CONSTRUCTION
Training Group

STUDENT INFORMATION BOOKLET

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Introduction

Construction Training Group (CTG) is a Registered Training Organisation (RTO Number 21396), formed in 2002. We operate in accordance with the national Australian Quality Training Framework standards and the requirements of the Victorian Registration and Qualification Authority.

With training conducted throughout Victoria, we offer a range of flexible training options to both individuals and companies. We work closely with small and large business, including government clients, to develop and deliver customised training, specific to each organisation.

Our courses are delivered by fully accredited trainers whose industry-based knowledge and skills remain relevant to the various industries in which they came from.

We guarantee our clients will be provided with the highest quality of training and assessment with integrity, which will not be compromised, at a fair and reasonable price.

Please ensure that you read the Student Information Booklet thoroughly. If you have any questions or concerns, please let one of the CTG staff know.

Construction Training Group may work with some approved third parties who help us market, advertise, and deliver our training courses. These third parties have signed strict agreements with CTG and must follow our rules and standards. If you want to know whether a third party is linked with CTG or have any concerns about someone offering CTG courses, please contact us directly.

Information for Students

Accessing your records

You can access your own training records at any time by contacting Reception. Depending on the nature of the request you will either be provided with the information immediately or you will be advised that the information will be provided to you after the information has been extracted from our recording systems. Records that have been securely archived off site may take some days to access.

Only you will be given access to your records, proof of identification will be required. No other person or party will have access without your authorisation.

In some cases you may be required to put a request for information in writing to the RTO Manager (this will depend on the information being sought).

Accidents/First Aid

If you need help in an accident/first aid situation, a number of CTG staff are trained in first aid.

A first aid kit is located in the Student Lounge area.

Please note that Panadol/Paracetamol will not be issued by CTG staff, however you can bring and administer your own if required.

Accidents, injuries or near misses must be reported to your trainer/assessor.

Assessment

At key points in your course you will be assessed by a qualified assessor, who will use a variety of assessment methods to determine your progress and level of skill and knowledge. Detailed assessment information for each component of your course will be provided at the beginning of each unit or module.

Assessment Methods

The methods of assessment that may be used include the following.

- **Written** – such as:
    - Tests held during training sessions.
    - Projects that you will be given to complete during sessions, on-the-job or in your own time.
    - Assessment questions in your workbook.
- **Observation** - A qualified assessor will either come to your workplace and observe you while you work, and/or observe you in a training session.
- **Verbal Questions** - A qualified assessor or trainer will ask you questions. This could occur while you are working or in a training session.
- **360° Feedback** - This uses feedback from your managers, supervisors, assessors and trainers who have been working with you, and observing your skills and knowledge.
- **Class Exercises** – A range of activities completed in class.
- **Role Plays**
- **Supervisor/Third Party Reports**

Outcomes of Assessment

For each unit you will be assessed as either:

- Competent (C), or
- Not Yet Competent (NYC)
  If you receive a NYC assessment, your Assessor will work with you to further develop your skills and knowledge, so that you can be re-assessed at a later date.

  Please note that for high risk work licence courses delivered by CTG, the unit of competency and HRW licence assessments are requirements divided into two parts, each with its own assessment. CTG will follow the process below:

1. Training and assessment for the unit of competency:

- CTG will deliver and assess all requirements of the training product using CTG's Assessment Book/s.
- CTG will confirm that students complete all parts of the Assessment Book/s. Assessment outcomes for the unit will be noted C – Competent or NYC – Not Yet Competent. Students must satisfactorily complete all assessment components to be deemed Competent (C).
- Once the student demonstrates competency in the unit requirements, the assessor will complete the Record of Assessment document.
- Students only become eligible for a Statement of Attainment when:
  a. the unit assessments (all parts of the Assessment Book/s) are fully completed and submitted,
  b. competency has been recorded,
  c. all course fees are paid, and
  d. the USI has been verified.
- The Statement of Attainment must be issued to eligible students once they complete the relevant licence unit of competency training and assessment requirements. This step is independent of the HRW licence assessments.

2. Final WorkSafe Victoria high risk work licence assessment

Only students marked as competent in the unit of competency may proceed to the final WorkSafe licence test for the licence class (National Assessment Instruments).

Special Consideration in Assessment

If you are experiencing circumstances beyond your control which are impacting your ability to meet the assessment requirements of the course, you should discuss this with your Trainer/Assessor as soon as possible, and in all instances prior to the due date of an assignment or the administration of an assessment task (e.g. test or exam). Depending on the nature of your request, the matter may be resolved by the Trainer/Assessor or be referred to the RTO Manager for further consideration. In some instances you may be required to write a letter to the RTO Manager and include the reasons for requiring the special consideration. Evidence to support the request (e.g. doctor's certificate) may also be required.

On the basis of the information provided, the RTO Manager in consultation with your Trainer/Assessor will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved, the changes will take place in regard to the assessment process.

Attendance

On arrival at training you must sign the course attendance sheet. It is your responsibility to be on time each day of the course and attend for the duration of the course. NB If you are more than 30 minutes late you may be excluded from the course.

If you are unable to attend, please ring Reception and leave a message for the trainer/assessor.

Car Parking & Transport

Limited onsite parking is available; though all day street parking is available. Public bus options are available, for details of public transport options check out www.metlinkmelbourne.com.au

Certificates & Operator Cards

When you successfully complete one or more units for competency from a national qualification you will receive a **Statement of Attainment** listing all competencies completed.

When all requirements of a national qualification are met you will receive a **Qualification** certificate. Those students completing a non-nationally recognised program will receive a Certificate of Completion.

Should for any reason you require a replacement certificate, contact CTG reception. Replacement certificates are issued at a cost of $65.00 for hard copies and $15.00 for a soft copy (PDF).

NB Verification of personal details will be required prior to re-issuance.

For specific courses, Operator Cards will also be issued. Replacement cards can be provided at a cost of $65.00. NB Verification of personal details will be required prior to re-issuance.

Changes to Personal Details

Please notify Reception if your name, address, phone number, employment status or other relevant details have changed. This ensures that you receive correspondence promptly and that we contact the appropriate person in case of an emergency.

Cheating and Plagiarism

Cheating and plagiarism are serious breaches of conduct and may result in suspension or expulsion from your course.

Cheating includes but is not necessarily limited to:

- Submission of work that is not the student's own for papers, assignments or examinations.
- Submission of work which has been stolen, purchased or borrowed.
- Submission or use of falsified data.
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the assessor.
- Use of unauthorised material including textbooks, notes or computer programs during an examination.
- Submission of the same work for credit in two courses.

Plagiarism means to take and use another person's ideas or work without acknowledgement. Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, internal reports, lecture notes CD's or the internet, without clearly indicating the origin;
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work;
- Use of another person's ideas, work or research data without acknowledgement;
- Copying computer files without clearly indicating their origin.

Further information about cheating and plagiarism including preventative strategies can be found in the Cheating and Plagiarism procedure, available on the CTG web site.

Child Care

There are no childcare facilities available at CTG.

Child safety and wellbeing

Children and young people have a right to be safe when undertaking training at CTG. We have a responsibility to protect children and young people from harm. Read the following documents available on the CTG website for information about child safety:

- Information for parents and carers about the Child Safe Standards
- Tip sheet: Teach your child how to keep themselves safe
- Child Safety policy and procedures
- Code of Conduct

If you are concerned that CTG is not keeping children and young people safe or is not meeting the Child Safe Standards, you must raise your safety concerns to CTG management and relevant authorities such as the Social Services Regulator.

Class Breaks

During training mini refreshment and longer meal breaks will be scheduled. A vending machine with limited food and drinks is located within the student lounge; food and drinks can also be purchased from a mobile van Monday – Friday. A microwave, refrigerator, coffee and tea making facilities are also available for student use. Please ensure you return from breaks in a timely manner.

Code of conduct and expected professional behaviour

CTG is committed to:

- providing a supportive and encouraging learning environment;
- promoting a climate conducive to effective learning, and
- conducting training in a professional and ethical manner

CTG Training Team Members are committed to:

- treating all students with respect and courtesy;
- ensuring all students are treated equally and fairly , and
- maintaining currency in their vocational field of expertise, and training and assessment practices.

Students are expected to:

- display a commitment to learning and to achieving success;
- be responsible and to be accountable for their own learning, behaviour and decisions;
- actively participate in all activities and learning experiences;
- report to class promptly each day, ready and willing to actively participate;
- be accountable for punctuality and attendance;
- use acceptable language and be polite. Verbal abuse, offensive language and disrespect are unacceptable and will not be tolerated;
- wear clothing and shoes suitable to undertake the course. CTG reserves the right to send home students who are inappropriately dressed;
- work in harmony and respect the rights and opinions of other students;
- treat others as they themselves would like to be treated;
- stay within the designated areas and not distract other classes being conducted;
- value and care for all CTG property, and
- be free of the influence of alcohol and drugs.

A detailed Student Code of Conduct is available on the CTG website. Any breach of this code may result in course suspension or expulsion.

Complaints and Appeals

If you have a concern about any aspect of your course, or if a problem arises between you and another student, or you and a member of staff, there are a number of options available to you which are detailed in the CTG Complaint and Appeals procedure. A copy of the Complaints and Appeals procedure is available on the CTG web site.

Disciplinary Procedures

CTG adheres to the principles of adult learning, aims to create a learning environment that facilitates the learning of all students without interference or disturbance from others, and encourages students to respect and protect the rights of others. Students are expected to adhere to the Code of Conduct and behave in a professional manner.

Students who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- wilful damage or removal of CTG property;
- assault or harassment (physical or verbal);
- cheating or attempting to cheat or assisting any other student to cheat by any means;
- negligent or disorderly conduct towards a staff member or student;
- being under the influence of alcohol or drugs;
- smoking in non-smoking areas, and/or
- infringing copyright.

In addition students should also note that enrolment may be suspended or discontinued by the Managing Director for:

- behaviour that threatens the safety of others, interferes with the duties of staff or other participant's study, damages or threatens CTG property, or the good order of CTG;
- non payment of course/module/unit fees, or
- a second incident of cheating or plagiarism.

Disclosure of Information

Your personal or course details will not be released to a third party without your written authorisation. CTG will not, without your consent, disclose personal information for any purpose other than for the main purpose of fulfilling our business commitment to you except where it is required or authorized by law or we reasonably believe it is necessary to prevent serious or imminent threat to any person's life, health or safety or the public's health or safety. However, CTG is required by law to collect and report AVETMISS data for inclusion in the National VET Provider Collection, which is managed by the National Centre for Vocational Education Research (NCVER). This includes data on all nationally recognised training, qualifications and statements of attainment issued under the Australian Qualifications Framework. A verified unique student identifier (USI) will also be included for each student enrolment record, unless exempted. The requirements for collecting and reporting data are set out in the National VET Data Policy.

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). The USI gives you access to your online USI account which looks something like this: 4BW68KH7V8. We will collect and verify your USI number. A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. You will not be issued a Statement of Attainment without a USI having been provided to us. In the case where a student is granted an exemption from having a USI the result of their training will not be accessible through the USI Registry (online portal) and will not appear on any authenticated VET transcript.

As required, your personal information will be shared or disclosed with the Australian Government and designated authorities such as the Victorian Registration and Qualifications Authority, the Higher Education Skills Group (Victoria), the National Centre for Vocational Education Research (NCVER), Austroads and the Jurisdiction (for traffic-related courses), Energy Safe Victoria and WorkSafe Victoria (for high risk work licence-related courses) for the purposes complying with our reporting, audit and compliance obligations under our agreements with regulators and authorised bodies. The regulators may use the information provided for various purposes, including, but not limited to, auditing, planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the regulators and Government departments may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations.

As part of the enrolment process, you will be required to acknowledge and consent to the collection, use and disclosure of your personal information for these purposes by signing the enrolment form declaration. By signing the declaration, you confirm that you have read and understood how your personal information may be used and disclosed in accordance with this Privacy Statement and applicable legislative and regulatory requirements. If you do not provide the information required, or do not agree to its collection, use and disclosure for these purposes, we will be unable to process your enrolment, deliver training and assessment services, issue qualifications or statements of attainment, or meet our reporting obligations to relevant regulators and authorised bodies.

Furthermore, the *Education and Training Reform Act 2006* (Vic) requires CTG to collect and disclose personal information for a number of purposes including the allocation of a Victorian Student Number and updating your personal information on the Victorian Student Register. Lastly, where disclosure is made under compulsion of Federal and State law, CTG will seek legal advice from its lawyers and/or insurers. For more information in relation to how student information may be used or disclosed please contact CTG's RTO Manager via telephone 9763 5449 or info@constructiontrainginggroup.com.au

Dress Codes

CTG requires that participants are dressed in attire appropriate to the course they are studying. For safety reasons most courses require the wearing of specialised footwear and clothing when doing practical work (such as hi visibility clothing, covered footwear or safety boots); you will be notified of such requirements.

Drugs and Alcohol

Non prescription drugs and alcohol are not permitted in training or assessment rooms. Offenders will be suspended or expelled from the course and police action may be taken.

Enrolment process

The enrolment process allows CTG to collect accurate and true information on individual students and their programs of study. This information enables CTG to plan its resources and enables us to help identify the learning needs of each student. By filling out the enrolment form it will also ensure that our state and federal government regulatory requirements are met.

Completion of the Enrolment Form is compulsory and extremely important for any nationally recognised course in which you wish to complete. Every field in the enrolment form requires your attention and completion.

Enrolment data is collected and stored electronically, and the original copy is filed away in archive. CTG accepts all students right to privacy and will treat all student information confidentially in line with the CTG Privacy Policy. For further information about the use of enrolment information, please refer to the Disclosure of Information section of this Handbook.

Equal Opportunity

CTG will not engage in discrimination towards any group or individual in any form, inclusive of: gender, race, nationality, religion, physical or intellectual disability, age or physical ability. This commitment applies to all services and operations of the company, including recruitment, assessment, and customer services.

CTG will endeavour to provide assistance and support services to those students with special learning needs or those facing particular difficulties. Whilst CTG will make every effort to accommodate the special needs of individuals, in those instances where successful course completion is unlikely CTG will advise the applicant/student and assist the applicant/student to identify a suitable alternative.

Visa requirements

If you are on a visa, you must be legally allowed to train with CTG without breaching your visa conditions. Any course undertaken by a student visa holder, whether it is a primary course or additional study, must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). CTG is **not** a CRICOS provider. Only a CRICOS registered provider can deliver courses to overseas students on student visas **except the following courses we offer or their successor versions***:

- CPCCWHS1001 Prepare to work safely in the construction industry.
- TLILIC0003 Licence to operate a forklift truck.
- HLTAID009 Provide cardiopulmonary resuscitation.
- HLTAID011 Provide First Aid.

**A legislative instrument (Education Services for Overseas Students (Exempt Courses) Instrument 2021) that came into effect on 29 June 2021 exempts certain courses from the Education Services for Overseas Students Act 2000 (ESOS Act). This means these supplementary courses can be offered to overseas students without being registered on the CRICOS.*

Feedback

Your feedback is important to us, so please provide us with your thoughts at any time during the course. A formal feedback process, via written surveys and focus group discussions, will be conducted at key points during the course and we thank you for taking the time to complete these. The feedback process also includes graduate surveys and use of an Australian Quality Training Framework (AQTF) learner questionnaire. The AQTF learner questionnaire and CTG feedback forms will be emailed to you upon completion of the course. You are requested to complete the forms using the prompts in the email. This helps us identify areas of improvement related to the courses we deliver.

Fire, emergency, and Evacuation Procedure

In the event of a fire or other emergency requiring evacuation, a loud horn will sound. In response students and staff must vacate the building and make their way to the CTG assembly point (near the flag poles). The assigned trainer/assessor will bring the attendance record and check that all students are accounted for.

Language, Literacy and Numeracy (LLN) Support

In order to successfully complete CTG courses/workshops students will need to be able to:

- read and comprehend simple texts and write a range of short texts in a number of contexts which may be inter related.
- use and respond to language around everyday subject matter and as you progress in your course use the language and terminology specific to your area of study.
- deal with calculations either manually and/or using a calculator on an as required basis.

Some courses require completion of a specific Language, Literacy and Numeracy assessment prior to enrolment/course commencement. You will be notified if an LLN assessment is required and arrangements will be made for completion and submission.

You will receive an LLN assessment with your pre-course enrolment materials via the booking confirmation email, accompanied by instructions. CTG uses both paper-based and online LLN assessments, with online assessments conducted through the student management system (RTOPilot). We strongly recommend completing this assessment within 24 hours of receiving the email from us and returning us the completed LLN assessment, enabling us to plan and incorporate LLN support strategies into the course when you start. You must not seek help from others or any assistive technology or language processing software (e.g., Google translator) to complete this LLN assessment.

You are permitted a maximum of three attempts to successfully complete the online LLN assessment through the student management system. If you do not achieve the required LLN level after three online attempts, you are required to attend CTG to complete a face-to-face LLN assessment using CTG's existing assessment tool, or contact CTG to discuss your results, learning needs and available support options before proceeding with enrolment or pre-study activities. CTG will review your assessment outcomes and any identified learning needs to determine appropriate support arrangements or further actions required before you commence training. Please notify CTG if you consider you may have language, literacy or numeracy concerns that may inhibit your participation in training or your progress during the course/workshop. CTG will make reasonable efforts to modify delivery and assessment procedures to support your participation.

Legislation

As a registered training organisation Construction Training Group is required to comply with relevant Commonwealth and State legislation including but not limited to:

- *Privacy Act 1988 (Cwth)*
- *Occupational Health and Safety Act 2004 (Victoria), Occupational Health and Safety Regulations 2017 (Victoria) and Work Health and Safety Act 2011 (Commonwealth)*
- *Copyright Act 1968 (Cwth)*
- *Sex Discrimination Act 1984 (Cwth), Racial Discrimination Act 1975 (Cwth), Equal Opportunity Act 2010 (Victoria), Disability Discrimination Act 1992 (Commonwealth)*
- *Worker Screening Act 2020 (Victoria)*
- *Child Wellbeing and Safety Act 2005 (Vic) and Child Safe Standards*
- *Education and Training Reform Act 2006 (Victoria), Education and Training Reform Amendment Act 2010 and Education and Training Reform Regulations 2017*
- *Student Identifiers Act 2014 (Commonwealth)*
    - *Road Safety Act 1986, Road Management Act 2004, Road Safety (Traffic Management) Regulations 2019 and Code of Practice for Worksite Safety – Traffic Management*

So how does this affect you? As a course participant you can be assured that the policies, procedures, training and assessment of Construction Training Group meets the requirements of this legislation.

You also need to be aware that by participating in a course at Construction Training Group you also have obligations under this legislation. For example

- Taking photographs or filming other participants or staff without their permission would be viewed as a breach of their privacy. This also includes posting on FaceBook and other social media.
- Recording conversations or facilitator presentations without permission would also be viewed as a breach of privacy, and in the case of presentations would contravene CTG's intellectual property rights.
- With regard to the Occupational Health and Safety Act 2004 (Vic), CTG is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear safety clothing and footwear during classes and work placements which require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.
- Course participants need to ensure that they do not contravene copyright legislation, by acknowledging all sources of information and as a general guide limiting the amount of material copied to 10% of the total document/book.
- Ensuring by word or deed you do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, generalisations about individuals or groups, and political or religious comment which may be offensive to other participants.

Course participants should also be aware that Construction Training Group operations and all courses offered by us comply with national Australian Quality Training Framework standards and state guidelines for vocational education and training providers. Construction Training Group must meet these national and state based requirements in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. So you can be assured that the courses you undertake have been quality assured. For more information about how this legislation and/or these requirements may affect your participation in our courses ask one of our friendly staff.

Medical Conditions

It is important that we know of any medications or restrictions that would put you or others at risk while attending your course. We ask that you notify your Trainer/Assessor and any staff that you will spend time with. For example, if you have diabetes there may be a time when staff need to know what should be done in an emergency.

Mobile phones

Please make sure your mobile phone is switched off or turned to silent mode before entering your training/assessment area.

National Recognition – Credit Transfer – Recognition of Prior Learning (RPL)

National Recognition recognises the qualifications and statements of attainment issued by other Registered Training Organisations where the qualification and/or unit codes and titles previously completed precisely align with those of the CTG course that you are about to commence.

You will need to provide original and/or certified documentation to support an application for National Recognition. If satisfied, you will receive full status and not be required to undertake additional training and assessments. If you think that you might able to apply for a national recognition, talk to your Trainer/Assessor.

Credit transfer applies where the unit(s) of competency previously attained does not have the same unit code or unit title; however the Training Package states that it is equivalent to the unit of competency being sought. Credit transfer can also be applied to other certification and formal learning such as tertiary qualifications where equivalence can be demonstrated.

You will need to provide original and/or certified documentation to support an application for Credit Transfer. If satisfied, you will receive full status and not be required to undertake additional training and assessments. If you think that you might able to apply for a credit transfer, talk to your Trainer/Assessor.

If you are confused about whether to apply for national recognition or credit transfer, don't worry bring in your documentation and one of our staff will assist you.

Recognition of Prior Learning (RPL) recognises the knowledge and skills you have gained through previous informal training, and past work and life experience. Your prior training and experience must be deemed equivalent to the units you will be undertaking within your course, as CTG must be satisfied that you are 'competent' in these unit/s prior to granting the RPL.

As a result, the granting of RPL is not always automatic, depending on when your prior learning/experience occurred and how this translates into the units in which you are enrolling. You may need to undergo some testing prior to RPL being granted. In other instances, your provision of transcripts with past results may be sufficient.

If you are granted RPL, you will be partially or fully exempt from completing those parts of your course.

Applying for RPL

If you think that you might be able to apply for RPL, talk to your Trainer/Assessor preferably before or at the start of course commencement.

You will be provided with a RPL Application Kit which includes an application form, a self assessment tool, and instructions. A separate appointment will generally need to be made to assess your RPL application, and an RPL Assessment Fee will apply. Details of RPL fees are provided within the RPL Kit.

Our commitment to you

CTG is committed to providing a learning environment that is free from discrimination, harassment and bullying. Our policies aim to ensure all employees and students take responsibility for creating and nurturing an environment which fosters mutual respect and relationships free from discrimination, harassment and bullying. CTG condemns racism and modern slavery (e.g. forced labour, child labour, sexual exploitation) and sets the standards for inclusive and respectful behaviour within the RTO. CTG encourages open discussions and dialogue about racism, diversity, and inclusion within the RTO.

A student experiencing harassment, bullying or other inappropriate behaviour has the right to have such behaviour cease. We strongly urge any incidents of this nature to be reported to the relevant Trainer/Assessor or via the Complaints and Appeals procedure which can be accessed via our web site.

Policies

CTG has developed a number of policies which guide the processes and procedures of staff and students. A limited range of CTG policies and procedures are available on our website, a full paper based copy of all CTG policies and procedures can be accessed from Reception.

Privacy

Your personal or course details will not be released to a third party without your written authorisation. Where disclosure is made under compulsion of Federal and State law, CTG will seek legal advice from its lawyers and/or insurers. Please also refer to the Disclosure of Information section of this Handbook for related information.

Reassessment

You must be able to provide evidence of competence in all components of the course, as such your assessor may ask you to provide further evidence of your competency before a final judgment is made. If any assessment activity is judged 'Not Yet Competent' you can apply to your assessor for re-assessment.

Refreshments

A Student Lounge is available for your use during breaks at our Rowville site with tea and coffee making facilities. A limited range of drinks and food are also available for purchase via an onsite vending machine. During weekdays food and drinks can also be purchased from a mobile food service.

Refund of fees and charges

CTG is committed to a refund process which is prompt, accessible and easily understood by students/clients.

Course cancellation: In the event of a training course being cancelled by Construction Training Group , all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

Course withdrawal:

If an applicant cancels a course booking outside the allowable business days listed below, a cancellation/administration fee will apply. This fee is $30.00 AUD per individual booking or $100.00 AUD per group booking, whichever amount is greater.

If an applicant cancels a Worksafe course (High Risk Work Licence) less than 5 clear business days' prior to the course commencing, all funds paid by the applicant will be forfeited.

For all other courses offered by CTG, if an applicant cancels less than 2 clear business days prior to the course commencement, all funds paid by the applicant will be forfeited.

No refunds or credit notes will be provided to applicants who cancel their course after the commencement of the course and individuals, employees of organisations, or organisations booking on behalf of employees, who formally withdraw from any CTG course/workshop after course commencement.

Students that arrive after the allocated course commencement time will be refused admittance and fees will be forfeited to cover the cost of the position that was allocated for the individual. Entry to a specific course can be denied and fees forfeited to students who attend training but have not completed the pre-study requirements. Construction Training Group reserves the right to refuse further course bookings for students who cancel attendance at a course on more than two (2) occasions. Business days are Monday-Friday (8:00am – 4pm).

CTG guarantees to support students as reasonable as possible to complete the training and/or assessment once the student has commenced study in their chosen course.

For Traffic Control Courses

For traffic control courses, the skill set requires students to complete all course requirements within six months of finishing the theoretical component. For example:

> *Practical experience requirements must be completed on Temporary Traffic Management Category 1 roads within six months of successfully completing the theory component.*

This includes any required work placement, submission of logbooks, evidence of completed placement hours, and final assessment.

It is recommended that students submit their practical experience evidence and assessments related to the enrolled road category at least one month before their expected course completion date. This allows CTG enough time to review the evidence, conduct the final assessment, and request any additional documentation if needed to meet the requirements of the skill set.

CTG will assist students in securing a work placement with an approved traffic company. If the assigned placement is not suitable, students may discuss alternative options with both the traffic company and CTG. However, students will be responsible for arranging their own placement if they require a more convenient placement venue or opportunity. Before commencing any self-arranged work placement, students must inform CTG so that a written work placement agreement can be prepared and signed by all relevant parties. The placement must not commence until this agreement is in place. CTG will support students where possible, but due to high demand and limited availability, securing a preferred placement site cannot be guaranteed.

The six-month timeframe for completing the practical experience is a mandatory requirement of the skill set. CTG is committed to supporting students in meeting course deadlines. If a student is unable to complete the practical experience requirements within six months of completing the theoretical component, CTG's only available options will be to either:

- *Require the student to be re-assessed for the theoretical component to demonstrate readiness for the practical assessment,*
  OR
- *Require the student to re-enrol in the unit and start the course again.*

Refund requests will still be considered in accordance with CTG's refund policy and the Australian Consumer Law, taking into account individual circumstances such as illness, special circumstances, or compassionate grounds. Please note that a failure to find time to complete the practical placement, or CTG not arranging the placement within the six-month timeframe, does not qualify as special circumstances.

Fees for HRW courses – re-assessments, students presenting with a Statement of Attainment from another RTO and time limitations

If a student presents with a Statement of Attainment issued by another RTO within 60 days, and has previously attempted but failed the WorkSafe licence assessment, CTG may allow the student to re-sit only the component(s) they did not pass (knowledge, practical, or calculations), only if they hold a valid WorkSafe Notice of Assessment (not expired). In these cases, CTG must first verify the authenticity of the SOA in line with existing policy and forms already outlined in the Operations Manual. A fee equal to 50% of the full course fee will apply. This arrangement is different from students who originally trained with CTG, as those participants remain eligible for free reassessments.

Where more than 60 days have passed since the SOA was issued by another RTO, the student is not permitted to re-sit only the failed components. Instead, they will be required to complete the full HRW licence course again with CTG prior to attempting the WorkSafe licence assessment. Although the SOA technically confirms competency in the unit, CTG requires students in this category to repeat both the training and unit of competency assessments to ensure safety, currency of skills, and readiness for the WorkSafe licence test. The full course fee applies in these circumstances.

Request for Extension of Assessment Task

If circumstances beyond your control will prevent you from completing an assessment task by the due date, you are advised to discuss this with the respective Assessor who may require you to submit a written request. Requests for extension must be received at least five working days prior to the due date of submission and clearly outline the reasons for requesting the extension.

On the basis of the request, the Assessor will determine whether an extension of the submission due date will be granted or not granted.

Safety and security

Students are advised not to leave bags or other valuables unattended, as no responsibility will be taken for items lost or stolen.

At the conclusion of evening classes, students are reminded to take extra care when leaving by:

- Parking on site or as close as possible to the training venue
- Ensuring your mobile phone is easily accessible
- Exiting the training venue in pairs/groups; ensuring that each other's car starts before leaving
- Waiting with a course participant until his/her lift/taxi arrives

Police Contacts:	Rowville	9764 0996
	Emergency	000

Sexual Harassment

It is unlawful for anyone to be sexually harassed in employment, accommodation, education or in the provision of goods or services. Sexual harassment includes unwelcome sexual advances, requests for sexual favours and other verbal or physical conduct of a sexual nature. Verbal and physical conduct includes such things as jokes, words or gestures which create an offensive or hostile environment.

CTG is committed to an environment which eliminates sexual harassment and if you feel that you have been subjected to such harassment you should contact your Trainer/Assessor, the RTO Manager and/or lodge a complaint via the Complaints and Appeals process, details are available on the CTG web site.

Access more information about sexual abuse prevention programs at:

- Child Sexual Abuse Prevention Program Inc (CSAPP) website https://www.csapp.org.au/
- 1800RESPECT Telephone and online counselling website https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling

Smoking

Smoking is not permitted inside CTG premises or within 4 metres of any external doorway. Smoking can occur in signed external designated areas.

Special Consideration in Assessment

If you are experiencing circumstances beyond your control which are adversely affecting your ability to meet course assessment requirements, you may submit a written request for special consideration prior to the due date of an assignment or the administration of an assessment task (e.g. test or assignment). The reasons for requiring the special consideration should be clearly noted in a written request to your Assessor or the RTO Manager. Evidence to support the request (e.g. doctor's certificate) **must** also be included in the letter.

On the basis of the information provided, the RTO Manager in consultation with your Trainer/Assessor will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved the changes that will take place in regard to the prescribed assessment processes.

Support Services

On the enrolment form, you are encouraged to identify any barriers to learning or special needs that may affect your ability to complete the course, including language literacy and numeracy concerns. Based on this information, along with information you provide during the course, CTG will identify any individuals with special learning needs, and will endeavour to provide general learning support.

Such support may include:

- the provision of one on one training;
- additional practical hands-on experiences;
- additional time to complete assessments;
- the use of graphics to support learning materials, and
- the provision of additional reference material.

But at any time during your course, if you require support your Trainer is a good place to start. Where the required support is beyond the scope of CTG, students may seek the support of, or will be referred to relevant external agencies. Please note any costs incurred as a result of consulting with an external agency will be met by the student.

CTG will also consider involving family/parents/guardians in supporting children and young people (students), where practical.

External support services include but are not limited to:

CentreLink Youth and Student Services	13 2490
Salvation Army	16-18 Kingsley Close Rowville 03 – 9753 2795
Victorian Adult Literacy, Numeracy and Basic Education Council	www.valbec.org.au
Beyondblue Victoria	1300 22 46 36 infoline@beyondblue.org.au
Lifeline	13 11 14
Turning Point Alcohol and Drug Centre	54-62 Gertrude St Fitzroy 03 - 8413 8413
Gamblers Anonymous	03 – 9696 6108 info@gansw.org.au
Alcoholics Anonymous	46 Porter St Prahran 03 - 9529 5948
WorkSafe Victoria	1800 136 089 info@worksafe.vic.gov.au
Victorian Interpreting and Translating Service	7/620 Bourke St, Melbourne 03 - 9280 1941

Telephone calls

Personal phone calls are not permitted during training sessions, except in emergencies. Mobile phones should be turned off or switched to silent and phone calls made during designated breaks.

Third Party – Partner Arrangements

CTG may enter into a partnership arrangement with other organisations for the delivery of training and assessment; delivery of educational and support services, and/or the recruitment of students. If your course, support service or recruitment service is provided by one of our partners you can be assured that they have been fully vetted and the services they deliver regularly monitored.

In such arrangements Construction Training Group as the Registered Training Organisation retains responsibility for:

- Your enrolment;
- Issuing certification on satisfactory completion of nationally recognised training products;
- Issuing documentation to meet any licensing requirements;
- Course compliance i.e. that the service is delivered to the standard required by our regulatory body;
- Stepping up if a third party delivering training and assessment closes or ceases to deliver any part of the course that you are enrolled in, and
- Notifying you should a third party be unable to fulfil its obligations in providing training and assessment services.
- Notifying you, as soon as practicable, if there are any relevant changes to existing or new third-party arrangements or changes in ownership.

We also have a role in managing and resolving any concerns, complaints and appeals. So, if you have any issue or concern with the course or service provided by our partner organisation, you may choose to raise the issue or concern the partner organisation, with us or both. Check out our Complaints and Appeals Policy via the CTG website or our partner organisation website.

Training

CTG is committed to providing an engaging, positive and productive training and learning experience. We work closely with our clients to develop and deliver customised training, specific to each organisation, and offer the convenience of onsite training. For individual clients attending our training facilities, a range of training methods are used including trainer presentations, small group work, practical demonstrations and role plays. We encourage you to be actively involved in the learning process and make the most of your time with our highly experienced and knowledgeable trainers.

On-The-Job Training

On the job training will occur at your place of employment. You will always be informed of where your training will take place, the expected training outcomes and timeframes.

Off-The-Job Training

Off-the-job training is usually classroom-based, or in a simulated workplace environment, led by a trainer, who will use a variety of sources of information, such as handouts, manuals, PowerPoint, guest presenters, videos and so on. You will be required to participate in a range of activities, which might include group discussions, role-plays, games, answering questions, and so on.

☺ We hope you enjoy the course.