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RTO Learner Handbook

This Learner Handbook has been prepared for clients of CTC Safety who will be provide nationally accredited training:

CTC Safety RTO # 7053

1300 386 263

contact@ctcsafety.com.au

www.ctcsafety.com.au

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RTO Learner Handbook

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Message from the CEO

As CEO of this organisation, I can assure learners that I will fully support the implementation of all quality, management and operational functions articulated in this learner handbook I welcome your input and will ensure myself and the CTC Safety team adhere to our underlying philosophy of continuous quality improvement in all aspects of CTC Safety's operations.

This learner handbook provides the direction that informs and guides CTC Safety towards the provision of best practice in training development, management, and service delivery. For CTC Safety, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of CTC Safety, it will ensure that their investment in training provides the best possible training experience and outcomes. – *Matthew Young CEO*

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Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 (SNRs) to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

Services

All programs offered by CTC Safety are aligned to the MSM Manufacturing Training Package, RII Resources and Infrastructure Industry Training Packages, PUA12 Public Safety Training Package, HLT07 Health Training Package, CPC08 Construction, Plumbing and Services Training Package and MEM05 Metal and Engineering Training Package for quality assurance and best practice.

Accredited Training Courses

Our current scope of registration can be viewed at;

https://training.gov.au/Organisation/Details/7053

Statement of Education and Training Courses

CTC Safety also offers a wide range of awareness and skill training products that are tailored to specific industry needs. These courses and their awards are clearly outlined in our course advertising and marketing material.

"If you are not sure whether you need accredited or non-accredited training contact one of our friendly consultants for some advice".

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Quality Industry Training

CTC Safety recognises the importance and benefits of combining industry experience with tertiary education when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by CTC Safety have demonstrated significant industry experience in addition to obtaining tertiary qualifications, allowing them to provide a professional, well rounded learning environment for participants.

Staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language where appropriate to communicate information most effectively.

CTC Safety strictly adheres to the Standards for National Vet Regulator (NVR) Registered Training Organisations (RTOs) (SNR) to continue delivering training services of the highest quality to their clients.

CTC Safety recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within CTC Safety to capitalise on these opportunities for improved practice.

CTC Safety supplies feedback forms to all learners at the end of each program, as participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met.

CTC Safety also welcomes feedback from other improvement opportunities such as risk assessment, learner suggestions, complaints and appeals, validation sessions and audit reports.

As a learner with CTC Safety your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, learners are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above-mentioned data, CTC Safety has developed a best practice register which will include a written record of all improvement strategies.

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RTO CEO

Acts as signatory to all agreements, contracts and compliance statements.	Ensures that the RTO policies and procedures meet all the VET requirements and are circulated, understood and implemented consistently throughout the RTO.	Remains directly accessible to the person designated by the RTO who has defined responsibilities and authority pertaining to financial management.	Ensures the RTO complies with the VET Quality Framework and relevant legislation and regulatory requirements. Signs off on all internal audits reports. Ensures all improvements are actioned.	Ensures the RTO cooperates and communicates with its registering body. Ensures the Registering Body is advised of any changes.	Meets regularly with RTO staff to keep informed of operations.	Accepts legal responsibility for the actions of the RTO and is listed on the national register.

Financial Management Responsibilities

- Ensure that the RTO complies with its financial management policies
- Undertakes regular Business Planning to ensure the viability of the RTO
- Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement, and
- Provides a statement demonstrating its financial viability and/or its annual financial statements and/or a business plan on request of the registering body.

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Legislative Requirements

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. CTC Safety will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

CTC Safety will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training.

CTC Safety recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Complying with Legislation

Staff will be advised at induction and kept up to date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner.

All staff are encouraged to view current legislation online at: http://austlii.edu.au

Examples of legislation relevant to the training business and its staff includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011
- Standards for VET Regulators 2015
- Standards for registered Training Organisations 2015

New South Wales legislation:

Children and Young Persons (Care and Protection) Act 1998

- Disability Services Act 1993
- Fair Trading Act 1987
- Vocational Education and Training Act 2005
- Work Health and Safety Act 2011

Training authorities / regulators:

- National VET Regulator (NVR)
- Department of Education

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Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above-mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

CTC Safety has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following presents a strategic overview of CTC Safety's safety system and provides guidance for meeting the requirements of Work Health and Safety Act on CTC Safety's premises thereby ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all CTC Safety employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. CTC Safety management is responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for CTC Safety
- Training learners, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by CTC Safety to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident / Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE / chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Learner safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all CTC Safety staff and learners to see

First Aid Policy

- First aid officers are located at each venue. If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and learners are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At CTC Safety, it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other CTC Safety staff member should be informed of the situation. In this case, it becomes the responsibility of the relevant staff member to follow CTC Safety policy and procedures to rectify the situation.

All learners and staff working with CTC Safety have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to CTC Safety policy and procedures.

CTC Safety ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, CTC Safety management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

CTC Safety staff and learners should be aware of the following definitions:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, learner assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contractors of CTC Safety.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and learners to work and study in an environment free of any form of harassment and discrimination

- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by CTC Safety

- When CTC Safety management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it

- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained

- It is the intention of CTC Safety management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation

- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from CTC Safety management

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

- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted

- Staff and learners should not make any frivolous or malicious complaints. All staff and learners are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

Working with Persons Under 18 Years of Age

Learners under 18 years of age may enrol with CTC Safety. According to the law, a child is considered any individual less than 18 years of age.

CTC Safety will ensure that all learners are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to CTC Safety management any behaviour that can reasonably be considered harmful or potentially harmful to learners, or where it is reasonable to believe that a learner has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a learner has suffered from or may require protection from harm, CTC Safety will report to the Department of Communities, Child Safety and Disability Services CTC Safety.

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person

Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed

If allegations may constitute child abuse by a person external to CTC Safety, the CTC Safety CEO will report the matter to the Police or the Department of Communities, Child Safety and Disability Services.

CTC Safety will comply with all relevant State and Federal legislation in the area of working with children.

CTC Safety management recommend that all staff obtain the appropriate Police check for child related employment. Information is available at: http://afp.gov.au

Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Learners who enrol in a training program with CTC Safety should be aware that they are entering into a contractual agreement. With a view to ensuring all learners are fully aware of their rights and obligations, CTC Safety will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective learner to know what he / she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the learner
- Fair dealings for disadvantaged learners

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Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of CTC Safety's operations include:

Collection

CTC Safety will only collect necessary information pertaining to one or more specific operations. The learner will be informed as to the purpose for which details are being collected.

Use and disclosure

CTC Safety will ensure learner personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the learner, unless a prescribed exception applies.

Data quality

CTC Safety will take all reasonable measures to ensure that all learners' personal information that is collected, used or disclosed is accurate, current and complete.

Data security

CTC Safety will take all reasonable measures to ensure all collected learners' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

CTC Safety will maintain documentation which detail how learners' personal information is collected, managed and used. When a learner makes an enquiry in relation to information collected, CTC Safety will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

CTC Safety will allow learners access to personal information held in all circumstances unless prescribed exceptions apply. If the learner identifies errors within the information, CTC Safety will correct and update to file.

Unique identifiers

CTC Safety will not assign learners unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

CTC Safety will provide learners the opportunity to interact with the business without requiring the learner to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

CTC Safety privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

CTC Safety will request specific consent from a learner in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a learner's health, criminal record, racial or ethnic background.

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Learner progress

Learners have the right to request information about or have access to their own individual records. CTC Safety trainers and assessors or administration staff will provide the requested information or access. Learners also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your CTC Safety trainer and assessor or administration staff at any time for a printout of your progress.

Learner Overview

What qualification will I receive?

Upon successful completion of your course with CTC Safety you will be eligible to receive the following award.

Course Type	Certificate
Nationally Accredited Training Courses	Statement of Attainment
Non-Accredited Training Courses	Statement of Education and Training

How is training delivered?

Training courses with CTC Safety are delivered by:

- Face to face classroom training; or
- Practical training; or
- Blended learning; or
- Online learning

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chose course for prerequisite information.

How do I enrol?

You enrol online via www.ctcsafety.com.au view the training you require and book direct through that page or contact us by phone on **1300 386 263**.

Fees

CTC Safety operates predominately as a 'fee for service' training business. This means all training programs attract fees. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with CTC Safety management.

Where less than $1,500 is collected prior to the commencement of training or where the total course fee is less than $1,500, a fee protection process is not required. These fees are paid by/charged to the learner, a government agency or the learner's employer.

Where the total course fee is more than $1,500.00 per learner, CTC Safety will observe the requirements of Schedule 6 of the Standards for RTOs 2015. This schedule outlines requirements for protecting fees prepaid by individual learners or prospective learners for services. One of the requirements of Schedule 6 requires the RTO to be a member of a recognised Tuition Assurance Scheme.

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Fee information is available via:

- CTC Safety website – www.ctcsafety.com.au
- CTC Safety program brochures
- CTC Safety promotional material
- Direct email from CTC Safety

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both CTC Safety and our clients will be protected.

CTC Safety will provide the following fee information, to each learner:

a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;

b) Payment terms, including the timing and amount of fees to be paid and any non- refundable deposit/administration fee;

c) The nature of the guarantee given by the RTO to complete the training and / or assessment once the learner has commenced study in their chosen qualification or course;

d) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to learners who are deemed not yet competent on completion of training and assessment; and

e) The applicant's refund policy.

Fee Structure

Total course fee

Each qualification, unit of competency or accredited course offered by CTC Safety has a specific course fee. The course fee is the maximum fee that may be charged to the learner for his/her selected training program.

It is CTC Safety policy that the course fee will be all-inclusive. Learners will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the learner will be clearly advised of exactly what is required in the learner study guide for that program.

When booking as an individual, payment is required to complete the booking process. If your company is paying, book online but select invoice option.

Enrolment fee

No enrolment fee is applicable.

Withdrawal fee

Refer to CTC Safety "Training Services Agreement" at www.ctcsafety.com.au

Withdrawing from a unit or course

Before you withdraw from a course, we highly recommend that you speak with your trainer or a member of the CTC Safety staff. If you can demonstrate that extenuating or significant personal circumstances that led to your withdrawal from a course, you may be eligible to either a refund, or an offer for full credit towards the tuition fee in another scheduled program in-lieu of a refund. Refer to CTC Safety "Training Services Agreement" at www.ctcsafety.com.au.
To withdraw from a unit or course you will need to complete an application for withdrawal form found on the CTC Safety website – www.ctcsafety.com.au

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Re-submit fee

No re-submit fee applies.

Re-assessment fee

No re-assessment fee applies unless you have already completed 3 attempts, then a full course fee is applicable.

Repeating a unit

If you need to repeat a unit or units as a result of not achieving during the first enrolment period of the unit/s, you will have the option to repeat the unit/s by re-enrolling free of charge for each unit/s you wish to repeat. Re-enrolment to repeat unit/s may not be able to occur until the next delivery period of the unit/s.

Re-print certification

Where the learner requests a new copy of his / her certification, the following fees apply:

- Statement of attainment $25.00 +GST
- Plastic Card $25.00 +GST
- Plastic Card & Statement of Attainment $50.00 +GST

Contact Us

CTC Safety – www.ctcsafety.com.au
Phone: (02) 9979 7888 or 1300 386 263
Email: contact@ctcsafety.com.au

Receiving Payments

Fees paid in advance

When you book you will need to pay via credit card for your course or EPT transfer. If you are working for a company who is going to pay, please call (02) 9979 7888 or 1300 386 263 for assistance.

Refunds

CTC Safety will protect fees paid in advance and has a fair and reasonable refund policy. An application for a refund is addressed according to the notice given by the person making the request:

Refer to CTC Safety "Training Services Agreement" at www.ctcsafety.com.au

All fees paid in advance are separated from the operations of the business. This is achieved by maintaining a number 2 account (deposits account) to ensure sufficient funds are always available for refund. The number 2 account is represented in CTC Safety's accounting system as a separate repository for funds paid in advance and cannot be accessed until the respective learners commence training. Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the learner's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the learner's right to obtain a refund for services not provided by the CTC Safety in the event the:

- Arrangement is terminated early, or
- CTC Safety fails to provide the agreed services

Records

CTC Safety has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by CTC Safety and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and CTC Safety's record management procedures ensure timely and accurate records inform the continuous improvement processes of CTC

Safety. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record keeping Procedures

CTC Safety has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by CTC Safety and committees, individuals or organisations acting on its behalf.

Upon enrolment, learner's details will be entered into the CTC Safety database system. This process initiates the establishment of the learner's individual file which is then used to record all future details pertaining to the client. The file is retained by CTC Safety and management of the file will be in accordance with the CTC Safety records policy.

CTC Safety is committed to maintaining the accuracy, integrity and currency of all learner files, as well as ensuring appropriate security of all records to uphold confidentiality and protect learner privacy. CTC Safety management will undertake a validation of the training records of approximately 5% of registered learners and report the findings at the monthly management meeting.

Completed assessments

Each and every assessment submitted by every learner will be retained for a minimum period of six (6) months. At the expiration of six (6) months period, the learner's assessments will be scanned and stored electronically for thirty (30) years.

When in paper format, learner's work will be filed according to the competency/unit number, competency/unit cluster or alphabetically according to the learners' names. Individual learner records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where learner or public access is possible, the cabinets will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of assessment records

Learner assessment results will be recorded electronically within the CTC Safety database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

Security

CTC Safety ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: Retention requirements for completed learner assessment items, 22 June 2012. This directive includes requirements for storage including safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. CTC Safety enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system. In addition, electronic records are copied to a portable hard drive, every four (4) week period. The portable hard drive is stored off site in a fireproof secure location.

CTC Safety software and hardcopy systems will retain learner's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every twelve (12) months in accordance with CTC Safety CEO's directions.

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A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

The database system is used, and data/files/records are converted and saved in Adobe PDF format. CTC Safety has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Ceasing operation

In the event that CTC Safety ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

CTC Safety will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

Access to Records

CTC Safety has implemented a record management system that ensures that all learners have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system.

Access to learner records

Access to individual learner training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the learners whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations

CTC Safety trainers and assessors will maintain accurate and current records of each learner's progress and achievement of competencies in the area of their study. These records will be entered on the CTC Safety database system during training and assessment or immediately at the completion of training and assessment.

As learners complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies will be recorded and stored on the learner's file.

Upon completion of all relevant competencies within a qualification, the learner will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by CTC Safety management, trainer and / or assessor, and presented to the learner.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the learner's file.

Learner Access to Records

Learners have the right to request information about or have access to their own individual records. CTC Safety trainers and assessors or administration staff will provide the requested information or access. Learners also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your CTC Safety trainer and assessor or administration staff at any time for a printout of your progress.

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Privacy

CTC Safety considers learner privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining learner privacy in all aspects of business operations. Any person's external to the organisation acting on behalf of CTC Safety are made aware of the confidentiality procedures and privacy policies prior to commencing work with CTC Safety.

CTC Safety will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

CTC Safety ensures no learner information is disclosed without the learner's consent, except as required by law or in adherence to the SNR. Learner consent must be obtained in writing from the learner, unless the learner is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Recognise Qualifications of Another RTO

CTC Safety will recognise all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating a learner's certification, CTC Safety will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

Procedure for Recognition of Qualifications

Learners enrolling with CTC Safety will be made aware of the recognition of qualifications policy by CTC Safety staff at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. CTC Safety trainers will remind learners of the policy progressively throughout the duration of their course.

When a learner presents an AQF qualification or statement of attainment to a trainer or staff member, a copy of the certificates will be taken and submitted to CTC Safety for verification. CTC Safety will verify the authenticity of the qualification or statement of attainment.

The verified copy of the qualification or statement of attainment is placed in the learner's file. Once verification of the qualification or statement of attainment has been established, CTC Safety staff will inform the learner and offer exemption from the relevant unit(s) of competency. Staff will ensure the learner is aware of and understands what component(s) of their training and assessment are affected.

CTC Safety staff will update the learner's records accordingly.

Credit Transfer

Credit transfer refers to the transferral of academic credit obtained by learners through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by CTC Safety. Credit transfer is granted on the basis that the credit validates the learner's competency within the relevant qualification / unit of competence. Credit transfer of a qualification / unit of competence is available to all learners enrolling in any training program offered by CTC Safety.

Unique Learner Identifier (USI)

The Unique Learner Identifier (USI) scheme, enabled by the Learner Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each learner with a USI.

The USI scheme will provide a national online authenticated record of learner's training attainment and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of learners to access and share their training records will make enrolment processes more efficient for training providers and learners. Training

providers will have access to an online information source to manage learner transfers between training providers, and the assessment of credit transfer and pre-requisites.

CTC Safety will only issue a qualification or statement of attainment to a learner after the learner has provided a verified USI or CTC Safety applies for a USI on behalf of the learner. To avoid any delays in issuing certification documentation CTC Safety will ensure that learner's USIs are applied for or verified USI at the time of enrolment. CTC Safety can secure a USI on the day of training if you do not have one with your approval.

CTC Safety will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. CTC Safety stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by CTC Safety is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, CTC Safety does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will used to draw down on this data collection in real time. This means that, in the future, learners will be able to draw down a record of their VET achievements from one place. They can view this online or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for CTC Safety when the data builds, CTC Safety (with the learner's permission) will be able to draw down information about that learner's previous VET attainments throughout Australia. This will assist with assessing learner's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from the Department of Industry's website where a comprehensive video outlines the USI scheme for CTC Safety staff.

Training and Assessment

CTC Safety is committed to delivering high quality training and assessment services that exceed the expectations of their learners. To ensure this, CTC Safety has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and learners, CTC Safety ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

Principles of Training and Assessment

Training and assessment strategies developed by CTC Safety will adhere to the following principles:

- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

Quality training and assessment principles

CTC Safety will apply the Principles of Assessment and the Rules of Evidence.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual learner's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the learner to ensure that the learner is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the learner's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the learner; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application

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- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the learner's own work.

Current

In assessment, currency relates to the age of the evidence presented by a learner to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Connecting Training and Assessment with the Workplace

To maximise the outcomes for learners, CTC Safety ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

Learners enrolled in a traineeship program will normally be working for an employer within the industry. In some circumstance's employers may offer a contribution towards the cost of training and assessment, which is encouraged by CTC Safety.

CTC Safety will:

- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each learner's progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each learner by workplace personnel
- Monitor the learner's progress

Information from workplace personnel is used to continuously improve training and assessment. A number of programs that engage employers or other parties who contribute to each learner's training, assessment and support services to meet their individual needs are available. Refer to 4.5 (Apprenticeships and Traineeships) below for examples of programs, government initiatives and opportunities for employers to be engaged with training and assessment.

Assessment Policy

CTC Safety acknowledges the critical role that assessment plays in determining the competency of learners.
In developing the assessment (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the learner of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to learners
- Assessment complies with CTC Safety's access and equity policy
- All learners have access to re-assessment on appeal

CTC Safety implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. CTC Safety recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

Training Guarantee

CTC Safety does not at this stage participate in the Tuition Assurance Scheme (TAS) managed by the Australian Council for Private Education and Training (ACPET).

Guarantee of Training

CTC Safety Training will:

- guarantee to complete the training and/or assessment once the student has commenced study in their chosen qualification or course, or where for unforeseen circumstances the course is discontinued, will advise students as soon as practicable and find a suitable training provider to complete the training
- where training is cancelled, we will advise students as soon as practicable, and, where appropriate, reschedule them to another class
- in the event we are unable to deliver training, for any reason, that has been paid for we will refund the course fees or make alternate arrangements with another training provider

Recognition of Prior Learning

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the learner is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

CTC Safety appreciates the value of workplace and industry experience and recognises that learners will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

PLEASE NOTE - Training programs include a physical component that must be assessed to the current industry standards. Due to safety and legislative requirements RPL may not be offered by CTC Safety.

CTC Safety's Recognition of Prior Learning Process

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

The recognition of prior learning (RPL) process will be offered to and explained to all relevant learners. All learners will have access to CTC Safety's RPL policy which is contained in the CTC Safety learner handbook and is available on request.

Learners who believe they have already obtained current skills and knowledge that would otherwise be covered in the qualification / unit of competence for which they intend to attain, should apply for RPL at the time of enrolment. The learner's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged, and face-to-face training reduced.

As part of the CTC Safety enrolment policy, trainers will advise learners of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification. Trainers will remind learners of this option progressively throughout their time in training, in order to provide multiple opportunities for learners to engage in the RPL process.

When approached by a learner seeking RPL, trainers will:

- Provide the learner with copies of an RPL Introduction Letter
- Provide the learner with information about the types of evidence that can be used to support an RPL application

Recognition of prior learning fee

The learner will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the learner is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

You are urged to commence an RPL process well before training commences in the same unit(s) in order to know whether you will need to attend training or not.

PLEASE NOTE - Training programs include a physical component that must be assessed to the current industry standards. Due to safety and legislative requirements RPL may not be offered by CTC Safety.

Recognition of Current Competency (RCC)

RCC is applied by determining the applicant's current skill against the performance criteria. This can be done though demonstration or other means determined by the assessor. RCC shall also be determined through qualifications and documentation from other accredited courses.

RCC is a process of assessing your competency against the assessment criteria for a unit, or for even a whole qualification. You may have achieved competency through any or all of formal or informal training and education, or work experience. You are required to assemble your evidence and discuss it in an interview process. In some situations, actual demonstration of your aptitudes is required. Successful applicants are then awarded a successful outcome for the unit(s) without the need for further study or assessment.

There is a charge for being assessed for recognition of current competency (RCC).

You are urged to commence an RCC process well before training commences in the same unit(s) in order to know whether you will need to attend training or not.

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Client Services

CTC Safety is committed to delivering high quality services that support learners throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for learners. CTC Safety will ensure learners are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Learners who undertake training with CTC Safety receive every opportunity to successfully complete their chosen training program. CTC Safety will provide learners with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Learner advice

CTC Safety takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of learners. Where a learner's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.

CTC Safety delivers specialised training and assessment services. As such, it is vital that all learners are informed of and understand the extent of the training course that they are enrolling in. CTC Safety has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, CTC Safety will provide:

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual learners
- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and learners so that all aspects of individual circumstances can be taken into consideration when planning training programs

Services include:

a) Pre-enrolment materials;
b) Study support;
c) Language, Literacy and Numeracy (LLN) programs or referrals to these programs;
d) Equipment, resources and/or programs to increase access for learners with disabilities;
e) Learning resource centres;
f) Mediation services or referrals to these services;
g) Flexible scheduling and delivery of training and assessment;
h) Counselling services or referrals to these services;
i) Information technology (IT) support;
j) Learning materials in alternative formats, for example, in large print; and
k) Learning and assessment programs customised to the workplace.

- Consideration of the views of learners' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist learners in planning their pathway from school or the community to vocational education and training

While CTC Safety guarantees that all learners will receive the full training services paid for, it does not guarantee a learner will successfully complete the course in which they are enrolled or that the learner will obtain a particular employment outcome outside the control of CTC Safety.

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Learner information policy

CTC Safety will provide all relevant information and directions to each learner prior to enrolment as part of the learner induction to enable the learner to make informed decisions about undertaking training with CTC Safety. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the CTC Safety learner handbook, available as PDF document on CTC Safety website: http://www.ctcsafety.com.au

CTC Safety will provide the following information specific to each learner:

- the code, title and currency of the AQF qualification, skill set or VET course to which the learner is to be enrolled, as published on the National Register
- the services the RTO will provide to the learner including the:
    - estimated duration of the services
    - expected locations at which the services will be provided
    - expected modes of delivery name and contact details of any subcontractor which will provide training and assessment to the learner
- the learner's obligations including any requirements that CTC Safety requires the learner to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the learner must provide; the educational and support services available to the learner

Where there are any changes to agreed services, CTC Safety will advise the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Client Selection and Enrolment Procedure

Client selection

Enrolment and admission into some CTC Safety programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential learner does not meet the prerequisite conditions and/or entry requirements, CTC Safety staff will endeavour to assist them in understanding their options in regard to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or CTC Safety management.

Enrolment

The enrolment procedure commences when a learner contacts CTC Safety expressing interest in a training program(s). CTC Safety staff will respond by dispatching by suitable means an enrolment form, learner handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the learner meets any prerequisites and/or entry requirements that have been set for the selected course. Learners will be informed of successful enrolment and sent information on the course and their course induction. Learners who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact CTC Safety to discuss their training needs and alternative opportunities.

Online courses - Enrolment into one of CTC Safety's online short courses requires you to complete the necessary enrolment information. CTC Safety has a legal requirement to collect this information, and we are also obligated to keep all information regarding course participants strictly confidential. Information about you will only be divulged to external Agencies with your consent, or when there is a legal requirement to do so.

Pre-course letter

As an additional support to enrolling learners, CTC Safety will send a pre-course letter to the learner prior to the commencement of training. Information includes the time, date and location of training, the resources the learner should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Pre-course evaluation checklist

A pre-course evaluation of each learner is conducted. Questions are designed to identify the learner's needs, so CTC Safety staff members can evaluate any requirements the learner may have to improve his/her learning experience and outcome. These questions are integrated within the enrolment form.

The designated CTC Safety staff member will receive and assess each learner's pre-course evaluation checklist. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, CTC Safety staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and / or programs to increase access for learners with disabilities
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace

Induction

On successful completion of the enrolment process, all learners will undergo an induction program including:

- Introduction to CTC Safety staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Learner handbook provided

Access and Equity

CTC Safety is committed to practicing fairness and providing an equal opportunity for all current and potential learners to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. CTC Safety ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. CTC Safety will address access and equity matters as a nominated part of operational duties.

If a learner identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles

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- Young people aged 18 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

CTC Safety has developed this quality management and operational framework to guide and inform all staff and learners in their obligations regarding access and equity. Upon induction into CTC Safety, all staff is provided with copies of the policies which they must adhere to throughout all their operations as a CTC Safety staff member.

Learners are made aware of the access and equity policy via this handbook and informed of their rights to receive access and equity support and to request further information.

CTC Safety access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any learner who meets CTC Safety entry requirements will be accepted into any training programs. If any learner or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to CTC Safety's management for consultation.

Language, Literacy and Numeracy Assistance

CTC Safety course information and learning materials contain written documentation and in some cases, numerical calculations.

CTC Safety recognises that not all learners will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by CTC Safety staff or requested by a learner, a language, literacy and numeracy test will be provided to assess the learner's ability. This process is to ensure that all learners who commence a training program possess the skills required to understand the presented material and complete assessments.

CTC Safety will endeavour to aid learners having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a learner's needs exceed the ability of CTC Safety staff to assist, the learner will be referred to an external support agency, so they have the opportunity to obtain the skills required to complete the training program. ***Due to the "high risk" nature of our training, the ability to speak and understanding ENGLISH is a pre-requisite to be able to enter one of our training programmes.   If you are unsure, please contact CTC Safety on*** 1300 386 263 or (02) 9979 7888 and discuss your situation.

Learner support

Learner support policy

CTC Safety will make all reasonable effort and utilise a variety of available methods to assist all learners in their efforts to complete training programs. CTC Safety will determine the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. CTC Safety will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all learners are aware they can contact their trainer or other CTC Safety staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure learners have access to the full resources of CTC Safety to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a learner is experiencing personal difficulties, training staff will encourage the learner to contact CTC Safety who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a learner's needs exceed the capacity of the support services CTC Safety can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. CTC Safety staff members will assist learners to source appropriate support.

Flexible delivery and assessment procedures

CTC Safety recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a learner who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of CTC Safety respect these differences among learners and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of learners. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the learner can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to learners, having a learner's spoken responses to assessment questions recorded or allowing a learner to sit for an assessment alone in a different room.

CTC Safety staff will pursue any reasonable means within their ability to assist learners in achieving the required competency standards. In the event that a learner's needs exceed the capacity of the support services CTC Safety can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of learner performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

To ensure fair and equitable learning and assessment, reasonable adjustment can be made for a student.

Reasonable adjustment activities could involve:

- modifying or providing special equipment such as special computer software and keyboard, and large screen monitors
- provision of special assistance such as an interpreter for deaf candidates
- adaptation of the assessment methodologies, without impacting on the validity of the attainment of the
- relevant competencies. For example: allowance of extra time, varying question and response modalities (such as use of oral questioning rather than written, and audiotaped or videotaped answers instead of written answers).

Reasonable adjustment requires consultation and negotiation between all parties with a focus on the needs of the individual student. Assessing whether a particular adjustment for a student is reasonable will depend on whether it balances the interests of all parties affected. Reasonable adjustment does not mean that all student requests are granted.

Contact our Tuggerah training venue on (02) 9979 7888 to discuss an assessment for a reasonable adjustment.

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Apprenticeships and Traineeships

CTC Safety recognises that apprenticeships and traineeships are the perfect vehicle for training and developing new and existing staff. Because much of the training is in the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisation for training delivery.

Discipline

CTC Safety makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of learners as a contribution to a functional learning environment, and as a sign of respect to staff and fellow learners.

Professional Behaviour

CTC Safety Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a learner that they have the authority to:

- Warn the learner that their behaviour is unsuitable, or
- Ask a learner to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a learner wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the CTC Safety complaint procedure.

CTC Safety staff are expected to maintain a professional and ethical working relationship with all other staff members, management and learners. Breaches of the disciplinary standards will result in discussion between the relevant trainer and CTC Safety, and appropriate action will be taken.

Alcohol and other drugs

Alcohol and other drugs at CTC Safety or any of its venues is not permitted. It is based on the principle of harm minimisation and promotes the safety and welfare of all students and staff in their learning and workplace environments. Such use may compromise safety and place both learners and staff at risk of harm. Staff have a duty of care to students and therefore have the right and responsibility to discuss possible alcohol and/or other drug concerns with them. Staff also have the right to ask a learner to leave their class and the venue if the learner is affected by alcohol and/or other drugs. Anyone who breaches of this policy will be subject to disciplinary action.
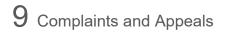
Plagiarism

Definition

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.

Policy

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion. It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. CTC Safety's CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated.

Complaints and Appeals

CTC Safety has a defined complaints and appeals process that will enable learners' complaints and appeals are addressed effectively and efficiently.

CTC Safety strives to ensure that each learner is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all learners have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaints Procedure

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of CTC Safety. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to CTC Safety management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

CTC Safety management will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaint's procedure will be reviewed as part of the CTC Safety continuous improvement procedure.

It is the responsibility of CTC Safety management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting learners with the complaint's procedure and supply of complaint forms.

If the learner is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the learner may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:

Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Melbourne VIC 3001

Or via email to complaintsteam@asqa.gov.au
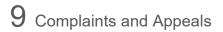
Appeals

The CTC Safety appeals process is concerned with a learner's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a learner's appeal against specific assessment decisions, the learner should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the learner's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the learner.

If the learner is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

- The notice of appeal should be in writing, addressed to CTC Safety for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessors' re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a learner's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

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It is the responsibility of CTC Safety management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting learners with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the learner is still not satisfied with the resolution of the complaint after following and exhausting the appeals procedure, the learner may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:

Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Melbourne VIC 3001

Or via email to complaintsteam@asqa.gov.au

Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of CTC Safety have access to the following procedure:

Informal complaint / appeal:

- An initial complaint or appeal will involve the learner communicating directly with CTC Safety verbally or by other appropriate means. CTC Safety management will decide, discuss their judgement with the learner and record the outcome of the complaint or appeal
- Learners dissatisfied with the outcome of CTC Safety's decision may initiate the formal complaint procedure

Formal complaint / appeal:

- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by CTC Safety management
- On receipt of a formal complaint, the CEO will convene the complaint committee to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
  - A representative of CTC Safety management
  - A CTC Safety staff member
  - A person independent of CTC Safety (i.e. Richard Turner of TBS Consulting)
- The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

All complaints and appeals will be reviewed at CTC Safety monthly management meeting. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current CTC Safety policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

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Further information

For any further information about your course, learning, assessments or general enquiries, any of the CTC Safety staff are happy to have a discussion and answer your questions. We can be contacted by email at contact@ctcsafety.com.au by phone on 1300 386 263 or (02) 9979 7888 or you can come and visit us at our Tuggerah office at Unit 1, 4 Bounty Close, Tuggerah NSW 2259.

We are here to support our learners through our training programs and to ensure they have an enjoyable learning experience.

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Appendix: Glossary

A

AQF	Australian Qualification Framework
AQTF	The Australian Quality Training Framework
ASQA	Australian Skill Quality Authority
ATO	Australian Taxation Office
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard

B

BAS	Business Activity Statement

C

CAL	The Copyright Agency Ltd
CEO	Chief Executive Officer
COAG	Council of Australian Governments
COAGISC	Council of Australian Governments Industry and Skills Council
CPA	Certified Practicing Account
CQI	Continuous Quality Improvement
CV	Curriculum Vitae

E

EFTPOS	Electronic Funds Transfer Point of Sale

G

GST	Goods, Services Tax

I

ISC	Industry Skills Council

J

JP	Justice of the Peace

M

MS Access	Microsoft Access
MS Excel	Microsoft Excel

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N

NCVER	National Centre for Vocational Education Research
NQC	National Quality Council
NRT	Nationally Recognised Training
NVR	National Vet Regulator
NGO	Non-Government Organisation

O

OHS	Occupational Health and Safety

P

PDF	Portable Document Format
PPE	Personal Protective Equipment

Q

QI	Quality Indicators

R

RTO	Registered Training Organisation

S

SNR	Standards for Initial Registration
SWOT ANALYSIS	Strengths, Weaknesses, Opportunities and Threats Analysis

T

TAE	Training and Education
TESTAMUR	Certificate of Merit or Proficiency

U

USI	Unique Learner Identifier

V

VET	Vocational Education and Training

W

WHS	Work Health and Safety

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CTC Safety
RTO Learner Handbook

CTC Safety RTO # 7053

1300 386 263

contact@ctcsafety.com.au

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