



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 (RTO) 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 work 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 Western Australian workers.

## OUR COMMITMENT TO YOU

CSTC will operate within and maintain the Registration Standards 2025 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 trainers, 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: Construction Skills Training Centre

Office hours: 7.00am – 4.00pm

Physical address: Trades Hall Centre - 82 Beaufort Street Perth WA 6000

Phone: (08) 9358 6501

Email: [training@cstc.com.au](mailto:training@cstc.com.au)

Website: [www.cstc.com.au](http://www.cstc.com.au)

## OUR TRAINERS AND ASSESSORS

CSTC will ensure that all Trainers and Assessors, are appropriately qualified and experienced and compliant with the Registration Standards 2025, including the Credential Policy, that CSTC must adhere to and requirements for each course they are assigned to.

All our Trainers 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 Trainers 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 offers the following nationally accredited courses:

- 1803ONAT Course in Crystalline Silica Exposure Prevention
- CPCWHS1001 Prepare to work safely in the construction industry (white card)

CSTC has also been approved by WorkSafe WA to deliver the following:

- Health and Safety Representative (HSR) 5-day course
- Health and Safety Representative (HSR) refresher course

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 and assessment procedures
- arrangements for the recognition of prior learning
- complaint and appeal procedures
- enrolment form
- student 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 place 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:

- stationery (books, pens, calculators, rulers)
- applicable course regulatory licensing requirements
- replacement course learning and assessment materials
- replacement certifications
- travel Costs
- personal protection equipment (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 working days cooling off period from the date of enrolment into any of their courses where applicable.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is available for CSTC courses. Due to the work health and safety-specific nature of the course content, all RPL applications will be carefully assessed to ensure full compliance with current WHS legislation. Employers may still prefer participants to undertake the full course, depending on workplace requirements. Please discuss your individual circumstances with the Head of Education and Training prior to enrolment to determine the most suitable pathway.

## COURSE ACCREDITATION AND CREDIT TRANSFER

CSTC recognises qualifications and statements of attainment that are issued by any other Registered Training Organisation (RTO) upon verification.

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 White Card will be issued within 14 days.

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

## COMPLAINTS AND APPEALS

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

- a complaint relates to any matter not related to your training outcomes, and
- an appeal only relates to your training outcomes.

You may complain or appeal:

- informally – a brief discussion with your trainer, where the trainer’s explanation is sufficient to resolve the matter.
- 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 your trainer or assessor or CSTC management to give us a chance to resolve it.

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

If you are 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: [training@cstc.com.au](mailto:training@cstc.com.au)
4. Upon receipt, CSTC will endeavour 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 (10) days of the complaint being received.

## ASSESSMENT 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 are handled in a fair, equitable and consistent manner and ensure that your rights are always preserved. 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 (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 endeavour 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 (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.

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 two 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:

- ownership and control of the legal entity
- name of the legal entity or trading name
- Chief Executive Officer or accountable officer
- location of Head Office or permanent training venue
- 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 advise how these changes will affect your training.

## DIVERSITY, INCLUSION AND WELLBEING

### Everyone Belongs Here

Our RTO is committed to creating a welcoming and inclusive learning environment where every student feels respected, valued and supported.

We celebrate diversity in all its forms — culture, language, gender, sexuality, ability, age, and life experience — and we are proud to make our training spaces safe and inclusive for everyone

At our RTO, we believe that everyone deserves the opportunity to learn, grow, and succeed in an environment where they feel safe, respected and supported.

We know that our students come from a wide range of backgrounds, experiences and communities — and that is something we value deeply.

Diversity enriches our classrooms and strengthens our learning community. Inclusion means that every student has an equal chance to participate fully in training and achieve their goals. Wellbeing ensures that you feel supported, connected and ready to learn.

### Our Commitment to You

When you study with us, you can expect:

- **Respect and inclusion** — You have the right to learn free from discrimination, bullying or harassment.
- **Equal access** — We will make reasonable adjustments to training or assessments if you have a disability, health condition or personal circumstance that affects your study.
- **Cultural safety** — We recognise and respect the unique histories, cultures and contributions of First Nations peoples and commit to creating culturally safe learning environments.
- **Support when you need it** — Your wellbeing matters to us. We offer access to wellbeing and support services, and our staff can help connect you with external services if needed.

### If You Need Support

Life can sometimes affect study. If you are struggling with coursework, health, personal issues or anything else that makes learning difficult:

1. **Talk to your trainer** – they can often help or suggest adjustments, suggest support such as counselling referrals or wellbeing check-ins.
2. **Use our wellbeing resources** – we can provide information about community services, mental health supports and crisis lines.

Everything you share is treated **confidentially and respectfully**. You will not be disadvantaged for seeking help.

### Reasonable Adjustments

If you need adjustments to help you participate fully, let us know as early as possible. Examples include:

- Extra time for assessments
- Assistive technology or alternative formats
- Flexible class times or catch-up options
- Quiet spaces for learning or assessment
- Culturally appropriate support, including connection with community Elders if relevant.

We will work with you to find practical solutions that support your success.

### **Your Rights and Responsibilities**

As a student, you have the right to:

- learn in a respectful and inclusive environment
- be treated fairly and with dignity
- request reasonable adjustments or support
- have your privacy respected.

You also share responsibility to:

- treat others with kindness and respect
- value the diversity of your peers and trainers
- speak up if you feel unsafe or witness discrimination or bullying  
look after your own wellbeing and seek help early if you need it.

### **If You Feel Unsafe or Experience Discrimination**

If you ever feel uncomfortable, unsafe or experience behaviour that seems unfair or discriminatory:

- tell your trainer, Student Services, or another staff member you trust
- You can also make a confidential complaint through our feedback or complaints process - we take all reports seriously and will act promptly.

You deserve to feel safe and supported while you learn.

### **Looking After Your Wellbeing**

Your wellbeing is important to your learning and success.

We encourage you to:

- take regular breaks and maintain a healthy balance between study, work and rest
- reach out if you are feeling stressed or overwhelmed — you are never alone
- contact local and national support services such as:  
Lifeline – 13 11 14  
Beyond Blue – 1300 22 4636  
13YARN (First Nations support line) – 13 92 76

### **We are Here for You**

Our goal is to help every student reach their full potential.

If something is affecting your ability to learn or participate, please talk to us early — we are here to help.

Together, we can make sure your study experience is positive, safe and successful.

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](mailto: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](mailto: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 CSTC 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 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

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. If 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. If 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 suggest that you contact a qualified legal practitioner.