



CSTC PTY LTD

STUDENT HANDBOOK



TABLE OF CONTENTS

Contents

Welcome	2
About us	3
Who IS CSTC?	3
Where is CSTC located?	3
Studying with CSTC	4
What courses does cstc offer?	4
How do I enrol?	4
How are courses delivered?	7
What is involved with training and assessment?	7
Who conducts the training and assessment?	8
What is expected of me during training and assessment?	8
Can my existing skills and/or prior training be recognised?	9
how am i expected to conduct myself?	9
What do I receive upon completing training and assessment?	11
What do my results mean?	11
When can I access my records?	11
Fees and charges	12
What are the costs for full FEE-PAYING students?	12
Am I eligible for funding?	12
What are the costs for RPL students?	13
Refunds	14
How do I apply for a refund?	14
Feedback, appeals and complaints	15
How can I provide feedback?	15
What if I am unhappy with my results?	15
What if i am unhappy with the service provided to me?	16
Support services	17
Will my language, literacy and numeracy skills be considered?	17
Where can I seek help for welfare and guidance matters?	18
Policies	19
What is the CSTC Code of Practice?	19
Are all students treated equally?	20
How will my personal information be used?	22
What happens to any photographs, video or recorded audio taken?	24
What protections are offered to those under the age of 18 years?	24
What laws apply?	24

WELCOME

Welcome

CSTC Pty Ltd is proud to welcome you on board. We trust that you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or further studies.

During your time with us you will be exposed to a variety of experiences and challenges. The course will provide a mix of theory and practical skills training. We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for a competitive employment market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are welcome to ask us for further information if you have questions which are not covered in this handbook.

The quality of your experience at CSTC Pty Ltd largely depends upon your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge and we will do our very best to ensure that the benefit to you will exceed your expectations.

All the best in your training endeavours!

Greg Simcoe

Director

About us

WHO IS CSTC?

CSTC Pty Ltd is a dynamic, vibrant organisation delivering a broad range of training options through Construction Skills Training Centre, Embark College, Succession Training and Assessment, Kia Ora Training and Assessment, and Prepare Training and Assessment. We train in excess of 5,000 students per annum with valued clients across Queensland, within Australia and overseas.

CSTC Pty Ltd an independent, not-for-profit, privately registered training organisation (RTO). There are no beneficiaries and no paid dividends. CSTC Pty Ltd returns any annual financial profit toward enhancing and/or improving our training facilities and/or purchasing training tools, plant and equipment. Consequently, CSTC Pty Ltd endeavours to facilitate industry's training demands and develops cutting edge training programs and learning materials.

CSTC Pty Ltd was the winner of the highly prestigious Construction Skills Queensland (CSQ) Award for Private Registered Training Organisation of the Year in 2010 and 2011 and the 2014 Learn-X Platinum and Gold Awards (Asia-Pacific) for Best Learning Program Occupational Health and Safety and Best Learning Services – Learning Centre respectively.

CSTC Pty Ltd's singular focus has always been about improving your skills base and that of the industry and that is why CSTC Pty Ltd *lives* by its tag line: "*We are here to improve your future*".

WHERE IS CSTC LOCATED?

CSTC Pty Ltd's Training Centre is located at Level 6, 973 Fairfield Road, Yeerongpilly QLD 4105.

Our website can be viewed at www.cstc.org.au

Our hours of operation are as follows:

- **Operating hours:** 7:30am – 3:30pm

Apart from visiting our Training Centre, CSTC Pty Ltd can be contacted via the following methods:

- **Phone:** 07 3373 8888
- **Email:** brisbane@cstc.org.au
- **Post:** PO Box 51
Moorooka QLD 4105

Studying with CSTC

WHAT COURSES DOES CSTC OFFER?

CSTC Pty Ltd offers a wide range of study options across the following areas:

- Asbestos and Silica Awareness
- Building and Construction
- Carpentry
- Civil Construction
- Concreting
- Conservation and Land Management
- Confined Space
- Cranes
- Dogging and Rigging
- Elevating Work Platform
- First Aid and CPR
- Fitness
- Forklift
- Foundation Skills (Vocational Pathways and Skills for Work)
- Hoist
- Horticulture
- Landscape Construction
- Manual Handling
- Mobile Plant Operations
- Parks and Gardens
- Project Management
- Resources and Infrastructure
- Scaffolding
- Sports Turf Management
- Steelfixing
- Work Health and Safety

HOW DO I ENROL?

You are required to complete and submit an enrolment form prior to commencing a course of study. CSTC Pty Ltd's enrolment form can be accessed at www.cstc.org.au. Please complete and submit this form along with your enrolment fee and Proof of Identification (e.g., birth certificate; driver's license, Medicare card, passport, over 18 Card etc.) in order to secure a place in your desired course. Alternatively, contact CSTC Pty Ltd for assistance.

Please note, if a student is under 18 years old, a parent or guardian must also sign the enrolment form.

Should your details change after completing the enrolment form, please notify CSTC Pty Ltd as soon as possible.

Explanation of Disability Categories¹

Our Enrolment form refers to disability categories which are further explained below. Please note that disability, in this context, does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

Hearing/Deaf

Hearing impairment is used to refer to a person who has an acquired, mild, moderate, severe, or profound hearing loss after learning to speak, communicates orally, and maximises residual hearing with the assistance of amplification.

A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

¹ Extract from AVETMISS VET Provider Collection Specifications Release 8.0 November 2018

Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities.

These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities, but do not by themselves constitute a learning disability.

Mental Illness

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering and/or distress to which represents a departure from a person's usual pattern and level of functioning.

Acquired Brain Impairment

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional, or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke.

These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness, or injury.

Medical Condition

A Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired, or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma, or diabetes.

Other

A disability, impairment, or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

STUDYING WITH CSTC

What to Bring on the First Training Session

- Completed Enrolment paperwork (if not already submitted),
- Proof of Identification e.g., birth certificate; driver's license, Medicare card, passport, over 18 Card etc. which must include a photo, as per instructions on the Enrolment Form,
- Any formal qualifications, resumes, or references for credit transfer or Recognition of Prior Learning purposes,
- Pen and a notepad, and
- USI number if it has already been allocated (please refer to the USI section on the following page for further explanation) – if you have not already submitted this to us. There is also a section on the Course Enrolment Form to guide you in allocating your USI.

In this first training session, all queries regarding course structure, timetables, and assessment requirements will be answered.

Unique Student Identifier (USI)

The legislation states that a training organisation must not issue a Statement of attainment or a Qualification unless the participant has been assigned a USI. To create a USI or for further information go to <http://usi.gov.au>. Alternately, contact CSTC Pty Ltd for further assistance.

A USI is a reference number made up of numbers and letters that gives a student access to their USI account. A USI allows an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

Each time you enrol to study with a new training organisation, your USI will be used to store training records and results. By having a USI, you will be able to access their training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. A USI can be accessed online from a computer, tablet or smart phone.

Contact Details

It is important that the following information is accurately noted on your enrolment form and that, if any of this information changes, CSTC Pty Ltd is notified at the earliest opportunity. Please ensure that the below information is clearly written and legible.

- Correct and clear spelling of student name,
- Current email address, and
- Current residential address.

Please note that THE STUDENT is responsible for ensuring CSTC Pty Ltd has up-to-date contact details.

STUDYING WITH CSTC

HOW ARE COURSES DELIVERED?

CSTC Pty Ltd provides training through a range of delivery methods, including:

- **Centre-based training**
Training is conducted at CSTC Pty Ltd's Yeerongpilly campus via a range of methods, including: classroom-based learning, individual and group activities, and practical tasks (some conducted under simulated work environments).
- **Traineeships and Apprenticeships**
CSTC Pty Ltd can work with employers to enable their employees to enter into a traineeship or apprenticeship. CSTC Pty Ltd will organise the training plan to be undertaken which allows for authentic training and assessment in the workplace.
- **Online delivery**
CSTC Pty Ltd offers online training and assessment for some units. Material is delivered via a range of methods: interactive presentations, videos and quizzes. A CSTC Pty Ltd Trainer/Assessor is available to assist students, and students can also interact with other online students.

WHAT IS INVOLVED WITH TRAINING AND ASSESSMENT?

CSTC Pty Ltd is committed to providing the best possible learning environment for students to achieve the outcomes sought by industry. CSTC Pty Ltd Trainers/Assessors work with students to ensure that training is delivered in a manner that suits their learning style, as well as meets needs of industry and employers.

Assessments are critical in determining the competency of students. In developing assessments (including Recognition of Prior Learning) for each unit of competency, CSTC Pty Ltd 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 Qualification Framework (AQF)
- The application of knowledge and skills is relevant to the industry standard expected in the workplace
- Timely and appropriate feedback is given to students

Generic learning and assessment methodologies can be contextualised/customised to suit the learning style, working environment and the needs of industry and employers.

Depending on the qualification you are undertaking, learning options available may consist of:

- Traditional classroom learning
- Practical on site activities
- Online learning

STUDYING WITH CSTC

Assessment methodologies may consist of:

- Written and/or oral questions
- Practical demonstration/observation
- Project work
- Case studies
- Assignments

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, CSTC Pty Ltd ensures that all assessments meet the following:

- Principles of Assessment - Assessments are fair, flexible, valid and reliable
- Rules of Evidence - Evidence collected during assessment is valid, sufficient, authentic and current

WHO CONDUCTS THE TRAINING AND ASSESSMENT?

CSTC Pty Ltd Trainers/Assessors are qualified in training and assessment and the vocational area which they are delivering. They continue to develop their industry currency and their training and assessment competence.

WHAT IS EXPECTED OF ME DURING TRAINING AND ASSESSMENT?

You are expected to make satisfactory progress in your course of study, adhering to the commencement and completion timeframes for each unit of competency, regardless of study mode. If you are having difficulties with progression of your course of study it is your responsibility to take all possible steps to improve your performance. This can include, but is not limited to:

- Raising any issues with your trainer/assessor
- Negotiating a change to your enrolment, if practical, in terms of their course of study.

Higher Level Skills

If you are deemed eligible for funding to undertake a Higher Level Skill Qualification (Certificate IV and above), a training plan will be developed in consultation with the CSTC Pty Ltd Training Coordinator. This training plan will outline the expected dates for submission of each of the units of competency being undertaken. Failure to adhere to the expected dates of submission will result in the removal of funding.

CAN MY EXISTING SKILLS AND/OR PRIOR TRAINING BE RECOGNISED?

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the formal acknowledgement of the skills, abilities and knowledge that applicants might have obtained as a result of their work and life experience, previous training and/or formal education.

Should you wish to seek RPL, you must provide sufficient evidence of existing knowledge and skills to show equivalency with the requirements of the unit of competencies for which you are seeking credit. In addition, you will also undertake a formal assessment process consisting of a professional conversation (wherein you respond to a series of questions related to the units of competency), skill demonstration and the collection of third party testimonials or references from previous and current employers covering (as a minimum) the last 3 – 5 years of continuous employment.

Successful RPL applications may result in reduced course time and/or reduced course fees.

Contact CSTC Pty Ltd if you are interested in undertaking the RPL process.

Credit Transfer

The concept of credit transfer applies nationally, and refers to the acceptance of CSTC Pty Ltd, as per its Standards for Registered Training Organisations (RTOs) 2015 compliance requirements, to recognise all AQF qualifications and Statements of Attainment issued by other registered training organisations. This process thereby enables individuals to receive national recognition of their achievements.

If you have undertaken prior training with another RTO and wish to seek recognition for completed units of competency, you will need to provide either a Statement of Attainment or Award Certificates (including Testamur) from your previous training provider, or a copy of your USI Transcript if the training was achieved after 1 January 2015.

CSTC Pty Ltd will verify the evidence provided (either directly with the issuing RTO or through the USI website) prior to processing your Credit Transfer.

HOW AM I EXPECTED TO CONDUCT MYSELF?

You are expected to behave in a considerate, responsible and safe manner and in accordance with CSTC Pty Ltd policies and procedures. You are to:

- Follow the directions given by CSTC Pty Ltd staff
- Co-operate with others and respect their rights (including their diversity and right to privacy)
- Be punctual and participate in the learning process to the best of your ability
- Protect your own health and safety and not adversely affect the health and safety of others
- Obey safety signage and wear appropriate personal protective equipment (PPE)
- Only use property, plant and equipment for its intended purpose
- Report all incidents, hazards or near misses to CSTC Pty Ltd staff

Behaviour which is deemed inappropriate is that which potentially or otherwise may cause or could cause harm to fellow students, staff or property of CSTC Pty Ltd. Nevertheless, you are entitled to challenge, in a respectful manner, directions or decisions of CSTC Pty Ltd staff if you consider them to be unlawful, unreasonable, or to potentially endanger a person's health or safety.

STUDYING WITH CSTC

Cheating and plagiarism

Cheating of any kind during assessment is forbidden and may cause immediate cancellation of a student's enrolment without recourse.

Plagiarism is also deemed unacceptable. As defined by the Oxford Dictionary:

“Plagiarism is an act or instance of using or closely imitating the language and thoughts of another author without having the original author's authorisation and presenting one's own work by not crediting the original author”.

Bullying and harassment

Bullying is unacceptable behaviour. It occurs when someone repeatedly does or says something that either creates risk to another person's health and safety or is unreasonable and would victimise, intimidate or threaten most people if it occurred to them.

Harassment is any unwanted and annoying actions of one party or a group upon another party (including threats and demands). A person can be harassed by anyone. It does not have to be repeated or ongoing to be against the law.

No smoking

Smoking in all forms is prohibited at CSTC Pty Ltd premises and for 5 metres beyond the CSTC Pty Ltd boundaries inclusive of all footpaths and all CSTC Pty Ltd motor vehicles. If you leave the CSTC Pty Ltd premises to smoke beyond the nominated boundaries, you do so at your own risk.

CSTC Pty Ltd *will* mirror the laws introduced from 1 January 2015 which state the following:

- Electronic cigarettes cannot be used in existing non-smoking indoor and outdoor areas, sold to children under 18 years of age, or advertised, promoted or displayed at retail outlets;
- No smoking at public and private hospitals and health facilities, and for 5 metres beyond their boundaries; and
- No smoking at state and non-state schools, and for 5 metres beyond their boundaries.

Consequences

Depending on the circumstances, CSTC Pty Ltd's disciplinary action may include:

- Requests to resubmit assessment
- Verbal warnings, written warnings and finally suspension and/or expulsion.
- Notifying your employer (in the case of apprentices and trainees)
- Charges for costs incurred from damage to facilities and/or equipment
- Reports to relevant authorities for breaches of State or Commonwealth laws.
- Cancellation of enrolment

STUDYING WITH CSTC

WHAT DO I RECEIVE UPON COMPLETING TRAINING AND ASSESSMENT?

CSTC Pty Ltd will ensure that all Certificates and Statements of Attainment are awarded within thirty (30) days of successful completion of your studies, providing all fees have been paid and a valid USI number has been supplied.

WHAT HAVE YOU COMPLETED?	WHAT WILL YOU RECEIVE?
Full qualification	<ul style="list-style-type: none">• Certificate for the qualification.• Assessment Record outlining units of competency awarded in completion of the qualification
Selected unit(s) of competency or Skill Sets from accredited courses or qualifications	<ul style="list-style-type: none">• Statement of Attainment for the unit(s) achieved
Accredited course	<ul style="list-style-type: none">• Statement of Attainment
Training session or course (non-accredited)	<ul style="list-style-type: none">• Record of Attendance

WHAT DO MY RESULTS MEAN?

On your Assessment Record for unit(s) of competency achieved, you may see a range of codes indicating how you attained the unit. Refer to the following table for further detail as to the meaning of the codes.

CODE	WHAT DOES IT MEAN?
C	Competent
CT	Credit Transfer
RPL-G	Recognition of Prior Learning - Granted

WHEN CAN I ACCESS MY RECORDS?

CSTC Pty Ltd confirms all individuals have a right to request access to their personal information, including current and accurate records of their participation and progress in training, as well as request its correction at any time.

In order to request access to personal records, individuals are to make contact in writing to:

CSTC Pty Ltd Education Services Manager

(07) 3373 8888

brisbane@cstc.org.au

FEES AND CHARGES

Fees and charges

The amount and type of fees and charges paid will depend on the qualification you undertake and your eligibility for funding through the State and Commonwealth Government and Construction Skills Queensland (CSQ). Applicants that are ineligible for funding must refer to the fees listed in the *Course Dates Brochure*.

All monies paid to CSTC Pty Ltd will be identified separately and will be held by a recognised banking institution until such time as they are due to CSTC Pty Ltd. In accordance with the Standards for Registered Training Organisation (RTOs) 2015, no more than \$1500 of participants' monies will be held in advance.

Fees payable will be provided to each student prior to enrolment.

WHAT ARE THE COSTS FOR FULL FEE-PAYING STUDENTS?

Fees associated with the delivery of training, conduct of assessment, issuance of qualifications and Statements of Attainment and general administrative costs will be invoiced upon commencement of each unit or cluster of units according to the fees and charges schedule.

AM I ELIGIBLE FOR FUNDING?

Eligible students may have their qualification/training funded by either:

- Department of Employment, Small Business and Training (DESBT) under the VET Investment Plan arrangements – User Choice, Certificate 3 Guarantee and VET in Schools; or
- Construction Skills Queensland (CSQ) for contracted annual supply of Higher Level Skills, Short Course, Skills Assessment and Gap Training.

For DESBT-funded students, co-contribution fees apply to User Choice and Certificate 3 Guarantee funded programs. Students eligible for CSQ funding are responsible for any shortfall or gap between the price charged by the CSTC Pty Ltd and the funding provided by CSQ.

Contact CSTC Pty Ltd for further information.

User Choice

Eligible trainees and apprentices may have their qualification funded by the State Government under User Choice arrangements. A Student Contribution Fee charged at a rate set by DESBT will be invoiced upon commencement.

Certificate 3 Guarantee

The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school certificate III qualification and increase their skills to move into employment, re-enter the workforce or advance their career. It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

FEES AND CHARGES

VET in Schools (VETiS)

Vocational Education and Training (VET) courses are available to students while they are still at school, to provide them with the skills and knowledge required for employment in specific industries. VETiS qualifications can be undertaken in years 10, 11 and 12, and can count towards the Queensland Certificate of Education.

Construction Skills Queensland (CSQ) funding

Construction Skills Queensland is an independent, not-for-profit, industry-funded body supporting employers, workers, apprentices, trainees and career seekers in the building and construction industry. CSQ provides funding to reduce the financial obstacle to training, making upskilling an affordable option for many more individuals in the construction industry.

WHAT ARE THE COSTS FOR RPL STUDENTS?

Applicants enrolling to seek RPL may be eligible for funding. Contact CSTC Pty Ltd for further information.

ISSUING AND RE-ISSUING OF CERTIFICATES

All fees must be fully paid before a certificate is issued.

Students can request a replacement certificate by contacting CSTC Pty Ltd Administration on ph. 07 3373 8888 or email brisbane@cstc.org.au. This request will need to be authenticated through provision of personal identification documentation. There will be no cost to the student for the re-issue of a certificate.

REFUNDS

Refunds

Refunds of fees and charges may be given in the circumstances outlined below:

WHAT HAS HAPPENED?	ENTITLEMENT
Course cancellation by CSTC Pty Ltd	The client will be entitled to either a full refund or to transfer fees paid to another course within a reasonable timeframe.
Withdrawal prior to course commencement	If a client requests a refund at least five (5) days prior to course commencement, they will be entitled to a full refund (minus Administration fees). Alternatively, the client may transfer fees paid to another participant (e.g. an employer may submit a written request to transfer an enrolment from one employee to another).
Withdrawal after course commencement	A refund will not be provided to the client unless the client can provide a medical certificate or evidence of extreme personal hardship. The refund shall be equal to any fees paid for units not yet commenced (minus 25% Administration fees). A Statement of Attainment will be issued for all units completed prior to withdrawal.

Lateness

If a student is 30 or more minutes late for a one-day (short) course for which they have enrolled, without prior agreement received from CSTC Pty Ltd (in writing), this constitutes cancellation. If the student wishes to attend the class, they are required to re-enrol and consequently pay the course fee again.

HOW DO I APPLY FOR A REFUND?

Requests for refunds need to be made by contacting CSTC Pty Ltd Administration on ph. 07 3373 8888 or email brisbane@cstc.org.au and be accompanied by any supporting documentation. Submitting an application does not guarantee a full or partial refund. Administration fees are not to be refunded, unless in the case of course cancellation by CSTC Pty Ltd.

Refunds are to be made to the participant, organisation or third party who originally paid the fees and charges.

Feedback, appeals and complaints

HOW CAN I PROVIDE FEEDBACK?

To allow CSTC Pty Ltd to continuously improve its practices, it welcomes students (and employers, where applicable) to provide feedback of their experiences. Students are asked to complete questionnaires, usually at the completion of their course. Students are also welcome to contact CSTC Pty Ltd at any time to share their feedback. CSTC Pty Ltd highly values the feedback that is received.

CSTC Pty Ltd believes that a student who has a complaint or appeal has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this procedure, without prejudice or fear of reprisal or victimisation.

CSTC Pty Ltd will manage all complaints and appeals as fairly, equitably and efficiently as possible. CSTC Pty Ltd will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Confidentiality will be maintained throughout the process of making and resolving complaints. CSTC Pty Ltd seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

WHAT IF I AM UNHAPPY WITH MY RESULTS?

If you believe that you have received an unfair assessment result, you have the right to appeal.

In the first instance, you must approach your Assessor to ascertain the circumstances of the assessment and why you believe that the result is incorrect. Where the Assessor believes that the assessment result is not reflective of your level of competence, you will be given a further opportunity for assessment. However, where the Assessor believes that the assessment decision was correct the decision will stand.

If you are still dissatisfied, you will be required to lodge a formal written appeal to the Quality Manager via email at quality@cstc.org.au. This must be completed within six (6) months of receiving the result of the assessment.

CSTC Pty Ltd will invite you to a formal hearing where you will be given the opportunity to present further evidence to substantiate your appeal. Following this, CSTC Pty Ltd will send you formal confirmation in writing advising of the outcome of the appeals process and its decision. This should generally be received within ten (10) business days of the decision from the formal hearing.

Should the appeal still not be resolved to your satisfaction, CSTC Pty Ltd will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved (please refer to the full Complaints and Appeals Procedure for the nominated third parties relevant to your industry). You will be given the opportunity to formally present your case. The time frame for this process may vary but should take no longer than fourteen (14) days.

All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period.

If the process is taking longer than 60 days from the appeal being received you will be notified in writing of the reason for the delay and kept informed about all progress.

FEEDBACK, APPEALS AND COMPLAINTS

WHAT IF I AM UNHAPPY WITH THE SERVICE PROVIDED TO ME?

Should you feel that you have a genuine complaint with regard to our service, we expect that you will communicate this to us to assist us in improving our processes, systems and customer service standards.

Should you have a complaint, the following steps are to be followed:

- You should discuss the issue / complaint with the person involved to try and resolve it verbally.
- If no resolution is reached, you should discuss the issue / complaint with your Training Coordinator to see if it can be resolved.
- If there is still no resolution, you should put the following information relating to the complaint in writing to the Quality Manager via email at quality@cstc.org.au :
 - Description of the complaint;
 - Indicate whether you wish to formally present your case;
 - Outline the steps taken to deal with the complaint;
 - Identify what you would like to happen to fix the problem and prevent it from happening again.
- The Quality Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the Quality Manager receives your written notification about your dissatisfaction to the response received from their trainer and a response / resolution normally within thirty (30) days.
- If you are dissatisfied with the decision of CSTC Pty Ltd, you will be invited to a formal meeting where you will be given the opportunity to present your case and provide supporting evidence. Following this, CSTC Pty Ltd will send a formal confirmation in writing advising of the outcome of the complaints process and its decision. This should generally be received within ten (10) business days of the decision of management.
- Should the complaint still not be resolved to your satisfaction, CSTC Pty Ltd will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved (please refer to the full Complaints and Appeals Procedure for the nominated third parties relevant to your industry). You will be given the opportunity to formally present your case. The time frame for this process may vary but should take no longer than fourteen (14) days.
- All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint being received you will be notified in writing of the reason for the delay and kept informed about all progress.

Support services

WILL MY LANGUAGE, LITERACY AND NUMERACY SKILLS BE CONSIDERED?

In order for CSTC Pty Ltd to provide you with the best possible training and assessment, it is important that we understand your learning style and any extra support you may require so that, where necessary, learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

When you enrol in one of our accredited courses, you will undertake a Language, Literacy and Numeracy (LLN) assessment to determine your current level of these foundation skills.

Formal assessment ensures the vocational language, literacy and numeracy (LLN) needs of students are:

- Identified;
- Analysed;
- Used to inform LLN needs and further development; and
- Used to adjust learning and assessment modes and methods to support your learning.

English as a Second Language (ESL)

For students with English as a Second Language, CSTC Pty Ltd will refer you to an appropriate local Adult Migrant English Program (AMEP).

Mentoring/Tutorial Assistance

Mentoring/tutorial assistance is available to you during your course of study. The CSTC Pty Ltd trainer/assessor will outline these services at the commencement of each program.

Technology Assistance (including online technology)

If you require additional assistance with the technology utilised within the course of study, please approach the CSTC Pty Ltd trainer/assessor for this assistance.

SUPPORT SERVICES

WHERE CAN I SEEK HELP FOR WELFARE AND GUIDANCE MATTERS?

While CSTC Pty Ltd does not have internal staff capable of offering welfare and guidance services, we will work with you and your employer to accommodate and refer you to relevant professional services.

The following services may be of assistance:

MATES in Construction	1300 642 111
Alcohol and Drug Information Service	1800 177 833
Beyondblue	1300 224 636
Drug-Arm	1300 656 800
Centrelink – Apprenticeships	133 633
Centrelink – Support for students and trainees	132 490
Translating and Interpreting Service	131 450
Kids Helpline	1800 55 1800
Lifeline	131 114
Sexual Assault Helpline	1800 010 120

Wherever possible and appropriate, CSTC Pty Ltd’s trainers will assist students with support arrangements. These arrangements may include:

- negotiating with a student’s workplace supervisor for work-release or on-the-job scheduling for training or assessment activity,
- re-scheduling training or assessment activity to suit a student’s other work or personal commitments,
- referring students to local community services for external support (information on services available in each area where CSTC Pty Ltd provides training programs is maintained by the RTO’s Quality Manager and available from CSTC Pty Ltd’s administration staff upon request),
- referring students to employer-provided assistance programs (refer below).

Many employers of our students already have in place Employee Assistance Programs (EAPs) where access to paid counselling services is provided. With the student’s permission, liaison with an employer’s HR personnel may be appropriate to assist access to these services, which often also include financial counselling.

Should you require any further information on any topic outlined in this book, please call 07 3373 8888 during business hours.

Policies

WHAT IS THE CSTC CODE OF PRACTICE?

Governance

As a Registered Training Organisation (RTO), CSTC Pty Ltd has agreed to operate within the requirements of the Standards for Registered Training Organisations (RTOs) 2015.

Interaction with registering bodies

CSTC Pty Ltd agrees to participate in monitoring and auditing processes as directed by the Australian Skills Quality Authority (ASQA) and any other regulatory authorities or funding bodies as appropriate. This includes an agreement to provide accurate, timely and relevant data necessary to measure the organisation's performance, to provide information about significant changes to the organisation's operations, and to ensure that quality records are managed and maintained so as to demonstrate the organisation's compliance against the standards and registering body requirements.

Compliance with legislation

CSTC Pty Ltd agrees to satisfy the requirements of all Commonwealth and State legislation and regulations as applicable to its operations and scope of registration. CSTC Pty Ltd ensures that all employees and clients are fully informed of these requirements and their effect on their duties and participation in Vocational Education and Training (VET).

Insurance

CSTC Pty Ltd ensures that it holds appropriate insurance for public liability, professional indemnity and WorkCover throughout its registration period.

Financial management

CSTC Pty Ltd ensures that it has procedures in place to protect fees paid in advance and implements a fair and reasonable refund policy. CSTC Pty Ltd commits to ensuring that its accounts are certified by a qualified accountant at least annually, and makes the certificate of accounts available to ASQA upon request.

Certification and issuing statements of attainment

CSTC Pty Ltd ensures that participants assessed as competent in accordance with the requirements of a Training Package or accredited course will be issued a qualification or statement of attainment. All qualifications or statements of attainment issued will meet the requirements of the Australian Qualifications Framework (AQF) and will include CSTC Pty Ltd's national provider number and the Nationally Recognised Training (NRT) Logo.

Records of participants' qualifications and statements of attainment are kept for a period of 30 years.

Accuracy and integrity of marketing

CSTC Pty Ltd ensures that its marketing and advertising of AQF qualifications to prospective clients is informative, ethical, accurate and consistent with its scope of registration and with the individual course Training and Assessment Strategies.

Training Package transition

CSTC Pty Ltd ensures that it has processes in place to timely manage the transition from superseded Training Packages. Processes to ensure the transition from superseded accredited courses are also implemented.

Continuous improvement

CSTC Pty Ltd has a commitment to providing quality products/services with a focus on continuous improvement. We value feedback from participants, clients, employees and industry in regards to opportunities for business development and growth.

Sanctions

CSTC Pty Ltd will honour all guarantees outlined in this Code of Practice. We understand that if we do not satisfy the obligations set out in this code, or any of the supporting legislative/regulatory requirements, we may have our registration as a training organisation withdrawn.

ARE ALL STUDENTS TREATED EQUALLY?

CSTC Pty Ltd ensures that the principles of equity for all people are implemented through fair allocation of resources and the right to equal opportunity without discrimination.

Discrimination can be direct, indirect or systemic:

- **Direct discrimination:** Any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because of their status or personal characteristics, irrelevant to the situation (e.g. sex, ethnic origin) are applied as a barrier
- **Indirect discrimination:** The outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike, but it is the very assumption of a likeness that constitutes the discrimination
- **Systemic discrimination:** A system perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination

CSTC Pty Ltd's aims:

- Remove barriers and open up developmental opportunities for all students by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
- Ensure all students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.
- Ensure that a person with a disability may be excluded if the disability could cause occupational health and safety risks to the person and/or other students.

POLICIES

CSTC Pty Ltd will provide opportunities for all people to participate in the VET system, and in any other associated decisions that will affect their lives. Appropriate support services will be provided to maximise the chances of under-represented students achieving positive outcomes and placement/employment in their chosen career.

CSTC Pty Ltd is committed to providing all students with equal opportunity to pursue their training and development.

Access and equity

Equity means 'fairness'. Equity focusses on outcomes – it is not concerned with treating people in the same way; it is concerned with ensuring that all groups of people participate and benefit to the same level. In the context of VET, equity ensures that all people are provided with the opportunity to access, participate and successfully achieve outcomes. CSTC Pty Ltd recognises that:

- People may identify with more than one equity group;
- There may be differences within and between equity groups;
- Each equity group does not experience the same type of disadvantage; and
- There remain many common systemic barriers for equity groups

Access and equity principles to be applied include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Diversity

Diversity recognises that many factors influence the ability of people to participate in VET, including:

- Prior educational experience
- Cultural diversity
- Language and/or learning styles
- Goals and expectations
- Motivation
- Work and social experiences
- Gender
- Values and beliefs
- Religion
- Income
- Age
- Geographic location

CSTC Pty Ltd aims to address the requirements of all potential and actual students seeking to participate in training with CSTC Pty Ltd, including specific equity groups such as:

- Women
- Indigenous Australians
- People with a disability
- People from non-English speaking backgrounds
- People with language, literacy and numeracy difficulties
- Residents of rural and remote communities

POLICIES

Beyond these groups, and in further recognition of diversity, CSTC Pty Ltd also aims to respond to the needs of local community groups including:

- Young and mature age people
- People in transition from institutions
- People who are socioeconomically disadvantaged
- People with family responsibilities

Equity and diversity considerations are embedded into all aspects of CSTC Pty Ltd's planning and operations. This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. Where such strategies do not exist, the diversity of students' needs may be addressed through planning areas such as:

- Resource allocations
- Support personnel
- Staff training
- Product development and delivery
- Marketing and promotion
- Research

All staff employed by CSTC Pty Ltd are responsible for upholding the access and equity requirements. CSTC Pty Ltd will periodically monitor and review its access and equity performance in order to:

- Ensure compliance with national and state legislation and policies;
- Meet National and State reporting requirements; and
- Modify and improve its performance to better achieve access, equity and diversity objectives.

HOW WILL MY PERSONAL INFORMATION BE USED?

CSTC Pty Ltd acknowledges the importance of protecting personal information, which it may be required to collect in order to provide its products and services. Personal information collected includes (but is not limited to):

- Names of individuals
- Contact details (Address, phone number and email addresses)
- Academic records

Some of the reasons for which personal information is collected include:

- Enrolment and participation in study
- Applications for funding assistance
- Taxation
- Other legal or governmental requirements

CSTC Pty Ltd is committed to maintaining the privacy and confidentiality of its RTO personnel and student records. CSTC Pty Ltd complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in CSTC Pty Ltd's Privacy Policy accessible at www.cstc.org.au

USI Privacy Notice

If CSTC Pty Ltd applies for a USI on your behalf, you are advised that and agree that you understand and consent that the personal information you provide in connection with your application for a USI of you is collected by the Registrar as authorised by the Student Identifiers Act 2014 for the purposes of:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated Vocational Education and Training (VET) transcripts

Your USI may be disclosed to:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information; and
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system

Your USI will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the [Registrar's Privacy Policy](#) or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

POLICIES

WHAT HAPPENS TO ANY PHOTOGRAPHS, VIDEO OR RECORDED AUDIO TAKEN?

CSTC Pty Ltd would like to use photographs, audio and video taken of you in its promotional and resource material. By enrolling at CSTC Pty Ltd, you have the option of consenting or declining to the following :

- CSTC Pty Ltd may collect your image and record your voice. The copyright in such material is held by of CSTC Pty Ltd.
- CSTC Pty Ltd may reproduce and alter images and recordings of you for use across any medium for an unlimited period. You will not have the right to inspect or approve material in which your image or voice appears.
- You will not receive payment for the use of your image or voice.

Your consent or refusal to the above will be included in your course attendance paperwork.

WHAT PROTECTIONS ARE OFFERED TO THOSE UNDER THE AGE OF 18 YEARS?

CSTC Pty Ltd is committed to the welfare and protection of children. Parental (or guardian) permission is sought in the provision of services to those under the age of 18 years.

WHAT LAWS APPLY?

All students and staff of CSTC Pty Ltd are expected to comply with all relevant legislation at all times. Specific legislation in relation to your training will be included in your learning resources and assessment information.

Some relevant Acts are listed below:

COMMONWELATH LEGISLATION	QUEENSLAND LEGISLATION
<ul style="list-style-type: none">• Competition and Consumer Act 2010• Copyright Act 1968• Disability Discrimination Act 1992• Australian Human Rights Commission Act 1986• National Vocational Education and Training Regulator Act 2011• Privacy Act 1988• Racial Discrimination Act 1975• Racial Hatred Act 1995• Sex Discrimination Act 1984• Standards for Registered Training Organisations (RTOs) 2015• Student Identifiers Act 2014	<ul style="list-style-type: none">• Anti-Discrimination Act 1991• Disability Services Act 2006• Fair Trading Act 1989• Further Education and Training Act 2014• Industrial Relations Act 2016• Work Health and Safety Act 2011
Commonwealth legislation is available online at www.comlaw.gov.au	Queensland legislation is available online at www.legislation.qld.gov.au .