



CIVIL TRAIN
The Training Division of the CCF

RTO No: 5708

STUDENT INFORMATION HANDBOOK

CIVIL TRAIN QUEENSLAND

DECEMBER 2015

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INTRODUCTION

Thank you for choosing Civil Train as your training provider. Civil Train is committed to best practice, and is continually seeking improvement in the development and delivery of training programs.

This Student Information Handbook has been prepared for students enrolling in training programs with Civil Train. It provides essential information that will assist you as a prospective student prior to enrolment to make an informed decision regarding enrolment. In this handbook you will find information regarding:

- ✎ The structure and operations of Civil Train
- ✎ Training & assessment services on offer
- ✎ Procedures for recognition of prior learning
- ✎ Complaints and appeals processes
- ✎ Policies regarding safety and discrimination
- ✎ Student services and the privacy of your information

The staff at Civil Train are available to answer any questions that you may have regarding the information in this handbook and can be contacted on:

Phone: (07) 3360 7955

Email: civiltrainqld@ccfqld.com

CIVIL TRAIN

Civil Train is a nationally certified Supervising Registered Training Organisation (SRTO No. 5708), and the training division of the Civil Contractors Federation Queensland Branch (CCF QLD) which is the peak industry body for the civil construction industry. We have been delivering training to the civil construction industry for several years and are focused on ensuring our industry is skilled for the future.

Our clients benefit from the fact that we know civil construction training as this is our core business. We offer authentic industry training and believe in training by the industry, for the industry. That is why we work directly with industry to develop and deliver the best training possible, resulting in training that is relevant, efficient and cost effective. Also as a training division of CCF QLD, Civil Train has a direct link to engage in strong industry partnerships; a unique point of difference from other SRTOs within the industry.

With a focus on customer service, flexibility and professionalism, Civil Train is an industry leader for high quality training within the civil construction industry.

MISSION STATEMENT

We strive to ensure excellence in the industry training by:

- ✎ ensuring all training is industry focused and relevant
- ✎ providing innovative training solutions
- ✎ providing access to state of the art training facilities
- ✎ collaborating with industry experts
- ✎ complying with relevant training regulations

ADMISSION AND ENROLMENT

The enrolment procedure commences when a student contacts Civil Train expressing interest in a training program. Civil Train staff will respond differently for each type of enrolment.

- Training packages - enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant will be exchanged at a face to face sign up, or on request.
- Fee for Service delivery of competencies – an enrolment form and student handbook will be sent, or handed, to the student prior to commencement.
- Classroom short courses – and enrolment form and student handbook will be sent prior to the course start date, or supplied prior to the course commencement.

Training students/participants must complete an Enrolment Form prior to participating in a training program. The Enrolment Form provides Civil Train with all relevant personal information and collects data as a regulatory requirement for government agencies. All information provided is confidential and retained according to relevant Privacy legislation. It is the student/participant's responsibility to provide notice of any change of details or arrangements.

Prospective student/participants should also indicate on the Enrolment Form their requirement for assistance for individual or special needs.

Information on course content and resources is made available to student/participants at the time of enrolment. Also visit www.civiltrainqld.com

TRAINING DELIVERY MODE

Our training courses are delivered by:

- Face to face classroom training and assessment
- Workbooks completed in the student's own time
- Workplace Practical training and assessment
- Face to face training using our virtual classroom

WHAT ARE THE PREREQUISITES?

Prerequisites are experience or training that needs to be undertaken prior to some courses or subjects. In most cases there are no prerequisites required for civil construction training packages however please consult the course outline for your chosen course for prerequisite information

SELECTION PROCESS

Civil Train's selection process reflects our Access and Equity Policy. This policy ensures that student/participant selection decisions comply with equal opportunity legislation. (Refer to Access and Equity Policy on page 25 in this Handbook)

STUDENT REPOSIBILITIES

Students are required to supply their USI number prior to commencement of any nationally accredited training. This can be obtained by going to www.usi.gov.au and completing the application process.

Students are required to notify Civil Train directly of any change in their status to ensure all records are current at all times. This includes Name, Address, Phone Numbers and Email address.

Students are to retain a copy of all electronically submitted assessments until verification has been received from trainer/assessor of their success.

If a student wishes to cancel an appointment with the Trainer/Assessor they must contact their assigned trainer, or Civil Train administration staff, in a reasonable time so that the trainer can be re-assigned.

WORKING WITH PERSONS UNDER 18 YEARS OF AGE

Students under 18 years of age may enrol with Civil Train. A child is considered any individual less than 18 years of age.

It is the responsibility of Civil Train to ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff is required to report to Civil Train, any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

The RTO will comply with all relevant State and Federal legislation in the area of working with children.

Civil Train management require all of their training staff to obtain the Suitability (Blue) Card per Commission for Children and Young People Act which includes a Police check for child related employment. Information is available at www.afp.gov.au

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, Civil Train must report to the Department of Child Safety.

STUDENT INFORMATION

Student's details will be entered into the student management database. This will initiate the commencement of the student's file which will become part of the student's records and retained on file by Civil Train. Management of the student's file will be in accordance with the Privacy Principles. (refer to page 29).

PROGRESSION REPORTS/TRAINEE STATUS REPORTS

Student status reports are available on request and are also forwarded to employers on an achievement basis.

As the student progresses through the apprenticeship/traineeship a copy of the qualification status is forwarded to the employer for their reference.

It is the responsibility of the student to notify Civil Train staff if they do not wish their employer to be notified of their progress.

TRAINING SERVICES

Registered Training Organisations provide services for a range of clients, including but not limited to; Indigenous Councils, Multinational and Private Companies, Government Agencies, Trainees and not-for-profit Community Organisations.

As an established, well respected training organisation with extensive industry experience, Civil Train has provided services to a number of clients across Australia. Civil Train strictly adheres to the ASQA standards to continue delivering training services of the highest quality to their clients. All programs offered by Civil Train are aligned to the RII13 Resources and Infrastructure Industry Training Package for quality assurance and best practice.

Currently Civil Train is able to offer candidates accredited training in the following qualifications:

- ✚ RII20113 Certificate II in Resources and Infrastructure Work Preparation
- ✚ RII20713 Certificate II in Civil Construction
- ✚ RII30813 Certificate III in Civil Construction Plant Operations
- ✚ RII30913 Certificate III in Civil Construction
 - Stream 1 Bituminous Surfacing
 - Stream 2 Bridge Construction and Maintenance
 - Stream 3 Pipe Laying
 - Stream 4 Road Construction and Maintenance
 - Stream 8 Civil Construction General
- ✚ RII31213 Certificate III in Civil Foundations
- ✚ RII40613 Certificate IV in Civil Construction Operations
- ✚ RII40713 Certificate IV in Civil Construction Supervision
- ✚ BSB41415 Certificate IV in Work Health and Safety
- ✚ RII50413 Diploma of Civil Construction Management

Currently Civil Train is also able to offer candidates accredited training in the following units of competency:

- ✚ CPCCOHS1001A Work safely in the construction industry
- ✚ TLILIC2001A Licence to operate a forklift truck
- ✚ TLILIC2005A Licence to operate a boom-type elevating work platform (boom length 11 meters or more)
- ✚ MSAPMOHS216A Operate breathing apparatus
- ✚ MSAMOHS217A Gas test atmospheres
- ✚ MSAPMPER200C Work in accordance with an issued permit
- ✚ MSAPMPER300C Issue work permits
- ✚ HLTAID001 Provide cardio pulmonary resuscitation

Currently Civil Train is able to offer candidates non-accredited training in the following course:

- ✚ Quick Cut Saw
- ✚ Metered Standpipe (Urban Utilities)

Civil Train recognises the importance and benefits of combining industry experience with formal education when striving to deliver programs of highest quality and relevance to the client. Therefore all trainers and assessors employed by Civil Train have demonstrated significant industry experience in addition to obtaining relevant vocational and tertiary qualifications, allowing them to provide a professional, well-rounded learning environment for participants. Our trainers and assessors are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively.

The CEO recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within Civil Train to capitalise on these opportunities for improved practice. Civil Train supplies feedback forms to all participants at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, and ensuring the ever-changing needs and expectations of clients are being met. The CEO also welcomes feedback from other improvement opportunities such as risk assessment, participant suggestions, complaints and appeals, validation sessions and audit reports.

As a student with Civil Train your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above mentioned data, Civil Train maintains a continuous improvement register which will include a written record of all improvement strategies and reviews.

WHAT QUALIFICATION WILL I RECEIVE

Upon successful completion of your course with Civil Train you will be eligible to receive the following award.

Certificate:

- ✚ RII20113 Certificate II in Resources and Infrastructure Work Preparation
- ✚ RII20713 Certificate II in Civil Construction
- ✚ RII30813 Certificate III in Civil Construction Plant Operations
- ✚ RII30913 Certificate III in Civil Construction
 - Stream 1 Bituminous Surfacing
 - Stream 2 Bridge Construction and Maintenance
 - Stream 3 Pipe Laying
 - Stream 4 Road Construction and Maintenance
 - Stream 8 Civil Construction General
- ✚ RII31213 Certificate III in Civil Foundations
- ✚ RII40613 Certificate IV in Civil Construction Operations
- ✚ RII40713 Certificate IV in Civil Construction Supervision
- ✚ BSB41415 Certificate IV in Work Health and Safety
- ✚ RII50413 Diploma of Civil Construction Management

Statement of Attainment:

- ✚ CPCCOHS1001A Work safely in the construction industry
- ✚ TLILIC2001A Licence to operate a forklift truck
- ✚ TLILIC2005A Licence to operate a boom-type elevating work platform (boom length 11 meters or more)
- ✚ MSAPMOHS216A Operate breathing apparatus
- ✚ MSAMOHS217A Gas test atmospheres
- ✚ MSAPMPER200C Work in accordance with an issued permit
- ✚ MSAPMPER300C Issue work permits

Statement of Attendance:

- Quick Cut Saw
- Metered Standpipe (Urban Utilities)

FEES AND REFUNDS

The RTO must protect fees paid in advance and have a fair and reasonable refund policy. (Refer CT-03 Refund Policy)

Civil Train delivers training that is essentially funded from three sources.

- government funded through the Qld Government's User Choice arrangement;
- training funded by specific industry grants; and
- fee for service delivery

All training programs can attract fees unless the training contract notes that it is free of fees.

User Choice has a Student Contribution component which is paid by the student. Industry grant funds can require a client part contribution. Fee for Service delivery is full paid by the student.

Fee information is available via:

- Civil Train website
- Student Information Handbook
- Direct email

Each of these information streams will be updated regularly.

Payment is required in advance for any fee for service delivery and client contributions to partly funded courses. However, prepayment of fees for any course delivery will not exceed \$1,000.00.

For a full list of current fees and charges please refer to Civil Train's schedule of fees and charges.

REFUND

An application for a refund is addressed according to the notice given by the person making the request:

- withdrawal prior to the commencement of the course **100% refund**
- withdrawal after training has commenced **Balance after training costs**

A pro-rata credit is available so the student can complete the course at a later date

FEES AND CHARGES

FEE STRUCTURE

Each qualification, unit of competency or accredited course offered by Civil Train has a specific course fee. The course fee is the maximum fee that may be charged to the student for his / her selected training program.

Civil Train operates predominately on a 'fee for service' training basis. This means all training programs attract fees. These fees are paid by / charged to the student, a government agency or the student's employer.

It is Civil Train's policy that the course fee will be all inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses. Inclusions:

- All tuition
- Support and coaching
- Specified text books
- Classrooms and facilities

Where additional resources normally associated with a program of study are required, (reference material, research documents, own computer for example), the student will be clearly advised of exactly what is required in the student study guide for that program. Program fees are:

	\$
➤ RII20713 Certificate II in Civil Construction	\$4,880
➤ RII30813 Certificate III in Civil Construction Plant Operations	\$9,830
➤ RII30913 Certificate III in Civil Construction	
○ Stream 1 Bituminous Surfacing	\$14,100
○ Stream 2 Bridge Construction and Maintenance	\$11,040
○ Stream 3 Pipe Laying	\$12,310
○ Stream 4 Road Construction and Maintenance	\$ 9,830
➤ RII31213 Certificate III in Civil Foundations	\$12,310
➤ RII40613 Certificate IV in Civil Construction Operations	\$ 6,000
➤ RII40713 Certificate IV in Civil Construction Supervision	\$ 6,000
➤ BSB41415 Certificate IV in Work Health and Safety	\$4,000
➤ RII50413 Diploma of Civil Construction Management	\$6,500

Units of competency:

➤ CPCCOHS1001A Work safely in the construction industry	\$120
➤ MSAPMOHS216A Operate breathing apparatus	\$325
➤ MSAMOHS217A Gas test atmospheres	\$325
➤ MSAPMPER200C Work in accordance with an issued permit	\$325
➤ MSAPMPER300C Issue work permits	\$325

Units of competency:

➤ RIIWHS302D Implement Traffic Guidance Schemes	\$360
➤ RIIWHS202D Work in Confined Spaces	\$320
➤ RIIOHS205A Control traffic with stop-slow bat	\$490

STUDENT CONTRIBUTION FEES

Student Contribution fees are charged to any student who is undertaking government funded training (User Choice). The current fees are calculated at \$1.60 per nominal hour for each unit of competency/module delivered or achieved by RPL. There are no fees incurred for competencies achieved by credit transfer. Tuition fees are reviewed by the Government each January. All fees are charged in arrears. From time to

time in the past CSQ have provided some form of subsidise towards the Student Contribution fee for any student working in the civil construction industry. However, this subsidy arrangement has now ceased and from the 1st October 2015, all eligible students will be required to pay the full 100%. There are some expectations in place under certain conditions please contact our administration office for further information.

ENROLMENT FEES

No enrolment fee is applicable

WITHDRAWAL FEE

No withdrawal fee is applicable

RE-SUBMIT FEE

No re-submit fee applies

RE-ASSESSMENT FEE

No re-assessment fee applies

PRODUCE PARTIAL COMPLETION STATEMENT OF ATTAINMENT

No fee applies to produce a Statement of Attainment when the student has partially completed the training program and must withdraw

RE-PRINT CERTIFICATION

Where the student requests a new copy of his / her certification the following fees may apply:

- Statement of Attainment \$25.00+GST
- Qualification (with Academic Transcript) \$40.00+GST

REPLACEMENT TEXT AND TRAINING WORKBOOKS FEE

Civil Train will distribute workbooks as required to each trainee, if a workbook is misplaced or lost and the trainee requires a replacement workbook a fee of \$40.00 + GST will apply.

TRAINING GUARANTEE

It is the intention of the CEO of Civil Train that all students will receive the full training services paid for at all times, including but not limited to: training and assessment; assessment only; recognition of prior learning or short courses. The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with Civil Train. Specifically, the integrity, business experience and training expertise of the CEO ensure continuity of training and completion of training is guaranteed for all students. The continuous improvement and quality management practices employed by Civil Train's CEO and staff are designed to pro-actively identify any anomaly that might cause a business interruption or training failure, and address this situation before any students are affected. Training continuity and training completion is also guaranteed by the policy and procedure system developed by Civil Train. For example; the recruitment, induction and staff professional development policies and procedures ensure best practice and minimise the potential for business interruption or training failure.

In the extremely unlikely event of a business interruption or training failure, student's training is guaranteed by the financial management policy and procedure of Civil Train. If payment is received in advance for training, it is posted to its own sub-account in the Balance Sheet (not brought to account as income). The payment is only cleared to income when the training is delivered. If training is not delivered, the funds are easily identifiable for refunding to the client.

GIVING NOTICE OF ENROLMENT CANCELLATION

A student who wishes to cancel their enrolment must give notice in writing. This may be by email or letter. Civil Train will advise students of their rights with regards to the refunding of tuition fees (if applicable to their course) once we receive notification of the cancellation. The student will also be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

COURSE INFORMATION

On successful completion of the enrolment process, all students will receive information regarding their rights and responsibilities as students, including:

- ✚ Confirmation of the course being delivered
- ✚ The training and assessment procedures including method, format and purpose of assessment
- ✚ Qualifications to be issued

In summary, Civil Train will provide:

- ✚ Training programs and services that promote inclusion and are free from discrimination
- ✚ Support services, training, assessment and training materials to meet the needs of a variety of individual students
- ✚ Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- ✚ Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- ✚ Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- ✚ Access to information and course materials in a readily available, easily understood format
- ✚ Information to assist students in planning their pathway from school or the community to vocational education and training

If a student identifies with one or more of the following priority groups, he / she may be able to receive additional assistance:

- ✚ Aboriginal and / or Torres Strait Islander people
- ✚ Carers of people who are ill, aged or who have a disability
- ✚ People with a disability
- ✚ Women and girls who are returning to education and training
- ✚ Women and girls who are seeking training opportunities in non-traditional roles
- ✚ Young people aged 15 to 25
- ✚ Australian South Sea Islanders
- ✚ Parental job seekers
- ✚ People with English language, literacy and numeracy needs

- Mature aged workers who require up-skilling
- Long-term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

ASSESSMENT OUTCOMES

Student results and qualifications are issued in a timely manner and in accordance with the national guidelines. Statements of Attainment will be issued to those participants who undertake assessment.

Assessment outcomes are recorded using the following result codes:

C	Competent
NYC	Not Yet Competent
W	Withdrawn
CT	Credit Transfer granted for Statements of Attainment issued by other RTO's/ Learning Institutes
RPL	Recognition of Prior Learning

All student records are kept confidential and securely archived. Students may access their files upon request.

RECOGNITION OF PRIOR LEARNING (RPL)

Civil Train recognises that students may have gained knowledge through experience and prior learning. Students enrolling with Civil Train will be made aware of the recognition of prior learning policy by staff at the time of enrolment. Trainers will advise students of the forms of evidence that can be submitted for RPL.

FORMS OF EVIDENCE

Any evidence that is provided for RPL will need to:

- address the requirements of the competency
- be genuine, and
- demonstrate currency

Forms of evidence toward recognition may include;

- work records
- records of workplace training
- assessments of current skills
- assessment of current knowledge
- third party reports from current and previous supervisors or managers
- curriculum vitae
- performance appraisals or
- duty statements

The trainer will evaluate all of the evidence against the relevant competencies and award any relevant result.

APPEALING RECOGNITION OUTCOMES

If the student is not satisfied with the result of their RPL submission, they may appeal the outcome like other assessment decisions. Further information is available under Appeal Process in this handbook.

RECOGNITION BY CREDIT TRANSFER

Civil Train will recognise all nationally recognised qualifications and statements of attainment issued by any other SRTO. If any ambiguity is detected when validating a student's certification, Civil Train will seek verification from the relevant SRTO before recognising the qualification or statement of attainment.

Recognition by Credit Transfer procedure is as follows:

- Students enrolling with Civil Train will be made aware of the recognition of credit transfer policy at the time of enrolment.
- Civil Train trainers will remind students of the policy progressively throughout the duration of their course.
- When a student presents a nationally recognised qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to Civil Train for verification.
- Civil Train will verify the authenticity of the qualification or statement of attainment. The verified copy of the qualification or statement of attainment is placed in the student's file.
- Once verification of the qualification or statement of attainment has been established, Civil Train staff will inform the student and offer exemption from the relevant unit/s of competency. Staff will ensure the student is aware of and understands what component/s of their training and assessment are affected.
- Civil Train staff will update the student's records accordingly.

ASSESSMENT

Civil Train will provide training services to student's on a 'fee for service' basis. (refer to CT-02 Assessment Policy).

In developing the assessment (including RPL) for each qualification and unit of competence, the RTO CEO 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 Qualifications 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 guide the collection of evidence to support the principles of validity and reliability.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.
- Timely and appropriate feedback is given to students.
- Assessment complies with the RTO's access and equity policy.
- All students have access to reassessment on appeal.

STUDENT ACCESS TO RECORDS

Students are entitled to access to their training records on request. Students need to make their request in writing and they will be provided access at a time convenient to both parties. The records cannot be removed from Civil Train's office but copies can be provided. They may view their record in the presence of a representative from Civil Train.

WELFARE AND GUIDANCE

Civil Train will assist all students in their efforts to complete training programs by all methods available and reasonable.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other Civil Train staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of Civil Train to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact Civil Train who can assist students in sourcing appropriate external support.

FLEXIBLE DELIVERY OF LEARNING AND ASSESSMENT SERVICES

Civil Train recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Civil Train respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, if a student is unable to complete a written assessment they can be provided with the opportunity to verbally demonstrate their competency.

Civil Train training and assessment may be carried out at most locations including the Civil Train training facilities, and workplaces. Training for Certificate IV and Diploma courses may also be undertaken using video conferencing.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded, or allowing a student to sit for an assessment alone in a different room.

Civil Train staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Civil Train can offer, they will be referred onto an appropriate external agency.

LANGUAGE, LITERACY AND NUMERACY ASSESSMENT

Civil Train course information and learning materials contain written documentation and limited numerical calculations.

Civil Train recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by Civil Train staff or requested by a student, a Language, Literacy and Numeracy evaluation will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

Civil Train will endeavour to provide assistance to students having difficulty with Language, Literacy or Numeracy to accommodate their needs. In the event that a student's needs exceed the ability of Civil Train staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

PRINCIPLE OF ASSESSMENT

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable
- Sufficient.

FAIR

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

FLEXIBLE

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

VALID

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills and
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application

- ✎ Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

RELIABLE

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the required competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

SUFFICIENT

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

RULES OF EVIDENCE

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- ✎ Valid
- ✎ Sufficient
- ✎ Authentic
- ✎ Current.

VALID

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- ✎ Assessment against the units of competency must cover the broad range of skills and
- ✎ Knowledge that are essential to competent performance
- ✎ Assessment of knowledge and skills must be integrated with their practical application
- ✎ Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

SUFFICIENT

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

AUTHENTIC

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

CURRENT

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

APPEALS OF ASSESSMENT RESULTS

Students have the right to appeal assessment decision if they do not agree with the assessment.

If the student wishes to make an appeal they should first discuss the result with their trainer and request a re-assessment. The trainer will then request the Senior Trainer and Assessor to evaluate the original decision and make a fair judgment as to whether any change is required. If the student is still not satisfied with the outcome, the matter will be referred to the Appeals Committee, comprising of the current members of Civil Train's Industry Advisory Committee and the Senior Trainer and Assessor.

If the student is still not satisfied with the decision of the Appeals Committee, then they should seek further assistance from the Disputes Settlement Centre, whose details are listed below:

Disputes Settlement Centre

A Division of the Department of Justice

4 / 456 Lonsdale St

GPO Box 4113

Melbourne, Victoria, 3000

Email: dscv@justice.vic.gov.au

COMPLAINTS AND GRIEVANCES

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Civil Train have access to the following procedure:

INFORMAL COMPLAINT:

- ✎ An initial complaint or appeal will involve the student communicating directly with Civil Train verbally or by other appropriate means. Civil Train will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal.
- ✎ Students dissatisfied with the outcome of the Civil Train's decision may initiate the formal complaint procedure.

FORMAL COMPLAINT / APPEAL:

- ✎ It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.
- ✎ The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Civil Train management.
- ✎ On receipt of a formal complaint, Civil Train will convene the complaint committee to hear the complaint.

- The complaint committee will consist of a panel of people with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
 - Industry Advisory Committee members
 - A Civil Train staff member
 - A person independent of Civil Train
- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one other person as support or as representation.
- Staff member/s involved shall be given an opportunity to present their case to the committee and may be accompanied by one other person as support or as representation.
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented and present their outcome in writing within 14 days.

Continuous improvement procedures may be actioned when the complaint procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Civil Train policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

MAKING A COMPLAINT TO ASQA

To make a complaint, students are to complete the *Complaint about a registered training organisation* form located on the ASQA website www.asqa.gov.au

If you need help with the form or if you are unsure whether ASQA can help with your complaint, call the ASQA Info line on 1300 701 801 or email: <mailto:enquiries@asqa.gov.au>

WORK HEALTH AND SAFETY POLICY

The Work Health and Safety Act 2011 outline the requirements of an RTO in establishing and maintaining Occupational Health and Safety standards. The requirements of an RTO as specified in the abovementioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards

In order to meet these requirements Civil Train has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to occupational health and safety.

The purpose of this section is to present a strategic overview of the Civil Train safety system and to provide guidance for meeting the requirements of occupational health and safety on the Civil Train premises, ensuring a high standard of workplace health and safety.

It is obligation under legislation that all Civil Train employees and management contribute to and assist in maintaining occupational health and safety and risk management operations as part of their role within the RTO. Civil Train management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate occupational health and safety professional development for Civil Train students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed work place with the safe storage of goods such as chemicals if relevant.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Evacuation plan, (Fire and Bomb)
- Emergency Control
- Accident/ Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (Storage)
- Manual Handling Techniques and Training
- Store and dispose of waste according to OH&S regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and Fire Prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all RTO staff and Student's to see

HARRASSMENT AND DISCRIMINATION

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so all staff and students are treated fairly and have the opportunity to feel safe, valued and respected. (Refer to CT-01 Access & Equal Opportunity Policy).

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

In the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing matters the offending party, a trainer or other Civil Train staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow Civil Train policy procedures to rectify the situation.

All students and staff working with Civil Train have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in

confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Civil Train policy and procedures.

Civil Train ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, Civil Train management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

CIVIL TRAIN STAFF AND STUDENT'S SHOULD BE AWARE OF THE FOLLOWING DEFINITIONS:

RACIAL HARASSMENT

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, decent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions or unfair treatment.

SEXUAL HARASSMENT

Involves any verbal or physical conduct of a sexual nature which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms non-work related communication, offensive noises or displays of sexually graphic or suggestive material.

BULLYING

Involves any behaviour that suggests a real or perceived power over another party or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, sabotage of a person's work or their ability to work by withholding resources or information.

CONFIDENTIALITY

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

DISCRIMINATION

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

HARASSMENT

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

PERSONNEL

Refers to all employees and contractors working for Civil Train.

VICTIMISATION

Involves any process which results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment or denial of access to work related resources.

SPECIFIC PRINCIPLES

- ✎ It is the right of all staff and student's to work and study in an environment free of any form of harassment and discrimination,
- ✎ All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Civil Train,
- ✎ When Civil Train management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it,
- ✎ In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- ✎ All complaints presented to Civil Train should be resolved by a process of discussion, cooperation and conciliation wherever possible. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation,
- ✎ Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue from Civil Train management
- ✎ Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- ✎ Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.

STAFF AND STUDENTS SHOULD NOT MAKE ANY FRIVOLOUS OR MALICIOUS COMPLAINTS. ALL STAFF AND STUDENTS ARE EXPECTED TO PARTICIPATE IN THE COMPLAINT RESOLUTION PROCESS IN CONFIDENCE THAT THE PROCEDURES ARE DESIGNED TO ENSURE FAIR RESOLUTION.

CONDUCT AND BEHAVIOUR

Rules and Regulations: The following applies to all persons, staff and student/participants:-

- an individual's property is to be respected and not interfered with without prior consent. Civil Train accepts no responsibility for personal property lost or stolen at training sessions
- no-one has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind
- aggressive physical contact or verbal abuse will not be tolerated
- smoking is not permitted inside training facilities or Civil Train building
- mobile phones are to be turned off during classes and in study areas
- all student/participants for assessment are responsible for retaining copies of all materials and evidence submitted for assessment

Bullying and Harassment: Bullying and harassment in any form, including sexual harassment will not be tolerated under any circumstances. All student/participants to Civil Train training courses have a right to participate in training in an environment free from intimidation and harassment.

Civil Train acknowledges workplace harassment is against the law and in any workplace context, including conferences, work or business related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefit of its employees, student/participants and visitors.

Workplace Health and Safety: With regard to workplace health and safety Civil Train is obliged to:

- ensure the health and safety of each of their workers, student/participant, visitors and guests
- ensure that people can come to work or a training venue with a minimum of risk of injury or illness
- ensure that any equipment used by staff or student/participants is safe when properly used

Student/participants are obliged to:

- obey instructions regarding their health and safety and the health and safety of others
- not deliberately interfere with or misuse anything that has been provided for workplace health and safety
- not deliberately endanger the workplace health and safety of others, or deliberately injure themselves

Discipline Policy: Student/participants at all times must maintain appropriate behaviour and follow Civil Train rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of a major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the training.

All disciplinary matters will be handled by the CEO of Civil Train.

DISCIPLINE

Civil Train make every effort to practice co-operation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined

behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Any trainer or staff member who is dissatisfied with the behaviour or performance of a student has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Civil Train complaint procedure.

Civil Train staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Civil Train and appropriate action will be taken.

ACCESS AND EQUITY

Civil Train is committed to practicing fairness and equal opportunity for all current and potential students, regardless of sex, race, impairment or any other perceived difference in class or category. Civil Train will address access and equity matters as a nominated part of operational duties. (Refer to CT-01 Access & Equal Opportunity Policy).

ACCESS AND EQUITY PROCEDURE

Civil Train has developed policies and procedures to guide and inform all staff and students in their obligations regarding access and equity. Upon induction in to Civil Train, all staff are provided with copies of the policies which they must adhere to throughout all their operations as a Civil Train staff member. Students are made aware of the access and equity policy via the Civil Train Student Handbook and informed of their rights to receive access and equity support and to request further information.

Civil Train access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Civil Train entry requirements will be accepted into any training programs. If any student or staff member has issues or questions regarding access and equity or believes they have been treated unfairly, they will be directed to Civil Train's management for consultation.

VOCATIONAL EDUCATION AND TRAINING (VET)

Vocational Education and Training (VET) is 'education and training for work'. It exists to develop and recognise the competencies, knowledge or skills of learners for the workplace.

It has traditionally been seen as post-secondary, non-university education and training, focusing on apprenticeships. But reforms in the past decade now see vocational education and training programmes offered in secondary schools, stronger links with university study options and eight (8) levels of qualifications offered in most industries, including high growth, new economy industries.

Providers of learning and assessment services are registered by the system and regularly audited for service quality. The system enables providers to operate anywhere in Australia and to issue nationally-recognised qualifications. Registered Training Organisations include TAFE institutes, private training and assessment organisations, enterprises, universities, schools and adult education providers.

System clients are the learners themselves (student, training participant, apprentices and re-trainees) and their employers.

Industry-led – Vocational Education and Training in Australia is an industry-led system through the leadership of the Department of Education, Science and Training (DEST) and through the development of industry-recognised training packages by representative bodies.

Training Packages – Training packages are an integrated set of nationally endorsed standards, guidelines and qualifications for training, assessing and recognising people’s skills, developed by industry to meet the training needs of an industry or group of industries.

Training packages are developed by industry through national industry skills councils. Recognised bodies or by enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement, developers must provide evidence of extensive consultation and support within the industry area or enterprise.

Training Packages have been developed to meet the skills needs of many industries – these include: Metals, Community Services, Health, Business Services, Transport and Distribution, Forest and Forest Products, Racing Industry, etc. They are reviewed regularly – usually every three (3) years to ensure they remain relevant to industry needs and to allow issues that arise during their implementation to be addressed.

More information is available on the ASQA website at www.asqa.gov.au

OTHER VET TERMINOLOGY AND DEFINITIONS

The following is a listing of other relevant vocational education and training terminology and definitions to help student/participants understanding of the context of their study and assessment.

COMPETENCY BASED TRAINING (CBT)

Competency Based Training (CBT) is training which develops the skills, knowledge and attitudes required to achieve competency standards.

COMPETENCY STANDARDS

A competency standard is an industry-determined specification of performance which sets out the skills and knowledge required to operate effectively in employment. Competency Standards are made up of units of

competency, which are made up of elements, performance criteria, a range of variables, and an evidence guide. Competency Standards are an endorsed component of a training package.

COMPETENCY BASED ASSESSMENT (CBA)

Competency Based Assessment (CBA) is the gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.

COMPETENCE

Competence is achieved when an individual can perform and apply a combination of skills, knowledge and the attitudes to the standard required in a range of situations in the workplace

ASSESSMENT

Assessment is the process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.

QUALITY IN AUSTRALIAN TRAINING

Quality in the Australian vocational education and training system is contributed to be two (2) frameworks:

1. The Standards for NVR Registered Training Organisations 2015; and
2. The Australian Qualifications Framework

The following is a brief explanation of these two (2) aspects of training In Australia.

THE STANDARDS FOR NVR REGISTERED TRAINING ORGANISATIONS

The Standards for NVR Registered Training Organisations (2015) is a set of nationally agreed standards to ensure the quality of vocational education and training services throughout Australia.

The Standards for NVR Registered Training Organisations (2015) ensures that all RTO's and the qualifications they issue are recognised throughout Australia.

AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian Education and Training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

The Framework links together all these qualifications and is a highly visible, quality-assured national system of educational recognition which promotes lifelong learning and seamless and diverse education and training system.

It covers qualifications issued by secondary schools, vocational education and training (VET) providers and higher education institutions. All qualifications are nationally-recognised.

Training Packages specify the combination of competency based standards required to achieve a particular qualification. Learners who complete some, but not all, competencies for a qualification are awarded a statement of attainment. When they are assessed as competent in the remaining standards, they attain the qualification.

PRIVACY POLICY

Civil Train considers student privacy to be of utmost importance and will practice a high standard of care and concern in regards to maintaining student privacy in all aspects of business operations. Civil Train will comply with all legislative requirements including the Privacy Act (1988) and Australian Privacy Principles (2014).

On enrolment each student is given a Privacy Consent Form to read and sign, stating that they give permission for Civil Train to provide basic personal details to prospective employers. In usual circumstances, the only details required by a prospective employer would include the student's name, telephone number and suburb of residence, and would be supplied to employers when the student has achieved the qualification.

This service is provided for the purpose of improving the student's employment opportunities and should not be used in any other circumstances without explicit consent.

Prospective employers seeking student details are required to sign a declaration form in order to guarantee that all student details are supplied for the purposes of recruitment only. Student details will not be supplied until Civil Train has received the signed declaration form from the employer/s.

In some circumstances, Civil Train may be required by law or in adherence with the ASQA standards to make student details available to other parties. In all other circumstances, Civil Train will ensure that written permission is obtained from the student before releasing any details.

ACCESS AND EQUITY

The National Skills Framework has a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes. An RTO needs to ensure that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services.

GOVERNANCE

Civil Train manages its training programs in accordance with VET state and territory legislation and regulations. As part of its training package, Civil Train encourages all participants to be familiar with the relevant legislation, Acts and the Licensing Authorities' requirements and how they impact on their workplace.

The legislation is continually being amended and all relevant staff members of Civil Train will be made aware of any changes, through memorandums and regular senior management updates.

Current legislation is available online at www.austlii.edu.au/au/

PRIVACY PRINCIPLES

COLLECTION

Civil Train will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

USE AND DISCLOSURE

Civil Train will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

DATA QUALITY

Civil Train will take all reasonable measures to ensure that all student personal information that is collected used or disclosed is accurate, current and complete.

DATA SECURITY

Civil Train will take all reasonable measures to ensure all collected student personal information is protected from misuse, loss or damage, and that all data and record storage is secured from unauthorised access, modification or disclosure.

OPENNESS

Civil Train will maintain documentation which details how student personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, Civil Train will explain what information is held, for what purpose it is held, and what procedures outline the collection and use of information.

ACCESS AND CORRECTION

Civil Train will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, Civil Train will correct and update to file.

UNIQUE IDENTIFIERS

Civil Train will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

ANONYMITY

Civil Train will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

TRANS BORDER DATA FLOWS

Civil Train privacy protection principles apply to the transfer of data throughout Australia.

SENSITIVE INFORMATION

Civil Train will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Disclaimer: every effort has been made to ensure this document was accurate at the time of completion however, the Civil Contractors Federation does not guarantee that the information in this document was accurate at the date of publishing or that it will be in the future.

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