



**CONSTRUCTION
TRAINING ACADEMY**

Student Handbook

RTO Code 45575

This student handbook is essential reading for all CTA students. Students are assumed to have read the handbook and to have understand the information it provides.

Any questions can be directed to a CTA staff member.

Any alterations or additions to the Handbook during the year will be updated on the CTA website www.constructiontrainingacademy.com.au.

Contents

Welcome to Construction Training Academy (CTA)	5
CTA Vision	5
CTA Mission	5
Location & Contact Details	6
Key Contacts	6
Training Delivery.....	7
Delivery Location	7
Learning Resources.....	7
Computer Access	7
Personal Protective Equipment (PPE)	7
Life Skills Toolbox Program.....	8
Student Support Services	8
Learner Support Services (LSS)	9
Access Equity and Fairness	9
Student Code of Conduct	9
Fees and Charges.....	11
Enrolment	11
Upfront Assessment of Needs (UAN)	11
Unique Student Identifier (USI)	12
Completing your Enrolment Form	12
Enrolment Confirmation.....	12
Timetable.....	12
Variation to Conditions of Enrolment	13
Attendance	13
Assessment.....	13
Assessment Expectations	14
Assessment Support	14
Assessment Deadlines	14
Assessment Extensions.....	14
Assessment Resubmission.....	14
Plagiarism	14
Statements of Attainment and Qualifications.....	15
Skills Recognition.....	15
• Recognition of Prior Learning (RPL).....	15
• Recognition of Current Competence (RCC)	15
• Credit Transfer (CT)	15
Feedback.....	16

Complaints and Appeals 16

Privacy 16

 Provision of Data to Thirds Parties 16

Emergency Medical Assistance or Care..... 17

Governing Laws 17

POL 003 CTA Code of Practice Policy..... 18

Welcome to Construction Training Academy (CTA)

RTO Code 45575

Construction Training Academy (CTA) is an industry-driven training provider in Landscaping and Civil Construction.

CTA is focused on delivering high quality and relevant training that prepares students for a successful career in the landscape and construction industry. We provide students with small, innovative, safe learning environments where they can truly engage in active, experiential, and problem-based learning.

The content of our programs and our training delivery and assessment methods are developed and validated in consultation with industry experts.

We are continually seeking to improve and to find new and innovative ways to meet the learning and development needs of our students and the industries they are employed in.

CTA Vision

To add value to the landscape and construction industries by providing innovative and industry-relevant training that promotes long-term employment in these industries

CTA Mission

To provide relevant, active, experiential, and problem-based training that equips students with the skills and knowledge to succeed in the construction and landscape industries.

Location & Contact Details

Construction Training Academy (CTA) is located at 27-29 Birralee Rd, Regency Park SA, 5010.

Opening hours are Monday to Friday from 8.00 am – 5.00 pm.

Phone (08) 8445 2831
Website www.constructiontrainingacademy.com.au
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Training Delivery

Construction Training Academy' (CTA) aim to create an optimum balance between classroom-based training, practical controlled environment training, and on the job application.

Your CTA Trainer will guide you through each unit of competency both in the classroom and on site (in collaboration with your employer) to help you achieve your qualification. Wherever possible we have included practical application tasks and activities to support our classroom-based learning. We have a simulated work site at our training facility with machines, tools, and materials to allow students to lay paving, establish turf, building retaining walls, use machinery and more. Your new skills and knowledge are then further reinforced through on the job assessment.

CTA has been created by industry for industry. In addition to providing students with the knowledge and skills they need to be successful at work we also give our students exposure to the long-term career paths available to them within industry. You will meet people working within industry in senior or specialist roles who will share their knowledge and experience with you and provide information on current industry practice.

Delivery Location

All training is delivered at our Regency Park training facility at 27-29 Birralee Road, Regency Park.

Learning Resources

Students are supplied with all required learning materials at the commencement of each unit. From time to time your trainer will provide you with additional online and/or hardcopy resources.

Computer Access

Students will not require extensive access to computers however it is recommended that students have access to a personal device to support their studies. To supplement individual resources a bank of desktop computers is available for student use.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is required to ensure the health and safety of students during training activities. All students are expected to equip themselves with the PPE stated on course information brochures and ensure they have the required PPE when they attend classes.

In most instances the PPE required will be:

- Long sleeved shirt
- Long pants
- High visibility vest
- Steel cap boots
- Wide-brimmed hat
- Eye protection (glasses)
- Hardhat
- Gloves (and glove clip)

CTA will provide sunscreen for outside activities.

Life Skills Toolbox Program

To be successful at work we all need job specific knowledge and skills, but a large part of success at work is our ability to manage our time, to communicate well with others, to manage conflict, and to know how to bounce back when life is hard.

CTA is focused on the holistic wellbeing and development of our students. In addition to the Units of Competency required for the qualification CTA has partnered with Mates in Construction to deliver their 'Life Skills Toolbox' program as part of each CTA qualification.

Mates in Construction is an independent charity that exists to reduce the high levels of suicide in the Australian construction and allied industries. The Life Skills Toolbox is a 2-day program that provides practical and user-friendly resources on the following topics:

- Budgeting and financial literacy
- Communication and negotiation
- Dealing with difficult behaviour
- Drugs and alcohol
- Goal setting and pathway planning
- Mental health and self-care
- Nutrition
- Problem solving and decision making
- Suicide awareness
- Transition into work
- Values and beliefs
- Work/life balance
- Workplace relations
- Workplace rights and responsibilities

Student Support Services

Students are supported during their study by their Trainer, the RTO Manager (student support services), and their workplace

CTA staff will be accessible to students and students are encouraged ask questions and request assistance from CTA staff at their convenience.

The RTO Manager will provide student support services and assist students to understand and implement CTA's student related policies and procedures during their studies.

CTA Trainers are responsible for conducting individual and group learning and providing students with effective learning and assessment support. CTA trainers will monitor progress, provide students with both personal and academic support, and assist in directing students to third party support services as needed.

Your Trainer will be regular contact with you throughout your studies. If they are concerned about your progress they will work with you to put effective supports in place to ensure you keep on track with your assessments and where needed, or requested, can provide one-on-one or small group coaching and study sessions.

Our training delivery schedules for our qualifications will allow you time in between training to take in what you've learnt, apply your new skills and knowledge in the workplace (with the assistance of your Trainer and employer), and complete your assessments. We understand that fitting study around work and other

life commitments can be challenging and we are here to help. If we don't have the expertise to provide the support internally, we have a number of external referral support services that we can connect you with, including our Learner Support Services (LSS) provider SYC.

Learner Support Services (LSS)

Learner Support Services (LSS) provides individualized support to students with challenging life situations through a personal coaching and case management process.

LSS aims to increase completions of vocational education and training (VET) courses by assisting students during their training, and then to transition to further study or employment.

Learner Support Services can assist you to stay in training and complete your qualification by:

- addressing life challenges interfering with training
- addressing study skill support needs
- obtaining supports available in the community
- helping you to navigate the training system

Learner Support Services (LSS) are fully funded by the SA Government and are fee-free for students.

Information on how to access LSS will be provided to you on your Orientation Day however if you have any questions or would like more information please speak with your CTA Trainer or the RTO Manager.

Access Equity and Fairness

CTA recognises, values, and promotes the diversity of its student community as a positive feature of our teaching and learning environment.

We are committed to meeting student learning and support needs, so that as far as possible all students have equal opportunities for academic success.

CTA's POL 51 Access Equity Fairness Policy and Procedures specifies the principles and framework for CTA to ensure equivalent opportunities for student academic success regardless of students' backgrounds. The Access Equity Fairness Policy and Procedures applies to all current and potential students.

Students with identified and/or stated needs are consulted in relation to their study requirements and supported throughout their enrolment to ensure they can be successful within the limits of the qualification requirements. Each student's situation will be handled on its individual merits and CTA will provide reasonable adjustments or additional learning and assessment support within the learning environment to meet student needs.

For more information please refer to [POL 51 Access Equity Fairness Policy](#) on the CTA website.

Student Code of Conduct

CTA's Student Code of Conduct sets out the standard of conduct expected of students. It outlines the rights and responsibilities of students (outlined below) and explains what happens in instances of alleged student misconduct.

Student Rights

As a student of CTA, you have the right to:

- Be treated respectfully, equitably, and fairly

- Be emotionally and physically safe in the learning environment
- Have all reports of harassment treated respectfully, seriously, impartially, sensitively and with reasonable confidentiality and for those issues to be addressed immediately and appropriately
- Utilise our appeal and complaint processes
 - Where resolution may be reached by a process of discussion, cooperation, and conciliation
 - That provides information, support, and assistance in resolving the issue for all parties involved
 - Where no person lodging a complaint or assisting in the investigation will be victimised or treated unfairly.
- Privacy and confidentiality
- Timely access to your academic records
- Receive quality and appropriate training and fair and equitable assessment.

Student Responsibilities

As a student of CTA, you will:

- Be respectful and courteous, all persons regardless of status or position are to be acknowledged and respected.
- Be conscious of actual and potential differences and actively recognise and respect the boundaries directly or indirectly set by others.
- Maintain confidentiality in regard to all CTA matters and other students' information whether personal or training related.
- Respect the privacy of others.
- Take personal ownership of and responsibility for your learning.
- Attend and participate fully in all training.
- Advise CTA via telephone call of absenteeism prior to commencement of classes.
- Ensure all documentation received from and provided by CTA is maintained in good condition.
- Not engage in cheating or plagiarism.
- Ensure the highest level of personal presentation and hygiene.
- Maintain open communication with CTA trainers, or other staff you feel most comfortable with, in regard to any issues that may reduce the potential for you to successfully complete your studies.
- Advise CTA of any changes in your personal or contact details in writing as soon as practicable.
- Assist in maintaining training areas and keep facilities tidy at all times.
- Not engage in illegal or immoral activities which will lead to CTA being required to report to SA Police.
- Not be under the influence of alcohol or illicit drugs. CTA maintains zero tolerance of consumption of, or being under the influence of, alcohol or illicit substances during training hours and On-Site Placements. If students do not comply, they will be asked to leave the premises. An investigation will be implemented and may result in the student's expulsion from the program. Confirmed evidence of illicit substances will be reported to SA Police.
- Maintain a positive attitude and not be disruptive to other students or CTA staff. Failure to comply may result in expulsion from your program.
- Not engage in aggressive or discriminatory behaviours. CTA maintains zero tolerance of aggressive or discriminatory behaviours. Bullying, threatening, abusive, violent (verbal or physical) or

discriminatory behaviour will result in instant expulsion from the program. Bullying and other discriminatory behaviours are prosecutable offences and may result in report to SA Police.

- Be respectful of individual differences of all persons.

CTA has the right to ensure that individual students do not interfere with the delivery of courses offered by CTA or the wellbeing of staff, other students, or visitors to CTA.

For more information please refer to [POL 23 Student Code of Conduct Policy](#) on the CTA website.

Students are expected to comply with the expectations set by CTA and in the event of a breach will be subject to CTA's disciplinary process.

For more information please refer to [POL 017 Disciplinary Process \(Students\) Policy](#) on the CTA website.

Fees and Charges

CTA is committed to providing quality training at a reasonable price.

CTA sets and collects fees and charges in accordance with relevant contractual, regulatory, and business requirements.

Fee Schedule

CTA's Fee Schedule outlines the cost of the training and services we deliver, including the concessions available through government funding and industry concessions.

State Government Funding

All students are assessed at the time of enrolment to determine if they are eligible for a State Government subsidised training place.

For full details on the subsidies available and the eligibility criteria please visit the Skills SA website <https://www.skills.sa.gov.au/courses-careers/eligibility-explained>

Payment

CTA accepts payments via credit card (VISA and MASTERCARD) or electronic funds transfer.

CTA's qualifications are delivered and invoiced in training 'blocks'. This allows students or employers to pay for the training as it's delivered, rather than having to pay in full upfront.

An invoice for each block will be issued prior to the commencement of the training. Invoice Payment Terms are 30 days from date of invoice.

Withdrawals and Refunds

For details of CTA fee, withdrawal and refunds terms and conditions please refer to [POL 009 Fees and Refunds Policy](#) and the [Fee Schedule](#) on the CTA website.

Enrolment

Upfront Assessment of Needs (UAN)

All students will go through an individual Upfront Assessment of Need (UAN) with a CTA staff member prior to their enrolment.

The Upfront Assessment of Need (UAN) process is designed to give students the best chance of success in their qualification of choice.

If students or employers want to access a qualification subsidised by the government then the student must complete the UAN process first. The UAN process can be completed during the process of enrolment however the enrolment cannot be finalised until the UAN has been completed.

What happens during the Upfront Assessment of Need (UAN) process?

You will meet with a CTA staff member to go through information about the qualification you are interested in, CTA's training and assessment expectations, and what your expectations and goals are to make sure the qualification is a good fit for you.

You will be asked to complete an on-line assessment in reading, maths and writing. Nearly all adults have a strength in one area but rarely in all and knowing where there are gaps means we can help with some free additional support or training. Around half of all adults will need a bit of help.

Once you have completed the online assessment CTA will go through your results and discuss the next steps.

If no additional support needs have been identified, you can progress to enrolment.

If support needs such as literacy and numeracy are identified through your UAN, then CTA will make sure you get access to additional free learning and personal supports to clear any hurdles that may threaten to slow you down. You will need to agree to undertake any additional support activities before CTA can enrol you.

Unique Student Identifier (USI)

All students enrolling in nationally recognised training in Australia require a Unique Student Identifier (USI).

A USI is an individual's unique 'education identifier' which is linked to an online record of all your training attainments in Australia.

If you don't have a USI, or if you are unsure, you can go to <http://www.usi.gov.au> to search for, or create, your USI. If you require assistance CTA can do this with you as part of your enrolment process.

Completing your Enrolment Form

You can download an enrolment form from the CTA website.

Signing your enrolment form acknowledges that you have read through and understand the information contained within this Student Handbook, the Brochure for your selected qualification, and the documents and information referred to within each.

If you submit an enrolment form and you have not yet completed your Upfront Assessment of Needs (UAN) with a CTA staff member we will contact you to book this in prior to processing your enrolment.

Enrolment Confirmation

You will receive confirmation of your enrolment via email once your enrolment has been processed.

Timetable

Your Timetable will be sent with your enrolment confirmation.

Variation to Conditions of Enrolment

CTA may, by providing written notice, vary the conditions of enrolment as required to comply with any new or amended laws or regulations of the Commonwealth of Australia or the State of South Australia.

Attendance

To successfully complete your course or qualification you are expected to meet the following attendance requirements:

- attend classes and related activities as per your Timetable
- arrive to classes and related activities on time
- remain in classes for their duration, except where prior permission has been granted to leave early

If you are unable to attend a class or appointment you will need to notify CTA of your absence (via phone call) prior to class commencement.

Where students are undertaking an apprenticeship, training attendance is a compulsory requirement of your employment and Contract of Training, therefore CTA will notify your employer of any non-attendance.

If you are unable to attend a scheduled training block, and we received adequate notice, we can negotiate for you to make up the session by joining in with another group or through the provision of one-on-one or small group make-up classes or tutoring sessions.

Attendance Levels below 80%

If attendance falls below 80% attendance students are required to meet with their Trainer to discuss attendance levels, identifying the reasons for absences, provide support or remedial actions in the form of an Intervention Strategy (if required), and to reinforce the consequences of continued or lower attendance. At the conclusion of the meeting a 'First Warning' letter will be sent to the student outlining discussions had and consequences of continued non-attendance.

For more information please refer to [POL 013 Student Support and Intervention Strategy Policy](#) and [POL 016 Attendance Monitoring Policy](#) on the CTA website.

Deferments

All requests for deferment must be received in writing. If a student wishes to defer the commencement date of study CTA will hold the fees paid until commencement. If a student wished to defer their studies after commencement CTA will hold the any fees paid in advanced until re-commencement.

Students may find that their fees per unit have increased on their return. Current fees are payable at all times. The CTA Fee Schedule changes over time and the fees advertised at enrolment will not be held for deferred enrolments. If the student subsequently withdraws the conditions of the Refund Policy will apply.

For details of CTA fee, withdrawal and refunds terms and conditions please refer to [POL 009 Fees and Refunds Policy](#) and the [Fee Schedule](#) on the CTA website.

Assessment

Assessment enables students to consolidate their learning and supports the direct application of new knowledge and skills to the workplace.

Studies have shown that the assessment process enables students to retain what has been learnt, increasing retention of information by up to 90%.

Assessment Expectations

Your Trainer will go through the assessment requirement with you in detail to ensure you understand what is required.

CTA Assessments are made up of in class work and activities, theory questions, and workplace-based application tasks and questions.

Assessment Support

CTA staff are available to help you to answer questions or offer encouragement and support throughout your assessment process. Your Trainer will stay in regular contact with you and will be available for further phone, email or face-to-face meetings by appointment.

Assessment Deadlines

At your enrolment time you will receive a Training Schedule which will outline your training delivery dates and due dates for your assessments. Your Trainer will also provide you with information regarding assessment timeframes, expectations and supports available.

Assessment Extensions

If unforeseen circumstances arise and you can't complete an assessment by its due date you are required to request an extension from your Trainer in writing, prior to the assessment due date.

Assessment Resubmission

If you are found to be Not Yet Competent, your Trainer will provide you with feedback either orally or in writing. Your Trainer will identify additional training needs and where appropriate, provide training to address any skill gaps identified in the assessment process. You will be provided 2 further opportunities to submit your assessment to your Trainer. While unlikely, if you are not able to demonstrate competency after your final resubmission, your Trainer will discuss with you your capability to demonstrate competency and whether another resubmission will be permitted or a final mark of Not Yet Competent will be made for the unit.

Plagiarism

You are required to submit your own work and to sign a statement (included in your assessment document) that your completed assessment contains no material that has been written by another person except where due reference is made.

If this statement is found to be false, you will be subject to disciplinary action by CTA, which may lead to the withdrawal of a Statement of Attainment or Qualification.

CTA is committed to promoting academic integrity and ethical behaviour. The reputation of CTA and its graduates, and the academic standing of its qualifications rests with its ability to promote academic integrity and manage academic misconduct fairly and consistently.

Academic dishonesty can take many forms including:

- copying another student's work

- presenting material and ideas from books, the internet, and other forms of media without acknowledging the source of the material
- getting another person to complete your assignment and handing it in as your own work

Statements of Attainment and Qualifications

CTA issues AQF Qualifications and Statements of Attainment (SOA) to students who meet the required outcomes of a qualification or unit of competency, in accordance with the VET Quality Framework.

In the case of partial qualification completion, students will be issued with a Statement of Attainment (SOA) for the Units of Competency successfully completed.

Any requests for a Qualification or Statement of Attainment to be re-issued will incur a fee. For more information please refer to CTA's [Fee Schedule](#) on the CTA website.

Skills Recognition

Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Credit Transfer (CT) are assessment processes which recognise students' current skills, competencies, and attainment. If through one of these processes a Student is assessed as already having the skills and competencies required of a Unit of Competency within their selected course or qualification, then they will not be required to complete the standard assessment for these Units of Competency.

A definition for each process is listed below:

- **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is an assessment process that acknowledges the current skills and knowledge which students have acquired through previous training, work, or life experience.

To apply for RPL you must provide evidence of your prior learning or experience for assessment against the learning outcomes of a Unit of Competency.

- **Recognition of Current Competence (RCC)**

Recognition of Current Competence applies if a student has successfully completed a unit of competency previously but is now required to be reassessed to ensure that the competence is being maintained.

- **Credit Transfer (CT)**

Credit Transfer is the recognition of Qualifications and Statements of Attainment issued by other training organisations.

To include Unit's of Competency obtained from another Registered Training Organisation (RTO) in a CTA qualification, all documents submitted to CTA must either be originals or a certified copy of the original document, you will also be required to provide CTA permission to verify your documentation with the issuing RTO.

There is no charge for Credit Transfer.

For CTA to issue a CTA qualification the majority of the Units of Competency attained must have been attained through CTA.

If you believe you may be eligible for Skills Recognition or Credit Transfer, please speak with a CTA staff member during your enrolment process and they can assist with your application.

For more information please refer to [POL 024 Recognition and Credit Transfer Policy](#) and the [Fee Schedule](#) on the CTA website.

Feedback

At the conclusion of each training block you will be asked to complete a feedback form.

The feedback form will have some multiple-choice questions and answers as well as a section to provide comments.

Your opinion is highly valued by CTA and the feedback is used to help us make decisions about how we can improve our training and assessment services.

Complaints and Appeals

CTA will make every effort to resolve student complaints and appeals fairly, efficiently, and effectively.

CTA has policies in place to ensure students have access to a fair and equitable process for dealing with complaints and provides an avenue for students to appeal against decisions which affect their progress.

For more information please refer to [POL 019 Complaints Policy and Procedures](#) and [POL 018 Appeals Policy](#) on the CTA website.

The availability of complaints and appeals processes does not remove the right of the student to remedy under Australia's consumer protection laws. Students may opt for third party representation at any stage of dispute resolution. Students may seek external assistance through:

- Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/>
- Office of the Training Advocate (SA) <http://www.trainingadvocate.sa.gov.au/>

CTA will maintain the student's enrolment while the complaints and appeals process is ongoing.

Privacy

Information provided to CTA by the student is bound by the Privacy Act (1998).

CTA will only collect personal information if the information is reasonably necessary for, or directly related to the delivery of our services.

CTA will not disclose student's personal information to a third party without their consent, other than to those third parties that CTA is mandated to disclose to.

Provision of Data to Third Parties

If a student is enrolled under a Training Contract then information on training progress, attendance, and assessment outcomes will be shared with their employer under the conditions of the Training Contract.

As a Registered Training Organisation, CTA is required to provide student data to third party Government Departments for regulatory and monitoring requirements. If you are undertaking nationally recognised training, you may be contacted by ASQA and asked to complete a survey to provide feedback on your experience with CTA.

Emergency Medical Assistance or Care

Where CTA deems that a student requires urgent medical assistance or care and it is not possible to contact the emergency contact or parent/guardian, CTA is authorised to seek and provide appropriate medical assistance.

Any costs relating to the care provided will be the responsibility of the students and or parent/guardian.

Governing Laws

Specific Laws and Regulations relating to CTA include:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Data Provision Requirements 2012
- Training and Skills Development Act 2008 (SA)
- Privacy Act 1988 (National Privacy Principles)
- Equal Opportunity Act 1984 (SA)
- Racial Vilification Act 1996 (SA) and the racial victimisation provisions in the Civil Liability Act 1936 (SA)
- Whistle-blowers Protection Act 1993 (SA)
- Children's Protection Act 1993 (SA)
- Work Health and Safety Act 2012 (SA)

APPENDIX 1:



POL 003 CTA Code of Practice Policy

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Introduction

This Code of Practice supports the ethical and quality expectations of Construction Training Academy (CTA) and describes how CTA:

- Ensures students know their rights
- Provides students with quality training and assessment services
- Complies with the Australian Quality Training Framework, the standards for NVR Registered Training Organisations and the guidelines for Registered Training Organisations.

For the purposes of this Code, 'student' refers to any person participating in education or training delivered by CTA. A 'client' is a person or organization who may enter a written agreement with the RTO for the delivery of education and training services.

1. Student Recruitment

- 1.1. CTA student recruitment practices are ethical and responsible.
- 1.2. CTA only offers placements in courses where the qualifications, proficiency and ambitions of the applicant match the training package offered.
- 1.3. Suitably qualified CTA staff assesses the educational and skills background of each applicants for CTA. CTA provides training for such staff as required.

2. Provision of Information

- 2.1. CTA supplies accurate, relevant, and up-to-date information, including all the costs and charges to be incurred throughout the course, to prospective students and clients prior to enrolment.
- 2.2. CTA Supplies this information to participants and clients before it enters into written agreements.
- 2.3. CTA regularly reviews all information provided to ensure its accuracy and relevance.

3. Industry Engagement

- 3.1. CTA engages regularly with relevant industry representatives to evaluate its training and assessment services and ensure that graduates hold the required skills and knowledge to the standard of performance required in the workplace.
- 3.2. CTA develops its training and assessment strategies in consultation with industry to ensure that they are relevant to construction industry requirements.
- 3.3. CTA ensures where training and/or assessment occurs in the workplace that student performance is clearly evidenced in the assessment documentation.
- 3.4. CTA trainers maintain industry engagement to ensure their knowledge and skills reflect current industry practice.

4. Recognition of Qualifications issued by other RTOs

- 4.1. CTA recognises that students may already hold skills knowledge gained through work experience, life experience , or informal study.
- 4.2. CTA will assist students to gain recognition for these skills and knowledge through a Recognition of Prior Learning process.
- 4.3. CTA recognised the AQF qualifications and Statements of Attainment issued by other RTOs and will provide students with credit for relevant units of competency.

5. Provision of Training and Assessment Services

- 5.1. Has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and clients.
- 5.2. CTA's provides a learning environment that is conducive to the success of students.
- 5.3. CTA has the capacity to deliver and assess the vocational qualifications for which it has been registered.
- 5.4. CTA's facilities, training methods and materials are appropriate to the learning and assessment needs of students.
- 5.5. CTA monitors and assesses the performance and progress of its students.
- 5.6. CTA ensures that trainers and assessors are suitably qualified with credentials from recognised institutions.
- 5.7. CTA ensures that Trainers and Assessors are suitably qualified and experienced and are sensitive to cultural and learning needs of students.
- 5.8. CTA ensures trainers and assessors have current and relevant vocational competencies.
- 5.9. CTA provides relevant professional development to all training staff.
- 5.10. CTA ensures that assessments are conducted in a manner which meets the endorsed components of the relevant training packages.
- 5.11. CTA is committed to access and equity and fairness principles and processes in the delivery of its services.
- 5.12. CTA conducts recruitment of students at all times in an ethical and responsible manner.
- 5.13. CTA will assess each student applicant to be satisfied that the applicant has the attributes necessary for successful completion of the intended qualification. Where the applicant does not meet the requirements for entry into the course, CTA will assist the applicant to access the assistance required.
- 5.14. CTA has a quality assurance and continuous improvement framework and a system of governance that ensure high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients.

6. Student Support

- 6.1. Students are supported on campus by their Trainer and qualified training support staff. Students should feel free to ask the support staff questions and request assistance at their convenience.
- 6.2. The RTO Manager (student support officer) will assist students to understand and implement CTA's student related policies and procedures including:
 - student complaints and appeals
 - information and communication technologies
 - fee and refunds
- 6.3. The RTO Manager (student support officer) and CTA Trainers will direct students to third party student support services are required:
 - Counselling and mental health support
 - Career services
 - Housing and tenancy services
 - Financial support services
 - Health and disability services
- 6.4. CTA Trainers will provide students with both personal and academic support and will assist students to utilise the resources available to them.
- 6.5. CTA has a Learning Support Services (LSS) agreement in place to provide additional support to students.

7. Children's Protection

- 7.1. CTA expects to enrol students who are under the age of 18 years and is therefore mindful of its responsibilities and obligations the Children's Protection Act 1993 and in particular 8B-8D Child Safe Environments.
- 7.2. CTA ensures that only fit and proper people are employed in positions that have regular contact with children. CTA's POL 075 Children's Protection policy is designed to enhance the opportunity to develop a child safe environment.
- 7.3. CTA's POL 031 Staff Selection and Recruitment Policy and Procedure states that Criminal History Check Assessment conducted by Department for Communities and Social Inclusion (DSCI) or its subsequent iteration responsible for those clearances is an essential criterion for employment at CTA.

8. Complaints and Appeals Mechanism

- 8.1. CTA ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for participants to appeal against decisions that affect the participants' progress.
- 8.2. CTA will make every effort to resolve students'/clients' complaints and appeals fairly, efficiently and effectively without the need to lodge a formal appeal or grievance however CTA has POL 019 Complaints Policy and Procedures and POL 018 Appeals Policy and Procedures which ensures that students and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for students to appeal against decisions which affect their progress

9. Issuance of Qualifications

- 9.1. CTA issues AQF qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the VET Quality Framework.

10. Record Keeping

- 10.1. CTA keeps complete and accurate records of the attendance and progress of students.
- 10.2. CTA keeps financial records that reflect all payments and charges and the balance due.
- 10.3. CTA will provide copies of these records to participants on written request.
- 10.4. CTA manages student and client records in accordance with privacy legislation and will not divulge these to third parties unless authorised by the student/client or under law.
- 10.5. CTA keeps records of all statements of attainment and qualifications issued and reports this regularly to the relevant government departments.

11. Marketing of Training and Assessment Services

- 11.1. CTA markets and advertises its products and services in an ethical and accurate manner.
- 11.2. CTA gains written permission from a student or client before using information about that individual or organization in any marketing materials.
- 11.3. CTA accurately represents recognised training products and services to prospective students and clients.
- 11.4. CTA ensures students and clients are provided with full details of conditions in any contract arrangement.
- 11.5. CTA makes no false or misleading comparisons with any other training organisation or qualification.

12. Financial Standards

- 12.1. CTA has a Fees and Refund Policy that is fair and equitable, and this policy is made available to all students and clients prior to enrolment.
- 12.2. CTA has appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation.
- 12.3. CTA ensures that the contractual and financial relationship between the student/client and the RTO is fully and properly documented, and that copies of the documentation are made available to the student/client.
- 12.4. Documentation includes:
 - the rights and responsibilities of students
 - costs of training and assessment services
 - payment terms and refund conditions
 - Discounts, fee reductions or exemptions
 - Any other matters that place obligations on students or clients
- 12.5. CTA does not require a student to pay course fees of more than \$1,500 prior to the commencement of the course.
- 12.6. Provides annual reports on financial viability to the relevant government departments.