determine funding eligibility. Fees for applications for Recognition of Prior Learning should refer to the Fees and Charges Schedule for further information.

Refunds

As Construction Training College only collects fees after the completion of the qualification, this is not applicable.

Course Bond

As applicable.

Recognition

Construction Training College will recognise the qualifications and Statements of Attainment issued by other registered training organisations. If you have completed prior training with another registered training organisation and wish to seek recognition for existing units of competency you will need to provide original evidence such as a Statement of Attainment, academic transcript or statement of results from your previous training provider (see credit transfer).

Credit Transfer

The concept of CT applies nationally, and refers to the acceptance of Construction Training College, as per its ASQA 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.

Guarantee of training

Once training and/ or assessment has commenced in the chosen qualification or course - should Construction Training College be unable to deliver training for any reason, a statement of attainment will be issued to the student for all competencies achieved thus far.

Complaints and Appeals Complaints

All learners have the right to make a formal complaint regarding any learning provision/learning outcome or education/training service provided by Construction Training College. Should you feel that you have a genuine complaint with regard to our service we expect that you will communicate this to us to assist us in improving our processes, systems and customer service standards? You may wish to lodge your complaint either in writing or verbally.

All complaints are to be submitted wither in writing or verbally to the Training Manager. You will be asked to provide full details of the complaint including your name, address and contact numbers so that Construction Training College may make contact should further clarification be required. It should be noted that Construction Training College respects your right to privacy and as such all personal details including name and contact details will remain confidential.

The complaint will be investigated internally and you will be advised of the outcome in writing, normally within 14 working days from the date the complaint was received. Where you are dissatisfied with the decision of Construction Training College, you will be invited to a formal meeting to further discuss

the issues and negotiate to reach a mutually acceptable outcome.

Appeals against Academic Results

If you believe that you have received an unfair assessment result, you have the right to appeal. In the first instance, you must approach your Assessor to ascertain the circumstances of the assessment and why you believe that the result is incorrect. Where the Assessor believes that the assessment result is not reflective of your level of competence, you will be given a further opportunity for assessment. However, where the Assessor believes that the assessment decision was correct the decision will stand. If you are still dissatisfied, you will be required to lodge a formal written appeal. This must be completed within 5 days of receiving the result of the assessment.

Construction Training College will invite you to a formal hearing where you will be given the opportunity to present further evidence to substantiate your appeal. Following this, Construction Training College will send you formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within 7 days of the decision from the formal hearing.

Other Appeals

Where you are dissatisfied with any decision made by Construction Training College in relation to its service, the issue must be put in writing to the management of Construction Training College. You will be invited to attend a formal hearing where you will be given the opportunity to present your case and provide supporting evidence. Following this, Construction Training College will send your formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within 7 days of the decision of management.

Student's rights as a consumer

As a student purchasing training and assessment services from Construction Training College, you have consumer rights under the Australian Consumer Law. This may include a statutory cooling off period for any payment you have made to Construction Training College.

You can find out more information on your consumer rights on the Federal Government's Australian Consumer Law website at <http://consumerlaw.gov.au>

Language Literacy and Numeracy Considerations

In order for Construction Training College to provide you with the best possible training and assessment, it is important that we understand your learning style so that, where necessary, learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

When completing your enrolment form, you may be asked to complete a language, literacy and numeracy (LLN) test. This will determine your existing levels of LLN and provide Construction Training College with valuable information that we can use to support your learning.

Construction Training College in instances where it is identified that a trainee may have a particular learning difficulty or LLN issue, he/she will be referred to a Fruition Learning Centre for additional

support and assistance.

Student Support, Welfare and Guidance Services

While Construction Training College does not have internal staff capable of offering welfare and guidance services, we will work with you and your employer to accommodate and refer you to relevant professional services (refer to list on page 12).

Discipline

All staff and participants are expected to behave in a responsible and safe manner and in accordance with Construction Training College policies and procedures. Inappropriate behaviour that may cause harm to fellow students or staff of Construction Training College or disrupt the learning process, may result in suspension, expulsion or dismissal without recourse. Disciplinary action of Construction Training College may include verbal warnings, written warnings and finally suspension and/or expulsion.

Employers of trainees will be advised of all instances of inappropriate or dangerous misconduct of behaviour.

Issuance of Qualifications and Statements of Attainment

In accordance with the Further Education and Training Act 2014 and the National Vocational and Regulator Act of 2011, Construction Training College will ensure that all qualifications and Statements of Attainment are awarded within 21 days of successful completion of:

- Selected units of competency from accredited courses or qualifications
- Qualifications
- Exit points from qualifications

Flexible Learning and Assessment Methodologies and Strategies

Construction Training College is committed to providing the best possible learning environment for all staff and participants to achieve the outcomes sought by industry. Therefore, the trainers will work with employers and trainees 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).

Generic learning and assessment methodologies can be contextualized and or customised to suit the learning style, working environment and the needs of industry and employers. Depending on the qualification you are undertaking, 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 Construction Training College are expected to comply with all relevant legislation at all times. Specific legislation in relation to your training will be included in your 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 Work Health and Safety Act 2011 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 re-produce work without prior permission.

Privacy Act 1993

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

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.

Anti-Discrimination Act 1991

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 your Records

If you need to access your records at any time, please contact Construction Training College for further information.

Student Support Services

We will ensure that should you need support and/or additional help, we will provide resources to assist you in those areas.

Where we are unable to meet some of your personal needs we will support you by accessing the following Queensland Services if they may be of assistance.

- Mates in Construction 1300 642 111
- Centrelink 131 021
- Mission Australia Helpline 1300 88 88 68
- Salvation Army Care Line 137 258
- Life Line 131 114
- Kids Helpline 1800 551 800
- Alcohol and Drug Information Service 1800 177 833
- Drug-Arm 1300 656 800
- Interpreting Service 1800 131 450
- State-wide Sexual Assault Helpline 1800 010 120
- Youth Emergency Service (Accommodation) 3357 7655

