



NATIONAL PROVIDER NO: 1974

STUDENT HANDBOOK

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OUR COMMITMENT TO THE WEST AUSTRALIAN CONSTRUCTION INDUSTRY

CSTC is a not-for-profit Registered Training Organisation committed to providing the highest quality training to Western Australians already working in the construction sector and anyone looking to enter the industry.

We have over 25 years of experience in delivering quality training for workers across all areas of the WA construction sector including civil, commercial, residential and resource projects.

We specialise in worker in health and safety and aim to be acknowledged across our industry as the premier provider of workplace health and safety, worker wellbeing, and hazard and risk reduction training.

We support, and are supported by, the WA Construction Training Fund, CTF, who provide funding for training of eligible workers in the construction industry. We acknowledge the support of the CTF in reducing the costs of training for eligible West Australian workers.

OUR COMMITMENT TO YOU

CSTC will operate within and maintain the Standards for Registered Training Organisations and all protocols for issuing qualifications under the Australian Qualification Framework (AQF).

We will provide appropriate security and confidentiality of all your records and personal details that may be held in relation to courses that we deliver.

We will maintain a safe workplace and comply with all State and Federal health and safety legislation.

We will treat you with respect and strive to provide a safe learning environment free from discrimination of any kind.

We will provide you with support and adopt a flexible approach to learning and assessments to meet the varying needs of students wherever possible.

We will maintain up to date insurance cover for facilities, workers compensation, public liability, and professional indemnity to protect our Training Instructors, Assessors, administrative staff, and students.

We strive to deliver learning and assessment outcomes that are relevant to current industry standards through a clear and transparent training and assessment process.

We commit ourselves to delivering you the best, most current, most relevant, highest quality training and assessment possible.

OUR STAFF AND TRAINERS

CSTC will ensure that all Training Instructors, Assessors, and administrative staff are appropriately qualified and experienced and compliant with the Access and Equity principles and requirements for each course they are assigned to.

All our Training Instructors and Assessors must have a Certificate IV in Training and Assessment and must be qualified in Language, Literacy and Numeracy.

We require all our Training Instructors and Assessors to have extensive industry experience supported by academic qualifications and to update their skills and technical knowledge through participation in skill and knowledge development programs.

COURSE INFORMATION

We commit to providing you with accurate and up-to-date information prior to starting your course, including information about:

- All applicable fees and charges
- Admissions procedures and criteria
- Course pre-requisites or co-requisites
- Our refund policy
- The certification to be issued to the student on completion
- Competencies to be achieved
- Assessment procedures
- Arrangements for the recognition of prior learning
- Grievance and appeal procedures
- Facilities and equipment
- Trainee support services

COURSE FEES AND REFUND POLICY

For courses costing less than \$1500, CSTC requires payment in full at the time of booking.

For courses costing more than \$1500, CSTC requires payment of \$1500 at the time of booking with the balance to be paid at check-in on the first day of the course.

Where the Construction Training Fund (CTF) Subsidy has been applied to enrolments, accounts must be finalised in full at the time of enrolment to confirm a student's position on a course.

Certificates, Statements of Attainment, Awards, or Qualifications will not be issued until full payment has been received.

Course fees cover:

- Use of CSTC facility and equipment
- Programmed training session
- Course learning and assessment materials
- A printed copy of all relevant certification on successful completion and payment in full

Course fees **do not** cover:

- Stationary (books, pens, calculators, rulers)
- Applicable course regulatory licensing requirements
- Replacement course learning and assessment materials
- Replacement certifications
- Travel Costs
- Personal PPE

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) allows you to be credited with or assessed on existing knowledge, skills, and experience that you have but don't have formal recognition or qualifications for.

If you want to apply for RPL, you will be issued with a kit containing information on:

- How to apply
- The roles and responsibilities of the CSTC, assessors, and employers
- The relevant course units of competency
- Evidence rules and requirements
- Tools for recording the quality of evidence submitted
- Guidelines on evidence gathering including what is not acceptable evidence
- Guidelines on evidence submission including proforma documents
- Avenues for support
- How results will be recorded
- What happens if you are judged to be Not Yet Competent (NYC) and RPL is declined

Evidence relating to RPL will be assessed on the following criteria:

- Validity - the assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
- Sufficiency - the assessor is assured that the quality, quantity, and relevance of the assessment evidence will enable a judgement to be made of a learner's competency.
- Authenticity- the assessor is assured that the assessment evidence presented for assessment is the learner's own work.
- Currency - the assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

COURSE ACCREDITATION

Each State and Territory in Australia recognises the decisions of all other States and Territories to register training organisations and to grant course accreditation.

A Registered Training Organisation in one State or Territory can operate in all other States and Territories without undergoing any further recognition process.

We recognise all AQF Qualifications and Statements of Attainment issued by other RTOs and our Qualifications are recognised by other RTOs here in WA and around Australia.

We undertake to issue Statements of Attainment to all course participants on their successful completion of a course's assessment criteria. Statements of Attainment will only be issued for whole units of competency achieved, according to the Standards for Registered Training Organisations.

STUDENT FEEDBACK, GRIEVANCES, AND COMPLAINTS

We ask for your help in meeting our commitment to constant improvement of our services. We encourage you to let us know if you see ways to improve our courses or the learning environment we provide.

We promise to review all comments, requests, criticisms, and complaints, and to consider all views and provide a written response wherever appropriate.

If you have a grievance about any part of your training, then we encourage you to speak immediately with their instructor or CSTC management to give us a chance to resolve it.

We try to deal with issues as soon as they emerge, so you're learning and assessment are not disrupted.

If you're not satisfied that the issue has been resolved after speaking with CSTC staff, you should complete a Student Complaint Form and provide it to CSTC management.

We undertake to investigate your concerns in good faith and respond in writing within 7 days of receiving a Student Complaint Form.

A meeting will then be offered, where appropriate, to attempt to resolve the grievance.

If you're still not satisfied with the outcome, we will then appoint a mutually acceptable independent mediator to help in resolving the issue.

ASSESSMENT

We will conduct all assessments as required for the recognition of competence in the relevant Training Package and meet the standards set down under the Australian Quality Framework (AQF).

We recognise that all students are different and strive to provide the broadest possible set of assessment tools that allow a student to demonstrate achievement of course outcomes, no matter their individual circumstances.

We will make competency-based assessments available to all applicants who meet the requirements of course attendance.

We undertake to conduct and process assessments and issue all relevant certificates promptly.

ACCESS, EQUITY, AND STUDENT SUPPORT

We believe in equality of access and opportunity for all students, and we operate in compliance with the Equal Opportunity Act.

The Construction Skills Training Centre adopts as a policy that bias or discrimination against any individual, by any individual, is wholly unacceptable.

Bullying, shaming, victimising, harassment, or discrimination of any kind directed towards students, staff or visitors to our training centre will not be tolerated.

If you feel subject to harassment of any kind you should immediately talk to CSTC staff who will respond with confidentiality and sensitivity to any report of unacceptable behaviour.

We strive to conduct all our activities in a way that makes sure you feel physically, emotionally, and culturally safe and supported in every part of your learning and assessment.

If you have any learning difficulties or you're experiencing any circumstances that could affect your learning and assessment, you should let us know prior to the start of your course.

If you have low Learning Literacy Numeracy (LLN) skills, we will find ways to overcome all barriers to your successful completion of our courses wherever possible.

Where it's not possible to accommodate a student with low LLN skills and still meet course requirements, we will provide a referral for specialist LLN assistance and a refund or a credit toward attending a CSTC training course at a later date.

Here are a few community programs specialising in adult learning literacy and numeracy education that might be useful if you struggle with reading, writing or numbers.

Read Write Now! (Training WA)

25 Aberdeen Street Northbridge Western Australia

Phone: 1800 018 802 or 9427 1393

Email: readwritenow@nmtafe.wa.edu.au

Perth International College of English

100 Murray Street Perth City Western Australia

Phone: (08) 9221 2295

Email: info@pice.com.au

South Metropolitan TAFE Adult Migrant English Program (AMEP)

Armadale, Carlisle, Mandurah, Murdoch, Rockingham, or Thornlie

Telephone: 08 9267 7335 or 1800 862 166

E-mail: amep@smtafe.wa.edu.au

WORK HEALTH AND SAFETY

The Construction Skills Training Centre fully accept our legal and moral obligation under State and Federal Health and Safety legislation and we are committed to ensuring the health and safety of everyone affected by our operations.

We undertake to document all health and safety policies and procedures and communicate all relevant policies and procedures to students, staff, and visitors to our centre.

We maintain Health and Safety Representatives within our own workplace and accept that the wellbeing of staff, students, and visitors is our primary responsibility.

DISCLAIMER

While every effort and precaution has been taken to ensure the information in this booklet is accurate and up to date, CSTC accepts no responsibility for inadvertent errors or omissions.

The information contained in this document is subject to change without notice.

If you need any information or advice of a legal nature, we recommend that you contact a qualified legal practitioner.