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# Student Handbook for Civil Contractors Federations – Civil Train

Date, February 2020

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## Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Civil Contractors Federation - Civil Train policy may impact on the currency of information included. Civil Contractors Federation - Civil Train reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Civil Contractors Federation - Civil Train.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Civil Contractors Federation - Civil Train. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

### Civil Contractors Federation - Civil Train

**EMAIL:** [civiltrain@ccfgld.com](mailto:civiltrain@ccfgld.com)

**PHONE:** 07 3360 7955

**ADDRESS:** 11 Hi-Tech Court  
EIGHT MILE PLAINS QLD 4113

## Important Details

### Registered Training Organisation (RTO) Details:

Head Office: Civil Contractors Federation – Civil Train

RTO#5708

11 Hi Tech Court

Eight Mile Plains Qld 4113

T 07 3360 7955

E [civiltrain@ccfqld.com](mailto:civiltrain@ccfqld.com)

W <http://civiltrainqld.com/>

Townsville Office:

13/547 Woolcock Street

Mount Louisa Qld 4814

### Your Details: *[to be completed by the student]*

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

### Employer Details (if applicable): *[to be completed by the student]*

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

### **Copyright Notice**

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## Welcome

Congratulations on your choice to undertake a qualification with Civil Contractors Federation - Civil Train.

## About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- BSB30415 Certificate III in Business Administration
- BSB41415 Certificate IV in Work Health and Safety
- RII20715 Certificate III in Civil Construction
- RII30115 Certificate III in Surface Extraction
- RII30815 Certificate III in Civil Construction
- RII30915 Certificate III in Civil Construction
  - Bituminous Surfacing
  - Bridge Construction & Maintenance
  - Pipe Laying
  - Road Construction & Maintenance
  - Road Marking
  - Traffic Management
- RII31215 Certificate III in Civil Foundations
- RII40615 Certificate IV in Civil Construction (Operations)
- RII40715 Certificate IV in Civil Construction (Supervision)
- RII50415 Diploma of Civil Construction Management

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 5708.

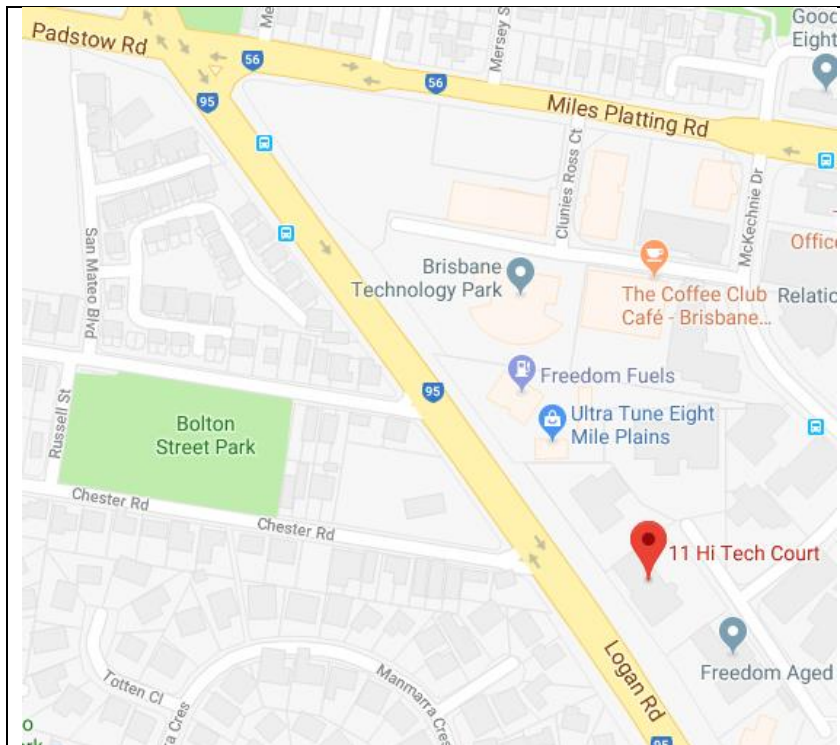
We have offices in Brisbane and Townsville. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- A combination of the above

## Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Civil Contractors Federation - Civil Train.

### ***Brisbane Head Office***



### ***Townsville Office***





## Legislation

As an RTO, Civil Contractors Federation - Civil Train is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, Civil Contractors Federation - Civil Train abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Apprenticeships and Traineeships*
- *Children and Young People*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

Civil Contractors Federation - Civil Train is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector

## Code of Conduct

As a responsible member of the VET community, Civil Contractors Federation - Civil Train follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Civil Contractors Federation - Civil Train has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

A copy of the Code of Conduct can be obtained by contacting Civil Contractors Federation - Civil Train on: 07 3360 7955

## Other Policies and Procedures

The following Policies and Procedures underpin Civil Contractors Federation - Civil Train's operations. Please contact our administration for more information:

- Access and Equity Policy
- Appeals Policy
- Assessments Policy and Procedure
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Privacy Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy

## Privacy

Civil Contractors Federation - Civil Train strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

## Access to Your Records

If you wish to access your student information file, please direct your enquiry to the administration staff of Civil Train either by emailing [civiltrain@ccfgld.com](mailto:civiltrain@ccfgld.com) or by phoning: 07 3360 7955.

## Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

### **Enrolment Dates**

Civil Contractors Federation - Civil Train operates on a system of rolling start dates for all our qualification training. We offer specific face to face delivery through our Short Course training which is delivered at our offices in Brisbane and Townsville as per our Short Course Calendar. This means you can enrol and start studying straight away, if you have further questions, please direct them to our Civil Train administration staff on 07 3360 7955.

### **Entry Requirements**

Please contact Civil Contractors Federation - Civil Train to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

### **Unique Student Identifier (USI)**

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Civil Contractors Federation - Civil Train cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

## **Access and Equity**

Civil Contractors Federation - Civil Train will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Civil Contractors Federation - Civil Train prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Civil Contractors Federation - Civil Train will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary and LLN support.

It is the responsibility of all staff at Civil Contractors Federation - Civil Train to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 07 3360 7955.

## **Other Support Services**

Civil Contractors Federation - Civil Train is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

Salvation Army: 13 SALVOS (13 72 58) or [www.salvos.org.au](http://www.salvos.org.au)



## Fees

Information about fees and charges is documented clearly on our website <http://civiltrainqld.com/fees-funding/> or can be obtained by contacting Civil Contractors Federation - Civil Train. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of April 2018 and are subject to change. Please contact Civil Contractors Federation - Civil Train if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

## Course Fees

Short Course Name	Course Code	Cost
Contribute to Health and Safety of Self and Others	BSBWHS201	\$300
Use Explosive Power Tools	CPCCCM2007B	\$300
White Card	CPCCWHS1001	\$80
Trim and Cut Felled Trees (includes Maintaining Chainsaws)	FPICOT2239	\$300
Provide Cardiopulmonary Resuscitation	HLTAID001	\$120
Provide First Aid	HLTAID003	
Provide Cardiopulmonary Resuscitation – Refresher	HLTAID001	\$66
Operate Breathing Apparatus	MSMWHS216	\$320
Confine Small Workplace Emergencies (Fire Extinguisher)	PUAWER008B	\$150
Carry Out Measurements and Calculations	RIICCM201D	\$300
Identify, Locate and Protect Underground Services	RIICCM202D	\$300
Read and Interpret Plans and Specifications	RIICCM203D	\$300
Carry out Basic Levelling	RIICCM208D	\$300
Install Trench Support	RIICCM210D	\$300
Erect and Dismantle Temporary Fencing and Gates	RIICCM211D	\$300
Load and Unload Cargo/Goods	RIIHAN204D	\$330
Operate Elevating Work Platforms(< 11 Meters)	RIIHAN301D	\$300
Use Hand and Power Tools	RIISAM203D	\$540
Operate Small Plant and Equipment	RIISAM204D	
Enter and Work in Confined Spaces	RIIWHS202D	\$320
Work Safely At Heights	RIIWHS204D	\$300
Control Traffic With Stop Slow Bat (Theory/Site Visit)	RIIWHS205D	\$550
Control Traffic With Stop-Slow Bat - Renewal	RIIWHS205D	\$350
Traffic Management Implementation	RIIWHS302D	\$360
Traffic Management Implementation - Refresher	RIIWHS302D	\$275
Operate a Vehicle-mounted Loading Crane	RIIHAN307D	\$300
Combined: Enter and Work in Confined Spaces & Work safely at heights	RIIWHS202D RIIWHS204D	\$540
Metered Standpipe Operation (QLD Urban Utilities)		\$198 <sup>#</sup>
Quick Cut Demolition Saw		\$220 <sup>#</sup>
Load Restraint		\$330 <sup>#</sup>

<sup>#</sup> Inclusive of GST

## Other Fees

Other Fees	Fee
Re-Issue of Statement of Attainment	\$33 <sup>#</sup>
Re-Issue of Certificate	\$33 <sup>#</sup>
Replacement of Wallet Card	\$33 <sup>#</sup>
Replacement of White Card (CPCCWHS1001)	\$55
Processing fee for same day processing of Certificate/Statements	\$100 <sup>#</sup>
Processing fee for 24 hour turn around for production of Certificates	\$50 <sup>#</sup>

## Replacement of Training Materials

Civil Contractors Federation - Civil Train will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on 07 3360 7955 if replacement materials are required.

## Re-issue of Transcripts

An administration fee of \$33 applies for Civil Contractors Federation - Civil Train to re-issue a copy of your Certificate or Statement of Attainment.

## Late Submission of Assessment

In cases where assessments have not been submitted within the course timeframe, a fee will apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee to mark these assessments will also apply.

## Payment Options

Payment of course fees can be made to Civil Contractors Federation via:

- Credit card
- Debit card
- Electronic funds transfer

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in a suspension of your enrolment. If you have trouble paying your fees, please contact us on 07 3360 7955 to discuss options.

### **Failure to Make Payment**

If payments are not made according to the agreed terms of the training contract, Civil Contractors Federation - Civil Train may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Civil Contractors Federation - Civil Train as early as possible to discuss options.

### **Refunds**

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact Civil Contractors Federation - Civil Train on 07 3360 7955 to discuss individual circumstances.

### **Withdrawal Prior to Commencement of Course**

If you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made less an administration fee of \$55. This is because Civil Contractors Federation - Civil Train will have already expended resources associated with setting up student records and providing materials.

### **Withdrawal After Commencement of Course**

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

### **Withdrawal Due to Illness or Hardship**

In circumstances of illness and/or extreme hardship, you may withdraw and may be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- Any refund will be at the discretion of Civil Contractors Federation - Civil Train



## **Cancellation of Course by Civil Contractors Federation - Civil Train**

In the event that a course is cancelled by Civil Contractors Federation - Civil Train for any reason, students enrolled at the time of the cancellation announcement will have their fees refunded for units that have not been assessed. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these.

## **Course Information**

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks may be provided. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Civil Contractors Federation - Civil Train's online learning platform.

You will be given an outline for training appointments which may be:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

## **Duration**

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

## **Volume of Learning**

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

## Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

### How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the

assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Civil Contractors Federation - Civil Train has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

## **Training and Assessment Strategies**

Civil Contractors Federation - Civil Train staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Civil Contractors Federation - Civil Train. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

## **Apprenticeships and Traineeships**

Civil Contractors Federation - Civil Train gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract.

## Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Civil Contractors Federation - Civil Train. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

## Recognition Processes

Civil Contractors Federation - Civil Train offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

### • Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact the Civil Train administration staff to discuss your options.

### • Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

(Taken from: <http://www.skillsrecognition.net.au/key-terms>)



- **Credit Transfer**

Civil Contractors Federation - Civil Train recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact our Civil Train administration team on 07 3360 7955.

## **Foundation Skills**

All training and assessment delivered by Civil Contractors Federation - Civil Train requires a satisfactory level of Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

## **Assessment Information**

### **Submitting Assessments**

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

### **Assessment Feedback**

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

## Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Civil Contractors Federation - Civil Train. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

## Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Civil Contractors Federation - Civil Train expects that you use the APA or Harvard style of referencing when writing your assessments. More information about how to do this can be found at: .....  
*[consider inserting links to some of the following sites which are designed to help students with various referencing styles. Understandably, some university sites can have very detailed explanations which may be overwhelming for some students. Try to select sites that outline the information your students need, without too much else]*

APA: <http://libguides.jcu.edu.au/apa>

[http://guides.is.uwa.edu.au/ld.php?content\\_id=17350815](http://guides.is.uwa.edu.au/ld.php?content_id=17350815)

Harvard:

[https://www.adelaide.edu.au/writingcentre/referencing\\_guides/harvardStyleGuide.pdf](https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf)

[https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard\\_Complete.pdf](https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf)

## Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome; you are encouraged to speak with your trainer in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Civil Contractors Federation - Civil Train's procedure for lodging an appeal.

## Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 07 3360 7955.

## Student Conduct

Just as Civil Contractors Federation - Civil Train has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Civil Contractors Federation - Civil Train views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Civil Contractors Federation - Civil Train and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals' process.

## Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

## **Workplace Health and Safety**

Workplace health and safety legislation applies to everyone at Civil Contractors Federation - Civil Train. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

## **Smoking, Drugs and Alcohol**

Civil Contractors Federation - Civil Train is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Civil Contractors Federation - Civil Train premises, to use Civil Contractors Federation - Civil Train facilities or equipment, or to engage in any Civil Contractors Federation - Civil Train activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

## **Student Feedback**

Civil Contractors Federation - Civil Train is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

## **Issuing Certificates**

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Civil Contractors Federation - Civil Train and other RTOs in the Standards for RTOs 2015.

If for some reason Civil Contractors Federation - Civil Train ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Civil Contractors Federation - Civil Train')



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