



CSTC
QUALITY TRAINING

NATIONAL PROVIDER NO: 1974

STUDENT INFORMATION

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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 environment 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.

CSTC is committed to providing a safe and supportive environment in which learning is the key objective and students are free from prejudice, racism, bullying, and any other negative influences that impact on their learning opportunities.

Contact information Trades Hall

Office hours:

Physical address:

Phone:

Email:

Website:

OUR TRAINERS AND ASSESSORS

CSTC will ensure that all Training Instructors and Assessors, - are appropriately qualified and experienced and compliant with the Training and Education standard that CSTC must adhere to and requirements for each course they are assigned to.

All our Training Instructors and Assessors must have the required Certificate IV in Training and Assessment and the qualification of the course they are delivering.

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

COURSE INFORMATION

CSTC offer the following courses as Nationally Recognised Training:

- 1803ONAT Course in Crystalline Silica Exposure Prevention
- CPCWHS1001 Prepare to work safely in the construction industry (white card)
- CPCWHS2001 Apply WHS requirements, policies and procedures in the construction industry AND
- CPCCM2009 Carry out basic demolition.

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
- Entry Requirements
- Course pre-requisites or co-requisites
- Our refund policy
- The certification to be issued to the student on completion
- Competencies to be achieved
- Training & Assessment procedures
- Arrangements for the recognition of prior learning
- Grievance and appeal procedures
- Enrolment form
- 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.

Students are encouraged to talk with administration prior to enrolment to discuss their individual circumstances regarding funding.

The student fees as published are subject to change given individual circumstances at enrolment. 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

Refunds:

- Refunds are not automatic and will depend on the circumstances
- A request for a refund must be made in writing and submitted to administration
- Please see CSTC Fee, Charges and Refund policy and procedure for further information

CSTC maintains five (5) working days cooling off period from the date of enrolment into any of their courses where applicable.

RECOGNITION OF PRIOR LEARNING (RPL)

CSTC courses are not eligible for RPL due to the work health and safety -specific nature of the course content. Employers may wish the participant undertakes the course again so please discuss your individual circumstances with the Head of Compliance prior to enrolment.

COURSE ACCREDITATION & CREDIT TRANSFER

CSTC recognises Australian Qualification Framework Qualifications and Statements of Attainment which are issued by any other Registered Training Organisation (RTO) upon verification.

Students may be entitled to a credit transfer under the following circumstances:

- Completed units of competency from a relevant National Training Package
- Approved Units of Competency from a National Training Provider

CSTC 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.

On successful completion and payment of final course fees, your certificate and/or statement of attainment or Whitecard will be issued within 14 days.

If you have lost your Certificate, Statement of Attainment or whitecard, you can request a copy which may take up to 7 days and attracts a fee.

GRIEVANCES AND COMPLAINTS

In making your decision to enrol with us, you need to be aware that:

1. A complaint relates to any matter not related to your training outcomes, and
2. An appeal only relates to your training outcomes.

You may complain or appeal:

1. Informally – a brief discussion with your trainer, where the trainer’s explanation is sufficient to resolve the matter, or
2. Formally – in writing, where an investigation is required to resolve the matter.

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.

LODGING A COMPLAINT

The following procedures must be followed when lodging a complaint:

1. Request a Complaints and Appeal Form from your trainer or contact CSTC office to request a copy of the form.
2. Fill out all required details on the form and attached any relevant information.
3. Submit the form to Head of Compliance: Feedback@cstc.org.au
4. Upon receipt, CSTC will endeavor to resolve the issue by making inquiries about the matter or may task another person to research the matter against relevant policy.
5. The student will receive a response within ten (10) days of the complaint being received.

APPEALS

An Assessment Appeal is when the student does not agree with an assessment decision and would like it reviewed (e.g. an appeal against a Competent/Not competent decision)

CSTC will ensure that all assessment appeals will be handled in a fair, equitable and consistent manner and ensure that your rights are preserved at all times. We will ensure that you are aware of the requirements of the assessment and we use the Principles of Assessment and rules of evidence to make decisions.

Appeals against assessment decisions and other academic matters must be lodged within twenty-eight (28) days of the original decision being made. All records are kept on file.

APPEAL PROCEDURE

The following procedures must be followed when lodging a complaint:

1. Request a Complaints and Appeal Form from the CSTC office.
2. Fill out all required details on the form and attached any relevant information.
3. Submit the form to the Head of Compliance.
4. Upon receipt, CSTC will endeavor to resolve the issue by making inquiries about the matter or may task another person to research the matter against relevant policy.

5. The student will receive a response within twenty (20) days of appeal application being received.

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.

CSTC allows a participant to re-sit an assessment 2 times at no charge, if a participant is unsuccessful at the second attempt then the participant will be required to repeat the entire course at their own expense.

CHANGES TO COURSES AND COMPANY

Whereby CSTC make any changes to any of the following:

1. Ownership and control of the legal entity
2. Name of the legal entity or trading name
3. Chief Executive Officer or accountable officer
4. Location of Head Office or permanent training venue
5. Contact details of the organisation

RTO Closure or Ceases to Deliver Agreed Service

If for any reason CSTC ceases to deliver an agreed service or closes permanently any deposit paid by a participant will be refunded in full (where applicable). CSTC reserves the right to cancel or reschedule a course.

In the event of cancellation by CSTC, all monies paid by the participant, or their agent, in advance will be refunded. In the event of a course being rescheduled, if the new date is unacceptable to the participant all monies paid to CSTC in advance of the date of cancellation will be refunded.

We shall notify participants as soon as reasonably practicable of any changes and also advise how these changes will affect your training.

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 and the relevant authorities may be called if required.

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.

Reasonable adjustments can be implemented to provide internal support where applicable.

Any reasonable adjustment processes implemented cannot affect the integrity of the assessment.

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

UNITS OF COMPETENCY AND STATEMENTS OF ATTAINMENT

If you attend a course where successful completion results in the granting of a WorkSafe-accredited license, we will also provide a Statement of Attainment for any relevant qualifications.

This Statement of Attainment shows that you completed one or more units of competency from nationally recognised qualifications. These units of competency can count towards further qualifications under the Australian Qualifications Framework.

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.

All participants are required to abide by the Code of Conduct that promotes a fair and inclusive environment that treats all participants equally.

Any participant who goes against the Code of Conduct may be asked to leave the course.

CSTC reserves the right to call the relevant authorities when a serious breach has occurred.

The Code of Conduct can be found on our website.

Smoking, Drugs and Alcohol

CSTC is a smoke free environment. Smoking is not permitted in any part of the Training Centre.

Cigarettes and Vapes may be consumed in the designated area and participants are expected to dispose of the cigarette butts properly.

Drugs and Alcohol

Participants are expected to comply with the Workplace Health and Safety Legislation and shall be drug and alcohol free during the course. Participants may be asked to leave the premises if found to be under the influence and the relevant authorities may be informed.

Mobile Phones

Without exception mobile phones must be turned off during class time. This is an act of common courtesy shown towards both other participants and staff.

PRIVACY POLICY

CSTC gather personal information from staff, course participants, potential participants and other stakeholders. CSTC complies with the *Privacy Act 2001* and the Australian Privacy Principles.

For the purpose of this policy a record means a document, database, photograph or pictorial representation of a person, or an audio recording.

We collect personal information that allows for positive identification of each participant such as:

Name, address, contact details, occupation, gender, date of birth, email addresses, literacy level, course results, credit card details and welfare information (where relevant).

CSTC may disclose personal information, including sensitive information, held about an individual to:

- another RTO
- government departments
- anybody with statutory authority to access your personal information
- medical practitioners, in the case of a medical emergency; or to fulfil our duty of care to the community and individuals
- anyone you authorise CSTC to disclose information to. e.g.: employer
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The following principles shall apply to the collection of, maintenance, storage and use of personal information at the CSTC:

1. Your personal information will not be collected for inclusion in a record or in a generally available publication unless the information is collected for a lawful purpose related to necessary functions of the CSTC.
2. Where the CSTC collects personal information, the CSTC will take all steps to ensure that before the information is collected, or as soon as practicable after the information has been collected, that you are made aware of:
 - a. The purpose for which the information is being collected - that the information is required to ensure that Certificates are correctly issued and so that funding bodies are provided with the necessary information to approve funding to the CSTC.
 - b. The collection of the information is lawful via the Privacy Act 2001 and the funding grants from the Government
 - c. The funding body may be provided with your personal information to approve funding to the CSTC.
3. Any information provided by you shall be maintained under the CSTC records management system as described in CSTC policies and procedures. Records containing personal information are shredded as part of disposal. Electronic data is protected through password controlled systems. Access to personal information is restricted to authorised CSTC personnel.
4. In the event that you require access to your information please contact the CSTC Administration for assistance.
5. The CSTC will not alter the personal information that you have provided unless you have provided authorisation to do so. However, some of the CSTC funding bodies and organisations contracted with the CSTC, to train their accredited training courses, compare the information in their databases to the information provided by the CSTC. If there are discrepancies in this information you will be contacted personally.
6. The information provided by you at the commencement of each course shall be considered valid for that course alone. This information shall not be used for future courses. In the event that details change you are not obliged to keep the CSTC up to date, unless enrolling for another course.
7. If required under law, your personal information may be passed onto the relevant Government Department

If you have any concerns or queries with this policy, you should discuss these with the CSTC Business Manager.

CHILD SAFETY STATEMENT

CSTC is committed to the safety and wellbeing of all children and young people (under 18's) who enrol in courses through any applicable means, whether it is through an apprenticeship, employer supported or as part of school-based learning.

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.

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