



STUDENT HANDBOOK



Head Office & Training Centre

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RTO Provider No: 5739 A.B.N. 39 079 209 371

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About Consolidated Training Services

Consolidated Training Services is a Registered Training Organisation (RTO) registered in Western Australia by the Training Accreditation Council, **training provider number 5739**.

How to contact us

Our friendly staff can be contacted by phone, fax, email or mail, or in person at our Cockburn Central training centre:

Cockburn Central Training Centre Location:

59 Buckley Street
Cockburn Central, WA, 6164
Office: 08 9417 9444
Fax: 9417 9499

Postal address:

PO Box 3399
Success WA 6964

Email: admin@consolidatedtraining.com.au

Website: consolidatedtraining.com.au

Our Courses

Consolidated Training Services offers a wide range of nationally recognised courses:

High Risk Licenses:

CPCCLDG3001 – License to perform dogging
CPCCLRG3001 – License to perform rigging – basic level
CPCCLRG3002 – Licence to perform rigging – intermediate level
CPCCLSF2001 – Licence to erect, alter and dismantle scaffolding basic level
TLILIC0024 – Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)
TLILIC0018 – Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)
TLILIC0022 – Licence to operate a slewing mobile crane (up to 20 tonnes)
TLILIC0023 – Licence to operate a slewing mobile crane (up to 60 tonnes)
TLILIC0021 – Licence to operate a slewing mobile crane (up to 100 tonnes)
TLILIC0020 – Licence to operate a slewing mobile crane (over 100 tonnes)
TLILIC0005 – Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
TLILIC0003 – Licence to operate a forklift truck

Non High Risk Tickets:

RIIWHS202E – Enter and work in confined spaces
RIIWHS204E – Work safely at heights
MSMWHS217 – Gas test atmospheres

Plant and Equipment Tickets that do not require a High Risk License:

RIIMPO206D – Conduct bulk water truck operations
RIIMPO301E – Conduct hydraulic excavator operations
RIIMPO304E – Conduct wheel loader operations
RIIMPO308F – Conduct tracked dozer operations
RIIMPO310F – Conduct grader operations
RIIMPO311F – Conduct operations with integrated tool carrier
RIIMPO312E – Conduct scraper operations
RIIMPO317F – Conduct roller operations
RIIMPO318F – Conduct civil construction skid steer loader operations
RIIMPO319E – Conduct backhoe/loader operations
RIIMPO320F – Conduct civil construction excavator operations
RIIMPO321F – Conduct civil construction wheeled front end loader operations
RIIMPO324F – Conduct civil construction grader operations
RIIMPO337E – Conduct articulated haul truck operations
RIIMPO338E – Conduct rigid haul truck operations
RIIHAN305D – Operate a gantry or overhead crane
RIIHAN307E – Operate a vehicle loading crane
RIIVEH201E – Operate light vehicle

RII30120 – Certificate III in Surface Extraction Operations

Our courses can be run on-site, or at our training facility depending on the machinery locations. Some courses are only run on-site with the use of your equipment. . We also offer flexible learning, RPL and assessment only.

Course requirements

There are specific requirements for each course; this information is available under each course on our website or you can contact our staff for further information.

Language, Literacy and Numeracy

Consolidated Training Services (CTS) will not discriminate against course participants or potential course participants who have been identified as having low Language, Literacy and Numeracy (LLN) skills. If required CTS will evaluate course participants LLN ability through the completion of self-evaluation questionnaire as a part of the enrolment process, and where appropriate will use a foundation skills assessment. This has been developed to evaluate your skills in reading, writing, learning, oral communication, and numeracy. Your results are benchmarked against the required LLN level of this training course, and a personalised LLN plan will be generated in order to help you achieve the appropriate skills level required.

Assessments can be completed verbally, you may also be granted extra time with trainers should the need arise. If additional assistance is required this is available on request. If any training participant is experiencing difficulties for any reason they are requested to advise their trainer immediately as there may be flexible training/assessment options available. You are advised to notify the relevant staff if a need arises.

Disability

Due to the nature of the high risk work and the training leading to licences or the skills to operate mobile plant and equipment, these can pose both challenges and limitations as to using this plant / equipment. If you have a disability and require assistance, please contact our friendly staff as we may be able to make reasonable adjustments based on your individual requirements.

How to Enrol

You can enrol by phone, email or in person at our head office in Cockburn Central. Any queries can be sent by email, fax, and phone or in person. To secure your place it is recommended to make your booking by phone or in person as we can confirm your booking immediately.

We accept payment by Direct Debit, Visa, MasterCard, EFT or cash. We require payment at time of booking to confirm your place in the course.

If a company makes the booking for you on your behalf and the company has an account with us, we may accept a purchase order and will need the invoice at the time of the booking or when the purchase order is received.

When you enrol and the fees have been paid, we will send out a letter confirming your place either by mail or email. Please check these carefully to ensure that all details are correct.

Student Enrolment Selection

Recruitment will be responsible, ethical and consistent with any training package requirements and endorsed instruments at all times. CTS are committed to non-discrimination in any form and at all times comply with equal opportunity and anti-discrimination legislation. There may be prerequisites due to health and safety or language requirements and age that we need to abide by.

Enrolment Procedure

The Administration officer opens a confidential student record. These records can only be accessed by office staff and trainers connected with their course.

If the fees are received in full then the funds are processed and receipted. If the fees received are a deposit only then the arrangements for the payment of the balance is made before proceeding.

The receipt for fees and a copy of the confirmed enrolment form are given to the student. A copy of the Student Handbook is attached or linked and the student is advised to read the policies prior to commencement, they will advise the student on our code of practice, certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

Course Information

Students will receive the following information prior to enrolment:

- client selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by students;
- what certification will be issued to the student on completion or partial completion of the course;
- assessment procedures;
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;

Induction

An Induction will take place at the commencement of each course, to ensure that students:

- understand the information contained in the Student Handbook and Course Manual;
- understand the Rules and Regulations;
- are familiar with facilities and resources;
- are familiar with the evacuation procedure;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information

Vocational Outcomes

When students have completed their training with CTS, a register of the skills of the student will be maintained and recorded for future vocational reference.

Fees and Charges

Students and/or clients are provided with written information regarding all fees and charges prior to the commencement of training. Details of fees are supplied in the course fee sheet, course outline for each course, or you may contact our office.

Fees paid in advanced to CTS are safeguarded by a “Deed of Indemnity”.

Full payment is required 5 working days prior to the commencement of the course.

If training is booked through a company a Purchase Order is required upon booking.

Refund Policy

CTS’s refund policy is, at all times, to be fair and equitable to registered students/clients.

All cancellations will attract a **\$100.00 cancellation fee** to cover the cost of the initial booking process, the refunding process, and the cancellation process. This will be taken from the payment and the remaining balance refunded / Clients will be invoiced. Where we do not have sufficient notice (less than 2 working days) **NO refund will be given.**

No shows will result in **NO refund**

Due to the structure and intense nature of our combined courses, failure to attend any part of the course will result in a non-achievement of competency, as it is not possible or fair to other students to re-cover the missed content.

NO refund will be given in this situation.

If you test positive for COVID-19 and you have a booking for a training course within that period, you will not be refunded. However, you can reschedule your booking within three months from the original booking.

If students feel they have reasonable grounds for appeal, applications for refunds can be made to the Manager in writing within 14 days of the course.

Identification

WorkSafe requires that all licence applications are accompanied by either:

- **ONE primary identification** document – Australian Passport, current Drivers Licence, WA Photo Card, or;
- At least **THREE secondary identification documents** – Birth Certificate, Medicare Card, High-Risk WorkSafe Licence, Student ID Card etc.

*****CREDIT / DEBIT CARDS CANNOT BE ACCEPTED FOR PROOF OF IDENTIFICATION*****

For all other courses, you are required to provide a minimum of one form of Identification but we do recommend that you bring a second form of identification as a back-up.

Personal Protective Equipment

It is a requirement that you bring PPE to all of our courses. This includes:

- Steel Cap boots – no boots = no course
- High visibility clothing
- Wet weather gear (as needed)
- Ear protection (as needed)
- Gloves (as required)
- We can supply hard hats

Attendance

All courses commence at 7:30am and depending on the course, usually finishing around 4.00pm. We ask students to arrive 15 minutes before commencement to ensure you arrive on time. If you arrive late, you may be asked to reschedule your course. The trainer will provide the course resources and assessment paperwork after conducting a brief induction on CTS.

Parking

There are bays provided on-site. Please be aware that some bays are used by other businesses, and we ask that you do not park in these bays. Please observe the reverse parking only signage and 5kph speed limit through the parking areas due to the movement of vehicles, pedestrians and machinery.

Drugs and Alcohol

Consolidated Training Services has a zero tolerance for drugs and alcohol at our premises. If, for any reason, you are suspected of consuming drugs or alcohol, or be under the influence of drugs and / or alcohol, you will be asked to leave the course. No refund will apply.

Notice of Assessment

If you have been deemed competent for a High Risk Work Licence, your assessor will provide you with a copy of the Notice of Assessment (NOA) issued on behalf of WorkSafe (WA). This NOA is only valid for 60 days. CTS will endeavour to lodge your WorkSafe application with WorkSafe within seven days from the end of the course. If you have not received your Licence within 60 days, please contact WorkSafe.

Statement of Attainment

If you successfully complete the course and are deemed Competent, where possible you will be issued with your Statement of Attainment on the day you complete your course, if this is not possible your Statement of Attainment will be posted to you within seven days of the course completion.

If you have applied for a High Risk Work Licence, we will send a copy of your Statement of Attainment to WorkSafe with your application.

Cards

If you successfully complete the following course and are deemed competent, you will be issued with a wallet sized card with your Statement of Attainment:

- Confined Space
- Working at Heights
- Gas Testing
- Earthmoving courses

Issue of Certification

Students who have been assessed as competent in accordance with the requirements of the Training Package / or Accredited Course, will be issued with a certificate on completion. If the student completes one or more unit of competency but not a complete qualification, a Statement of Attainment will be issued. A Certificate of Attendance may be issued where appropriate. Certificates issued meet AQF requirements.

When a student has completed their course and a certificate has been issued, the student's details are recorded into the student database and all students records are retain for a period of 30 years. Qualification details are also retained by the Training Accreditation Council in WA.

Certificates are given to the student on the day of completion of a unit of competence or qualification. If it is not possible to give the certificate to the student on the day of completion of the course, CTS will post the certificate to the student within 7 calendar days of completion of the course.

If the Lead RTO discontinues as a business, the certificates can be reproduced by the governing body (Training and Accreditation Council (TAC)).

What happens if you do not pass the course?

If you have been deemed "Not yet competent" for any part of the assessment, you may re-enrol at no additional cost; the re-enrolment must be completed within a 60 day period.

Replacement cards and Certificates

You may request for a Statement of Attainment or wallet card to be re-issued, this will incur a small fee.

CTS maintain a learning environment that supports the success of students. We have the capacity to deliver the nominated unit of competency/qualification(s), provide adequate facilities and use appropriate training, assessment methods and materials. CTS ensure that the following are the minimum elements of our Code of Practice.

Student Code of Conduct

The Student Code of Conduct outlines a student's responsibilities and rights. The purpose of the student code of conduct is to ensure an atmosphere of understanding, respect and professionalism and a supportive adult learning environment that celebrates diversity and embraces equal opportunity.

Every student has the right to participate in Consolidated Training Services' programs, free of inappropriate behaviour that may impair the learning process or the emotional, physical and mental wellbeing of individual students. As a student at Consolidated Training Services, you are required to adhere to the guidelines listed below.

Contributing to an effective Learning environment by:

- Arriving on time for all classes and remaining in the class for the duration of the course
- Using only equipment supplied or approved by the Trainer/Assessor
- Ensuring mobile phones are turned off during classes
- Obtaining prior permission from the relevant program for the use of a recording device during class
- Avoiding plagiarism and cheating
- Taking responsibility for your support needs (if relevant) by communicating with appropriate staff

Contributing to a healthy and safe learning environment that maximises the learning opportunities for all students by:

- Wearing appropriate protective clothing and securing hair, jewellery and clothing to avoid accidents
- Engaging in safe and co-operative behaviour in classrooms, workshops and other areas of the premises
- Keeping food and drinks out of classrooms
- Abstaining from drugs, alcohol and other substances that may affect co-ordination, response rate and/or judgment to the extent that the safety and effectiveness of the learning environment is compromised. If you have a medical condition that could affect your safety you must notify the Training Centre to enable us to full-fill our Duty of Care
- Adhere to the Companies Smoke free Policy. Smoking is banned on the premises

Maintaining serviceable Facilities and equipment by:

- Reporting of breakage and/or faults with equipment to Staff
- Leaving classrooms and workshops neat and tidy after classes, ensuring equipment and tools are returned and correctly stored

Respecting yourselves and others by:

- Ensuring that everyone is treated equal
- Refraining from any activities that may be construed as harassment including bullying and cyber-bullying
- Reporting any incidents of harassment observed in the classroom or workshop whether caused by Staff or students
- Showing respect and consideration for other students, staff and visitors
- Using appropriate language when communicating with students, staff and visitors

Students who act in an inappropriate conduct may be excluded by staff from participation in class and may, in extreme cases be subject to other penalties and restrictions including being denied access for the Training Centre.

Offences likely to lead to automatic cancellation of your course are;

- Harassment including bullying
- Property damage
- Physical assault
- Theft
- Misuse of equipment
- The carrying of any form of weaponry
- Serious verbal assaults or threats of violence
- The unlawful possession, use or distribution of drugs on premises
- Consumption of alcohol on premises, unless specifically

Code of Practice

A code of practice is defined in the Act as a document prepared for the purpose of providing practical guidance on acceptable ways of achieving compliance with statutory duties and regulatory requirements.

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Consolidated Training Services (CTS), a Registered Training Organisation registered in Western Australia by the Training Accreditation Council, **training provider number 5739**.

CTS will maintain high standards in the provision of vocational education and training. CTS have policies and procedures in place to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of students and clients.

Legislation

On 12 July 2017, the Government announced the development of a modernised WHS bill for WA which was passed by Parliament on 3 November 2020 and assented to by the Governor on 10 November 2020. As of 31st March 2022, all workplaces in Western Australia became governed by the Work Health and Safety Act 2020 (WHS Act 2020). This has brought out a new set of legislation and regulations for WA.

This act is replacing OH&S Act 1984, Mines Safety & Inspection Act 1994 and Petroleum & Geo Safety Levy Act 2011. At present there are several laws and types of legislation that govern occupational safety and health in Western Australia. The Act, Regulations, Australian Standards, Code of Practice and Industry Standards.

The interpretation of the Act, Regulations, Standards and Code of Practice requires the understanding of the following terminology;

Shall	Must have, a mandatory requirement
Should	A recommendation
Reasonably Practicable	Actions that are, or was at a particular time, reasonably able to be done in relation to ensuring work health and safety, considering, and weighing up likelihood of hazards or risks occurring, the potential for and degree of harm that could result from a hazard or risk, and the knowledge of the persons involved.
Competent Person	A person who has acquired, through training, qualification or experience or a combination of those things, the knowledge and skills required to do that thing competently.

The Act

The *Work Health and Safety Act 2020* imposes a general duty of care to:

- promote and secure the safety and health of people at work;
- protect people at work from hazards;
- assist in securing a safe and hygienic working environment;
- eliminate, reduce and control hazards;
- encourage co-operation and consultation between employers and employees;
- provide for the formulation of policies and for the coordination of the administration of laws relating to occupational safety and health; and
- promote education and awareness of occupational safety and health.

Duty of Care

A person conducting a business or undertaking (PCBU) must ensure, so far as is reasonably practicable, the health and safety of:

- workers engaged directly or indirectly by the organisation
- workers whose work activities are influenced or directed by the organisation and
- other persons present where work activities are being conducted

These duties extend to:

- providing and maintaining a safe work environment
- providing and maintaining safe plant and structures
- providing and maintaining safe systems of work
- safe use, handling and storage of plant, structures, and substances
- providing accessible and adequate facilities (for example, access to washrooms, lockers and dining areas)
- providing any instruction, training, information, and supervision
- monitoring of workers health and conditions at the workplace and
- maintaining any accommodation owned or under your management and control to ensure the health and safety of workers occupying the premises.

Employees are responsible for:

- take reasonable care for their own health and safety
- take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the worker is reasonably able, with any reasonable instruction given by a PCBU or employer
- cooperate with any reasonable policy or procedure relating to health or safety at the workplace that has been provided to them.

Regulations

Work Health and Safety (General) Regulations 2022

Work Health and Safety (Mines) Regulations 2022

Work Health and Safety (Petroleum and Geothermal Energy Operations) Regulations 2022

The Regulations set minimum requirements for specific hazards, work and administrative practices in relation to work safety and health. If there is a regulation about a risk, you must comply with the regulation.

Australian Standards

Australian Standards are developed by an independent organisation called Standards Australia. It publishes voluntary technical and commercial standards which are sometimes adopted by occupational safety and health regulations.

Once a Standard, or part of a standard, is referred to in a regulation, they are no longer voluntary and the Standard or relevant part of the Standard must be complied with.

Quality Management Focus

Management systems foster and respond to effective learner, client and industry engagement. The quality of teaching and learning is maintained through rigorous selection of trainers and assessors and improved through ongoing professional development. CTS make every reasonable attempt to identify and manage operational and compliance risks and opportunities for improvement. CTS are committed to maintenance and ongoing improvement of learning and assessment facilities and resources.

Marketing and Advertising

CTS will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to students and clients will have no false or misleading comparisons with other providers or courses. CTS's marketing strategies will not contravene legislation.

Student Services, Welfare and Guidance

CTS uses quality management practices and provides adequate protection for health, safety and welfare to ensure effective student services.

Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request.

CTS have student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

CTS inform students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

CTS's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of CTS's expertise or control, CTS will make every attempt to refer the student to the relevant agency or expert.

Student Support

CTS are at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.

Training and Assessment Standards

CTS's Trainers and Assessors have the relevant vocational competencies at least to the level being delivered; all hold their Certificate IV in Training and Assessing TAA/TAE and continue to develop their knowledge and skills through professional development workshops. Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessments including RPL are sufficient, valid, authentic, and current. Assessments meet the requirements of the relevant training package or accredited course and are systematically validated.

CTS collect analyses and acts on relevant data for continuous improvement.

Assessment Procedure

The assessment procedure is outlined in each Course Booklet. CTS apply the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Apart from the knowledge assessment, performance assessment and with some courses the calculation assessment; students may be assessed by two or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the student selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.

Students will be advised of the assessment methodology before training commences.

All students must be able to achieve minimum competencies to obtain a unit of competency. Where these competencies are not achieved Consolidated Training Services reserve the right to not issue qualifications-statement of attainments unless or until the level of competence is achieved.

Complaints

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the Manager;
- seek arbitration by a third party acceptable to all parties to the complaint

If the complaint is still unresolved, CTS will advise students of external organisations to which they can appeal.

Appeals

CTS seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any internal grievances or appeals regarding assessment or otherwise will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Manager, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of training commencement. All records of any appeals are kept on file and documented in the appeals register.

Appeals Procedure:

- Notify trainer within 21 days.
 - Trainer and/or Manager provide a written statement of outcome within a further 21days.
 - Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
 - If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, e.g. Consumer Affairs or relevant Government Departments that may be able to assist.
- Students may also seek legal redress through the usual court processes if they feel unsatisfied.

Discipline Policy

Students at all times must maintain appropriate behaviour and follow CTS rules. Unsuitable or disruptive behaviour will result in a verbal warning, in the case of major or repeated breaches the student may be requested to leave the course. All disciplinary matters will be handled by the Manager.

Rules and Regulations

The following apply to all students and staff:

- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, CTS accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Language and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.
- At all times PPE is to be worn.
- Detection of Drugs and Alcohol of any level is not permitted.

Access and Equity

CTS have a legal and moral duty to ensure it respects the rights and beliefs of students, clients, visitors and staff and are committed to providing a non-threatening workplace and learning environment free of harassment, victimisation, bullying and discrimination including age, sex, race, disability and religion.

This policy has been introduced to protect the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. CTS increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Staff Responsibilities for Access and Equity

All staff understands their roles and responsibilities in creating such a workplace and learning environment free from all forms of harassment and discrimination. Managers, office and teaching staff informed of any harassment or discrimination have a responsibility to take immediate and appropriate action to address it.

In dealing with complaints, the rights of all individuals will be respected and confidentiality maintained.

Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to ongoing relationships.

Both the person making the complaint, and the person against whom the complaint is made, will receive information, support and assistance in resolving the issue.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.

Recognised Prior Learning (RPL)

For all courses, you may apply for Recognition of Prior Learning, this involves successful completion of a both a written and practical assessment without attending the theory sessions.

For High Risk Work Licences, we can provide an assessment only pathway for a wide range of plant and equipment and High Risk Work Licences. You must provide documentation to support your application. You will need to successfully complete both the theory and practical assessments for each class of licence and you may also need to complete the assessments for any pre-requisite licences.

If you hold a unit of competency, you are able to attend a Verification of Competency (VOC) session to complete both the written and practical assessments without attending the theory sessions.

A fee is charged for each assessment. Please contact our friendly staff for further information about fees and advice.

CTS staff will provide adequate information and support to enable students to gather reliable evidence to support their application for recognition of competencies currently held, regardless of how, when or where the learning occurred.

Information on all fees associated with the RPL will be made available to students including the refund policy.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- work history / log book, minimum 5 years current experience

If evidence is not sufficient, the applicant is allowed to provide further evidence before an assessment decision is made. Subject matter expert/s will be consulted if necessary.

Assessments are evaluated and managed by qualified assessors only.

The student will be notified of their results. Competency is recorded on the student's record if recognition is granted.

If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms.

Resources

Students have access to or provision of necessary facilities/equipment and materials required to provide the training and assessment services within its scope of registration. We have sufficient room to accommodate student numbers with air-conditioned/heated rooms, lunch room with tea, coffee and biscuits provided, there is a lunch bar close by (within 300 meters) from the Cockburn Central training centre, we also have a food van come past 2 x daily.

Resources are carefully maintained and upgraded when necessary. CTS ensure that with all training done on site the appropriate resources are available to meet the course requirements.

Recognition of other Qualifications

CTS recognise Australian Qualification Framework qualifications and Statements of Attainment which are issued by other Registered Training Organisations, the VET regulator or other agencies.

Unique Student Identifier (USI)

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). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime

When applying for a job or enrolling in further study, you will often need to provide your training records and results. These records and results are categorised on your USI account as a VET transcript.

USI have recently introduced the use of a QR code for easy access to your VET transcript. When using the QR code, the name and document number will populate automatically to ensure accessing the record is quick and easy for third parties including employers and RTO's.

Privacy Policy

1.1.1 Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

1.1.2 How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

1.1.3 How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

1.1.4 How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact CTS using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

1.1.5 Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

1.1.6 Contact information

At any time, you may contact CTS to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Consolidated Training Services 9417 9444 admin@consolidatedtraining.com.au

Smoke Free Policy

Consolidated Training Services aims to provide and maintain a working environment where employees are not exposed to hazards.

CTS recognises that environmental tobacco smoke is a health hazard and employees and visitors should be protected from the involuntary inhalation of tobacco smoke.

This smoke free work place policy applies to all employees, students, visitors and members of the public. This policy outlines that smoking is prohibited in all areas within CTS premises.

Non-Smoking Areas

Smoking is only permitted outside of Consolidated Training Services premises where the green but bins are provided.

Smoke Breaks

Smoking is allowed during a reasonable amount of breaks agreed by all parties.

If the policy is not adhered to, staff will be warned and reminded of the policy.

In circumstances involving second and subsequent occurrences the appropriate action consistent with other policy breaches will be applied.

Employee Support

To discuss available options regarding quitting smoking please contact your health practitioner or Quit line on 131848

Fire / Evacuation Procedure (as per the “Emergency Management Plan)

- Leave your location immediately, closing the door behind you.
- Escape via the nearest, safe exit to the closest muster point, your trainer will point these out on your induction.
- Your trainer will do a roll call once at the muster point.
- Remain at the muster point area until instructed otherwise.
- DO NOT re-enter the premises until told it is safe to do so by your trainer.

Floor plans are located in each class room and information board in the kitchen

THE INFORMATION IN THIS DOCUMENT MAY CHANGE WITHOUT NOTICE

**Cockburn Central Training Centre / Head Office
59 Buckley Street, Cockburn Central, WA, 6164**