



Construction Safety Assurance Student Handbook

Welcome

Construction Safety Assurance is a nationally recognised Registered Training Organisation (RTO), TOID: 22429. This means that the training we offer leads to nationally recognised Statements of Attainment and Qualifications.

What is the purpose of this document?

As an RTO, we need to provide information about our policies and procedures, and a summary of obligations, to students **before** they enrol—this Student Handbook tells you a little about the services we provide and what we expect from our students.

Please ask our staff if you need further clarification, or have any questions.

Head office contact details

- **RTO Manager:** Andrew Bates
- **Phone:** (03) 9706 8383
- **Address:** Factory 4, 9 Fowler Road DANDENONG SOUTH VIC 3175
- **Email:** info@csaa.com.au
- **Website:** www.csaa.com.au

Summary of policies and procedures

Some of our policies and procedures are summarised on the following pages. The summary gives you some up-front information—you can get a full copy of any of our policies from our Head Office, or from your trainer once you are enrolled.

Unit of competency information

We are registered to offer a wide range of nationally recognised units of competency required by the construction, entertainment, manufacturing, telecommunications, energy and mining industries. Unit of competency courses consist of training and assessment. If the course you are undertaking is also a Worksafe High Risk Licence, there will also be mandated Worksafe assessments undertaken on the final day/s of the course as well.

Recognition of units of competency or qualifications

We will recognise all relevant qualifications and Statements of Attainment and qualifications issued by any other Registered Training Organisation (RTO).

If you have any of the units we offer, we need to see the original Statement of Attainment or qualification and, if they are the same, we will recognise them.

Selection and admission

Individuals who wish to enrol, or employers who wish employees to be enrolled in our programs, can contact the Head Office by phone or email to discuss training options or obtain information on our enrolment process and links to be completed to enrol.

We will discuss the training requirements and attempt to meet your needs within reason.

To be eligible for entry, students must demonstrate aptitude and interest and have the entry requirements specified in the qualifications and units of competency: generally, this includes the language and literacy skills to the level required in the workplace. For courses where there is a pre-requisite licence, students must supply proof at the time of enrolment that they have the required pre-requisite.

Through our selection processes, we will assess needs prior to enrolment, and will attempt to meet all learning needs within our available resources.

Privacy and access to records

We will collect and store information relevant to your participation in a way that protects your privacy, as required by legislation.

If you wish to view your records we hold, please contact us and we will make a time for you to do this. You may correct any information, but not remove records.

Access and equity

In summary, access and equity is about everyone being treated fairly without discrimination. This includes you being able to enrol and participate regardless of any irrelevant characteristics such as your ethnic background, sex, religion, race, disability, age, marital status, parental status. We champion cultural safety by fostering an inclusive learning environment where First Nations students and staff feel safe, valued, and supported at all times. We strive to create a culturally respectful and equitable RTO where every student can thrive.

It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within reason. If you have any special needs, we encourage you to tell us about them so we can work to meet your needs, and keep you on track.

Who is responsible for access and equity?

We all are... You have a responsibility to treat others fairly whilst undertaking training. We must treat you fairly in providing goods and services to you.

Learning and assessment

Through our programs we will provide you with experiences that progressively build your knowledge and skills. During the process, the assessor will make a judgement about whether you are competent (or not yet competent) against the requirements of the nationally recognised unit or units of competency.

Units of competency are designed to reflect workplace requirements—to be assessed as competent you must demonstrate you can apply the skills, knowledge and attitudes as set out in the unit of competency, to the standard of performance expected in the workplace.

Assessment could include processes such as oral or written tests, practical demonstrations and practical application of skills in a workplace (or simulated workplace) setting.

Our assessments are as flexible as possible within the requirements of the units. Note that we can provide assessments orally (rather than written) if required.

In conducting assessments, your assessor will:

- tell you about the assessment processes
- gather evidence to make valid judgements
- record outcomes as 'competent' or 'not yet competent'
- give you feedback on your skills and options
- ensure your assessment meets the unit of competency and job role requirements.

Once the required units of competency are achieved, we will award the nationally recognised Statement of Attainment. Once you have attained the units required for a full qualification, we will issue the qualification if it is within our scope.

Productive participation

We expect all our participants to make a positive contribution and to treat others with respect and courtesy; and we will treat any inappropriate behaviour seriously.

Our ***Productive Participation Procedures*** set out our expectations in relation to student behaviour. You can get a copy from our Head Office. These give examples of what we consider to be serious and deliberate mis-behaviour that could result in immediate suspension or cancellation of enrolment. Other, less serious but equally unproductive, behaviour is also unwelcome.

Our trainers could counsel students about their behaviour, or even take steps leading to suspension or cancellation of enrolment in serious situations.

Mobile Phone and Electronic devices

The use of mobile phones and all other electronic devices (including apple watches) is strictly prohibited during exams/assessments. We also request you do not use your mobile phone during the training component of your class, unless in the case of an emergency.

Student assistance

As we have small numbers of students in our groups, our trainers will provide you with individual support and guidance. After hours, tutorial by the trainers is offered, if necessary, at no extra charge.

Whilst we do have a dedicated support person for student wellbeing on site from 9.30 am to 4.00 pm Mon to Thurs, if Construction Safety Assurance does not have the expertise to support you, we have a referral services list that is displayed in the training room you can refer to for help. This list is also sent with your enrolment confirmation letter for your reference.

For example:

- **First Nations Support** - 13YARN — Aboriginal & Torres Strait Islander Crisis Support – telephone 13 92 76 or go to <https://www.13yarn.org.au/>
- **The Reading Writing Hotline**—telephone 1300 655 506 or go to <https://www.readingwritinghotline.edu.au/>
- **Lifeline** – telephone 13 11 44 or go to <https://www.lifeline.org.au/>

Cheating and plagiarism

Cheating and plagiarism are unacceptable breaches of discipline and will be dealt with by the RTO very seriously.

- **Cheating** is any fraudulent action that provides or attempts to provide an unfair advantage to a student. For example, if a student submits work done by someone else as their own work (with or without the other person's knowledge), or if a student has someone else sit an assessment for them, or if a student copies someone else's answers in a test, they are cheating. Cheating can also involve **collusion** by others in defrauding the RTO. For example, if a person lets another person hand in an assignment they have completed, they are colluding in cheating
- **Plagiarism** is a form of cheating where students represent the words or ideas of another person as their own. Plagiarism includes copying written, oral or electronic-based material – for example from books, journals, newspapers, podcasts or the Internet without properly acknowledging that another person is the author of the idea or text.

Drug & Alcohol Policy

This policy applies to all RTO staff, subcontractors, personnel employed by a contractor, enrolled students and any visitors to site.

CSA recognises that alcohol and drug abuse can affect one's ability to safely perform training/ assessment and is deemed to be a work health and safety risk.

CSA has a zero-tolerance policy in regard to the use of drugs and consumption of alcohol whilst on the RTO site and there is no tolerance for students or staff under the influence of drugs or alcohol while undertaking training or assessment.

Staff and students may take prescription drugs for legitimate medical reasons as required. It is the person's responsibility to ensure that the prescription drugs do not interfere with their ability to perform their role or partake in training or assessment activities, including ensuring that it is safe to drive, operate, or direct machinery (if they are required to do so). If any prescription medication are likely to affect performance or behaviour, the RTO Manager must be notified. This is especially important when workplace safety is at risk, such as when driving, working at heights, or operating heavy machinery.

If anyone is affected by prescription medications, they must cease any activities immediately and report this to the RTO Manager.

Drug Testing

Random drug and alcohol testing of students may be undertaken during a course, and any student suspected of being under the influence of illicit drugs or alcohol may be tested prior to any dangerous practical activities being undertaken.

Anyone requested to submit to a drug and alcohol test has the right of refusal however, they need to be advised of the outcome if they chose to decline the test (immediate cancellation of their course enrolment).

In the event an individual fails a drug/ and alcohol test (returns a positive result):

- the student will be permanently removed from the course. No refund or transfer will be offered. The outcome of the matter will be documented on the student file.
- the individual is required to leave the CSA premises. They should leave their car at CSA and alternative transport will be arranged for their home journey.
- Where a student is undertaking the training or assessment activities as part of their employment, the employer shall be notified as to the reasons the student is unable to complete the training or assessment activities.

The full Drug and Alcohol Policy and Procedure can be gained from Student Administration.

Unique Student Identifiers (USIs)

Each student is now required by law to have their own Unique Student Identifier Number. You are required to create your own USI number by logging onto the following link: <https://portal.usi.gov.au/student>

Once created, this will remain your USI for your entire life. You will be asked for this number every time you enrol into a training course from now on. Please keep your USI number in a safe place and make sure you include it on your enrolment form. We cannot issue a Statement of Attainment Certificate until this number has been verified by the government, unless an exemption applies under the Student Identifiers Act 2014. Unique Student Identifiers will not be included on a Statement of Attainment Testamur.

Authenticity

To ensure authenticity of our certification documents and to ensure they cannot be fraudulently reproduced, our certification documents:

- Include an individual certificate number on them that can be authenticated against our database
- A CSA watermark on the individual certificate

Members of the public are welcome to contact our office to confirm the details of any qualification, statement of attainment or record of results issued by Construction Safety Assurance. The person making the enquiry must provide the details of the document including student name, qualification or unit details, issue date and document number.

Participants or employers may request a full copy of our Procedures (and you must be provided with a copy on request). Contact the RTO Manager or your trainer.

Fees, charges and refunds

The fee schedule is in relation to the type of services provided, and our staff will give you a list of the fees before you enrol.

Payment by individuals

Payment by individuals is required in two steps for courses that cost over \$1,500:

1. **Enrolment and commencement:** you pay \$1,500
2. **1st day of the course:** you pay the balance of fees due

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect student fees. These prescribed conditions determine the amounts and frequencies of payment. Construction Safety Assurance endorses this fee payment system as it protects the learner from the possible loss of fees and will encourage sound financial management from RTOs.

Payment by companies

Companies who are paying on behalf of individuals will be required to either pay the full amount via credit card at the time of the booking or send through a purchase order number and will be invoiced directly. Payment is required in full 7 days from invoice date. Note: CSA no longer accepts cheques, payment must be made either via credit card/ EFT or cash.

Credit card payments will incur an additional surcharge, charged at 1% of the total amount being paid at the time. This includes visa/mastercard/debit cards. CSA does not accept Diners or Amex. (Surcharges to cards will only apply until government legislative changes take effect on 1st October, 2026.)

Any additional fees or charges will be advised on application and charged and collected on completion.

Please note that Construction Safety Assurance does not formally issue a Statement of Attainment until the total fee has been paid.

Re-assessment Fees

If you fail any of the mandated exam component of a Worksafe High Risk Licence course and wish to be re-assessed a second time, a re-assessment fee will be charged per assessment.

Assessment	Fee	Courses
Calculations	\$250	All Licence courses
Knowledge	\$250	All Licence courses
Practical	\$300	Forklift, Hoist, EWP courses
Practical	\$750	Dogging, Rigging & Scaffolding courses

If you fail a second time, you will be required to undertake the entire course again at the full cost. Re-assessment times will be scheduled according to our availability.

Request to Cancel / Withdraw

Notice of cancellation 7 days' or more prior to course commencement will result in a \$100 per course, per person, cancellation fee. The balance of fees paid/invoiced will be reimbursed.

Should you provide notice of cancellation less than 7 days' from your scheduled course commencement date, then all fees paid or invoiced relating to the course will be forfeited and due.

Request to transfer to another course date

Should you wish to transfer to another course date, you must provide 7 days' notice prior to the original course commencement date, if less than 7 days' notice is given, no transfer or refund will be offered.

Each learner is eligible for a maximum of 1 transfer. Transfers must be taken within a 6 month period, or payment of course fees will be forfeited.

Extenuating Circumstances

Individual cases of extenuating circumstances will be **considered on a case by case basis.*

Extenuating circumstances **may** include but not be limited to:

- Extreme sickness or death in an immediate family;
- Extreme individual medical circumstance.

* Note: A medical certificate or other equivalent documentation must be provided as evidence and must be dated on the day of illness. If CSA are not advised via phone/text or email of illness on the morning of non-attendance, failure to notify us will immediately void your right to request a transfer.

CSA reserves the right to offer a transfer or refund or proportional refund in circumstances determined as warranted. CSA reserves the right to verify all documentation provided to ensure legitimacy. If any documentation is found to be fraudulent, you will be reported to the relevant body and not offered a transfer or refund.

If Construction Safety Assurance cancels the training, you will receive a full refund of the fees paid.

Please note, if we do not get minimum numbers to enable us to run a course, we may cancel the course at our discretion. You will be given 7 days' notice if the course is to be cancelled and be given a full refund.

Complaints and appeals

If you believe you have been treated unfairly or wish to appeal any of our decisions (including assessment decisions) you have a right to do so under our Complaints and Appeals Procedures.

Anyone making a complaint or appealing a decision has the right to be heard, and we will deal promptly, fairly and confidentially with complaints and appeals using independent people. You have the right to ask someone to be with you when you make a complaint or appeal.

While we try to resolve complaints informally where possible, formal complaints and appeals must be submitted in writing, and there is a form for this.

You can obtain a copy of our complaints and appeals policy, including our complaints form from our website at www.csa.com.au

Continuous improvement

We hope you enjoy your training with us and develop the skills you need for the workplace.

So that we can ensure our services meet needs, we will ask you to provide us with an evaluation of our training and assessment services on completion.

In addition, please feel free to contact us if you have any feedback at any time on any of the services we provide.

Andrew Bates

A handwritten signature in black ink, appearing to be 'AB', written in a cursive style.

RTO Manager, Constructions Safety Assurance

TOID: 22429