

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 learners **before** they enrol—this *Student Handbook* tells you a little about the services we provide and what we expect from our learners.

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

Head office contact details

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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.

Qualification information

Construction Safety Assurance is registered to provide the following nationally recognised qualifications from the *CPC Construction, Plumbing and Services Training Package*:

- CPC30920 Certificate III in Scaffolding
- CPC30720 Certificate III in Rigging

Unit of competency information

We are also registered to offer a wide range of nationally recognised units of competency required by the construction industry (and assessment will usually be undertaken within a licensing examination conducted under the authority of WorkSafe).

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 an application for enrolment form.

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

There are no pre-requisites for most of the training we conduct. However, to be eligible for entry, learners 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.

Please feel free to discuss any training needs you may have with us and we will try to meet your needs within resources. For example, we may be able to make adjustments in assessments to meet your needs.

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

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.

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.

Recognition of prior learning

Recognition of prior learning (RPL) is an assessment process by which individuals may demonstrate competencies gained through work, other study, or life experiences. To be considered for RPL, ask our staff and complete an RPL Application Form.

The process involves a general 'competency conversation' in which we discuss your past experience and current competencies. Then, we will advise you of the sorts of evidence of your competency you may be required to provide.

However, because of the need for current competency, our RPL assessment may include testing and direct observation of skills. We will help you with the process and there is a charge per unit of competency for this service (based on the costs of assessment).

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.

It also includes us considering reasonable adjustments to training and assessment if you have a disability, and providing these within resources. 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.

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 learner behaviour. You can get a copy from the Head Office. These give examples of what we consider to be serious and deliberate misbehaviour that could result in immediate suspension or cancellation of enrolment. Other, less serious but equally unproductive, behaviour is also unwelcome.

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

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 trainer is offered if necessary at no extra charge.

Should you require longer term support we might be able to assist you to locate such services.

For example:

- **The Reading Writing Hotline**—National adult literacy and numeracy referral service—telephone 1300 655 506 or go to <https://www.readingwritinghotline.edu.au/>
- **LiteracyNet**—provides information about adult literacy and links to a range of additional program, professional development, resource and research sites <https://www.education.gov.au/literacy-net>

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 is required in two steps for courses which cost over \$1,500

1. Enrolment and commencement you pay \$1,500
2. 3rd 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.

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 or EFT.

Credit card payments will incur a 1% surcharge, this includes visa/mastercard/debit cards.

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 qualification until the total fee has been paid.

Re-assessment Fee

If you fail any component of the course and wish to be re-assessed a second time, a re-assessment fee of \$250 will be charged per assessment. 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 within 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:

- Sickness or death in an immediate family;
- Individual medical circumstance.

Note: A medical certificate or other equivalent documentation must be provided as evidence.

CSA reserves the right to offer a refund or proportional refund in circumstances determined as warranted.

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.

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.

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.

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

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.

Andrew Bates

**RTO Manager, Construction Safety Assurance
T0ID: 22429**