

STUDENT HANDBOOK

Head Office: 460 – 492 Beaudesert Rd, Salisbury Q 4107
PO Box 51, Moorooka Q 4105
Phone: 07 3373 8888 Fax: 07 3373 8899

▶ *Brisbane*

▶ *Rockhampton*

▶ *Townsville*

▶ *Cairns*

www.cstc.org.au

© CSTC Pty Ltd 2008

Copyright of this material is reserved to CSTC Pty Ltd. Reproduction or transmission in whole or in part, other than for the purpose of private study or research is prohibited under the provision of the Copyright Act, without the written authority of CSTC Pty Ltd.

Table of Contents

Welcome	1
Policies	3
1. Access, Equity & Diversity Policy	3
2. Course Admission Policy	7
3. Issuing of Qualifications Policy	8
4. Credit Policy	9
5. Refund Policy	10
6. National Recognition Policy	11
7. Recognition of Prior Learning Policy	12
8. Credit Transfer Policy	14
9. Complaints Policy	15
10. Appeals Policy	16
11. Anti-Discrimination & Sexual Harassment Policy	17
12. Workplace Health & Safety Policy	18
13. Student Support Services Policy	19
14. Privacy Policy	20
Student Rules	22
Frequently Asked Questions	29
How can I access recognition of prior learning (RPL)?	29
What support services are available & how do I access them?	30
How do I lodge a complaint?	31
How do I lodge an appeal?	32
How can I access my student records?	34
What should I do if I feel I'm being discriminated against or sexually harassed?	34

Welcome

The Construction Skills Training Centre team is proud to welcome you on board. We trust that you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills and confidence you need to enter the workforce or further studies.

During your time with us you will be exposed to a variety of experiences and challenges. The course will provide a mix of theory and practical skills training. We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are welcome to ask us for further information if you have questions, which are not covered in this handbook.

The quality of your experience at the Construction Skills Training Centre (herein referred to as CSTC) depends largely upon your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge and we will do our very best to ensure that the benefit to you will exceed your expectations.

All the best in your training endeavours!

Peter Roebig
Managing Director

Policies

1. Access, Equity & Diversity Policy

The Access, Equity and Diversity Policy ensures that the principles of equity for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

CSTC will provide opportunities for all people to participate in the VET system, and in any other associated decisions that will affect their lives. Appropriate student support services will be provided to maximise the chances of under-represented students achieving positive outcomes and placement/employment in their chosen career.

To maintain this policy CSTC will:

- Ensure the establishment of non-discriminatory student selection procedures that encourage fair access for all people including members of under-represented groups;
- Ensure the requirements of individual students are accounted for in the strategic and operational planning process;
- Provide students with the opportunity to be involved in the planning and decision-making processes in regards to matters that directly affect them;
- Provide training programs and services that are accessible to all people in an environment that is free from discrimination and harassment;
- Seek to provide access to a broad range of high quality support services that account for CSTC's diversity of students and the needs of people from under-represented groups;

- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals; and
- Provide opportunities for employee professional development to assist those who deliver training, assessment and administrative services to people from under-represented groups.

CSTC recognises that equity and diversity considerations and initiatives go beyond extending a helping hand to the 'disadvantaged' and responding to legislative imperatives. Fair and equitable access to VET can assist all Queenslanders to gain meaningful employment and participate in the economic and social life in their community. This policy is a mechanism by which CSTC demonstrates its commitment to the following State and Federal equity legislation and policy requirements:

- Disability Discrimination Act (1992)
- Sex Discrimination Act (1984)
- Racial Discrimination Act (1975)
- National Strategy for the Education of Aboriginal & Torres Strait Islander People (1996-2002)
- Anti-Discrimination Act (1991)
- Multicultural Queensland Policy (1998)

Equity

Equity means 'fairness'. In the context of VET, equity ensures that all people are provided with the opportunity to access, participate and successfully achieve outcomes. Underpinning the principles of equity is the recognition by CSTC that:

- People may identify with more than one equity group;
- There may be differences within and between equity groups;
- Each equity group does not experience the same type of disadvantage; and
- There remain many common systemic barriers for equity groups.

Diversity

Diversity recognises that many factors influence the ability of people to participate and succeed in vocational education, training and employment, including:

- Prior educational experience;
- Cultural diversity;
- Language and/or learning styles;
- Goals and expectations;
- Motivation;
- Work and social experiences;
- Gender;
- Values and beliefs;
- Religion;
- Income;
- Age; and
- Geographic location.

This policy aims to address the requirements of all potential and actual students seeking to participate in training with CSTC, including specific equity groups such as:

- Women;
- Indigenous Australians;
- People with a disability;
- People from non-English speaking backgrounds;
- People with language, literacy and numeracy difficulties; and
- Residents of rural and remote communities.

Beyond these groups, and in further recognition of diversity, CSTC also aims to respond to the needs of local community groups including:

- Young and mature age people;
- People in transition from institutions;
- People who are socioeconomically disadvantaged; and
- People with family responsibilities.

Implementation of this policy requires equity and diversity considerations to be embedded into all aspects of CSTC's planning and operations. This may be demonstrated by the development and implementation of strategies for specific equity groups as required by National and State agendas. Where such strategies do not exist, the diversity of student's needs may be addressed through planning areas such as:

- Resource allocations
- Support personnel
- Staff training
- Product development and delivery;
- Marketing and promotion; and
- Research

All staff employed by CSTC are responsible for upholding the access and equity requirements set out in this policy. CSTC will periodically monitor and review its access and equity performance in order to:

- Ensure compliance with national and state legislation and policies;
- Meet national and state reporting requirements; and
- Modify and improve its performance to better achieve access, equity and diversity objectives.

2. Course Admission Policy

The Course Admission Policy confirms that if there is any doubt as to the requirements or outcomes of any training provided by CSTC, that it will provide assistance in clarifying the suitability of the course with respect to the student's current skills, abilities and knowledge. All prospective students are encouraged to review the competencies and/or learning outcomes of training into which they enrol to ensure that they understand the performance requirements expected of them prior to enrolment.

All costs and fees associated with our provision of training and assessment and student support services (including exemptions) are outlined in the relevant course information and are provided to students at the time of their initial enquiry. Information regarding eligibility criteria for travel and accommodation allowances is also provided to User Choice students.

3. Issuing of Qualifications Policy

The Issuing of Awards Policy confirms compliance in accordance with the Vocational Education, Training and Employment Act 2000 that within 21 days of receiving a written statement confirming a student's successful completion of a course or qualification that the student will be issued the appropriate award documentation to recognise their achievement.

- Students completing any nationally recognised short course will be awarded a Statement of Attainment listing the relevant units of competence achieved (where applicable).
- Students completing any nationally recognised qualification will be awarded a Certificate of the appropriate AQF level. A listing of all units of competency completed will be included with the qualification.

All Statements of Attainment and/or Certificates issued by CSTC permit students to obtain recognition for the competencies/qualifications that they have completed.

For students who cancel from a qualification or transfer from CSTC to another training provider, a Statement of Attainment will be issued to confirm the units of competency that they have completed to that point.

4. Credit Policy

The Credit Policy confirms that CSTC is committed to the provision of fair and equitable terms of credit and refund for the enrolment fees associated with all training programs provided by CSTC.

The terms of the credit are at the discretion of CSTC and are subject to the provision of adequate client identification.

Enrolment fees will be invoiced at the time of a student's enrolment in a course, with invoice payment required upfront. For companies paying on behalf of students, a purchase order is required to confirm that payment will be made within 30 days of the issue of an invoice.

Conditions for refunds of enrolment fees are outlined in our Refund Policy.

5. Refund Policy

The Refund Policy confirms that refunds are provided (as appropriate) within an acceptable time frame.

For all students, a full refund of enrolment fees will be made to the payer if training is cancelled by CSTC for any reason.

All monies paid to CSTC will be identified separately and will be held by a recognised banking institution until such time as they are due to CSTC.

User Choice Students

For students undertaking tuition and student support services under User Choice arrangements, a full refund will be provided to the payer for any units of competency that have not yet commenced at the time of the cancellation.

For students who withdraw from a unit of competency once tuition and student support services have commenced, a proportionate refund of the fees paid will be provided to the payer.

Other Students

For students who withdraw from a training course/assessment that has already commenced due to ill health or bereavement, the payer will receive a full refund of course fees paid, less any administration and material fees that are relevant. A medical or death certificate must be provided.

For students who withdraw from a training course/assessment for reasons other than ill health or bereavement, with less than seven (7) days notice prior to the commencement of the training/assessment, no payment will be refunded.

Requests for individual transfer of fees will be accepted up to seven (7) days prior to the commencement of training/assessment. Transfers within the same training course/assessment will only be accommodated within 90 days from the commencement of the original enrolment, after which all fees paid will be forfeited.

Should an employer wish to transfer the enrolment of one employee to another for a training course/assessment, a written request on company letterhead, with details of both employees and the relevant course/assessment, will be required. If this written request is not received the enrolment will not be transferred.

6. National Recognition Policy

The National Recognition Policy ensures that all students are provided with the appropriate recognition of previous nationally accredited training/assessment that they have undertaken.

CSTC maintains its obligation to recognise other AQF qualifications and statements of attainment that have been issued to students by other RTOs through its Recognition of Prior Learning and Credit Transfer policies.

7. Recognition of Prior Learning Policy

The Recognition of Prior Learning (RPL) Policy ensures that all students, prospective or actual, are provided with full recognition of their current skills, abilities and knowledge.

CSTC acknowledges 'non-traditional' forms of learning as a valid pathway for the recognition of competency achievement, and as such reflects this in its RPL assessment process.

CSTC's RPL process acknowledges the skills, abilities and knowledge that a student might obtain as a result of their life experience/s, work experience/s, previous training and formal education.

CSTC aims to conduct its RPL process within a framework of key principles that include:

- Adopting a focus on the competencies held rather than on how, when or where the learning occurred;
- Demonstrating a commitment to recognising the prior learning of adults;
- Providing access to the RPL process for all prospective students;
- Using assessment tools which lead to quality outcomes and that satisfy the principles of assessment (validity, reliability, flexibility, fairness and sufficiency);
- Using assessment tools that permit the collection of evidence that is sufficient, authentic, valid, current and consistent; and
- Providing adequate support for all potential RPL applicants.

CSTC's RPL process includes the initial provision of relevant information, support and/or counselling, opportunity to complete relevant RPL interview and application forms, assessment, challenge testing, post-assessment guidance and certification for qualifying students. Students who consider that they may have the potential to qualify for RPL are expected to discuss the matter with CSTC accordingly. The special needs of RPL students are recognised by CSTC and we will make the necessary reasonable adjustments during the RPL assessment process as appropriate.

A variety of RPL assessment options will be available for potential students to identify whether they have achieved the necessary competencies/learning outcomes to the standard required by the relevant unit of competency, training course and/or qualification.

The objectives of CSTC's RPL assessment process are to:

- Minimise the duplication of learning, training or skill acquisition;
- Facilitate the efficient completion of studies;
- Provide clear RPL outcomes and access to further learning/training and career development;
- Provide quality advice and support to potential and current students;
- Conduct the RPL process only in respect to courses for which CSTC is registered to deliver and assess;
- Ensure that suitably qualified employees are involved in the RPL process;
- Recognise competencies obtained through an RPL process conducted at another RTO;
- Ensure RPL processes are monitored, evaluated and updated (where appropriate);
- Advise RPL students of their right of appeal; and
- Ensure fees and charges associated with RPL services are fair and competitive with current industry standards.

All completed RPL applications will be processed within 21 days of their receipt so long as there is sufficient supporting evidence attached to enable a decision to be made regarding the issuing of an RPL. All decisions regarding RPL outcomes will be made in writing to the student.

8. Credit Transfer Policy

The Credit Transfer Policy confirms that a credit transfer (CT) is available to any eligible student that enrolls with CSTC.

The concept of CT applies nationally, and refers to the acceptance of CSTC, as per its AQTF compliance requirements, to recognise all AQF qualifications and statements of attainment issued by other RTOs. This process thereby enables individuals to receive national recognition of their achievements.

9. Complaints Policy

The Complaints Policy confirms that any complaint received by CSTC is acknowledged and is managed appropriately in a timely manner.

CSTC maintains processes whereby students (and other parties) may submit a complaint in relation to any aspect of the organisation's business operations.

This policy allows for:

- An informal approach to the person with whom the student (or other party) has the complaint;
- An opportunity for the student (or other party) to formally present their case;
- An opportunity for a CSTC representative who is impartial to the complaint to review the claims being made;
- An opportunity for an external consultant or other appropriate body to conduct an independent review of the complaint;
- All complaints to be recorded within CSTC's continuous improvement system and reviewed by the Managing Director; and
- Outcomes of all complaints to be communicated in writing to the student (or other party) by the relevant manager.

10. Appeals Policy

The Appeals Policy confirms that any appeal received by CSTC is acknowledged and is managed appropriately in a timely manner.

CSTC maintains processes whereby students may submit an appeal in relation to an assessment process or outcome.

This policy allows for:

- An informal approach to the person with whom the student is appealing their decision or approach;
- An opportunity for the student to formally present their case;
- An opportunity for a CSTC representative who is impartial to the appeal to review the claims being made;
- An opportunity for an external consultant or other appropriate body to conduct an independent review of the appeal;
- All appeals to be recorded within CSTC's continuous improvement system and reviewed by the Managing Director; and
- Outcomes of all appeals to be communicated in writing to the student (or other party) by the relevant manager.

11. Anti-Discrimination & Sexual Harassment Policy

The Anti-Discrimination and Sexual Harassment Policy confirms that CSTC ensures that the relevant Federal and State anti-discrimination legislations and regulations are adhered to. These Acts include, but are not limited to:

- Racial Discrimination Act;
- Human Rights and Equal Employment Opportunity (EEO) Act;
- Sex Discrimination Act; and
- Anti-discrimination Act (Qld).

CSTC is an equal opportunity employer. All appointments are made on the merit of the applicant, without regard to race, age, sex, marital status or any other factor not applicable to the position. Employees are valued according to how well they perform their duties, and their ability and enthusiasm to maintain organisational standards and services.

CSTC does not tolerate any form of discrimination. All persons on site (including visitors) have the right to an environment free from discrimination.

Sexual Harassment

CSTC does not tolerate any form of sexual harassment and finds this behaviour to be unacceptable. CSTC believes that all persons on site (including visitors) have the right to an environment free of intimidation and sexual harassment.

Sexual harassment may cause the loss of trained and talented employees and damage staff morale and productivity. Under the Queensland Anti-Discrimination Act and the Federal Sex Discrimination Act, sexual harassment is against the law.

The management and staff have a responsibility to ensure that all persons on site (including visitors) are treated equitably and are not subject to sexual harassment. They must also ensure that people, who make complaints, or who are witnesses to a complaint, are not victimised in any way.

12. Workplace Health & Safety Policy

The Workplace Health and Safety Policy confirms that CSTC management is committed to providing a safe and healthy workplace.

CSTC works in collaboration with all relevant employees and key stakeholders to ensure that matters relating to workplace health and safety are addressed appropriately and in a timely manner.

CSTC has established procedures for risk management that all employees, contractors and visitors are required to abide by. At all times, action should be taken immediately to correct and/or report any unsafe condition that may arise.

CSTC ensures that all levels of its organisation actively participate in workplace health and safety issues, including training and compliance with workplace health and safety requirements.

CSTC continually monitors and reviews its workplace health and safety control measures.

13. Student Support Services Policy

The Student Support Services Policy confirms CSTC's commitment to providing equity for all students and to eliminating discrimination against students in VET. People with language, literacy and numeracy problems, disabilities or those from non-English speaking backgrounds are encouraged to pursue their vocational education and training goals through their participation in the range of student support services promoted by CSTC.

CSTC will access appropriate student support services, and ensure that the necessary support services are provided for students as required.

Details of student support services are outlined in the Student Handbook or can be obtained by contacting our office on (07) 3373 8888. Handouts downloaded directly from the DETA website are also provided to students and employers and further outline the support services available.

14. Privacy Policy

The Privacy Policy confirms that the National Privacy Principles established by the Privacy Act 1988 apply to all operations of the CSTC Group of Companies. These principles guide entities in the collection, use and disclosure of an individual's personal information. The act exempts employee records from these principles.

Types of Personal Information Subject to the Privacy Act 1988

- Personal information that CSTC collects and retains that is subject to the Privacy Act 1988 includes:
- Applicant information obtained and submitted by a person (and/or other sources) in association with their application for work;
- Performance reviews;
- Information about workplace incidents;
- Information submitted and obtained in relation to absences from work due to leave, illness or other causes including workers compensation claims;
- Student information obtained and submitted by the student (and/or other sources) in association with enrolling in training programs/courses; and
- Information obtained to assist in managing client and business relationships.

Purposes for Retaining Personal Information

CSTC may retain personal information for the following reasons:

- Recruitment;
- Training and training administration; and/or
- Client and business relationship management.

Disclosures

CSTC may disclose personal information for the purposes for which it is primarily held or for a related secondary purpose. In some cases CSTC may only disclose information with the individuals consent.

CSTC may disclose personal information whereby it is under a legal duty to do so, including circumstances where CSTC is under a lawful duty of care to disclose information.

Enquiries

Further enquiries regarding CSTC's Privacy Policy can be made directly to CSTC Group's HR Manager on telephone 07 3373 8888. Enquiries can also be made to the office of the Federal Privacy Commissioner.

Access

Subject to some exceptions as prescribed by the National Privacy Principles, CSTC must allow each individual access to any personal information that is retained about them.

CSTC has the right to refuse access to an individual's personal information if it has the potential to interfere with the privacy rights of other persons or if it breaches any confidentiality that is associated with that information.

If an individual wants to obtain access to their personal information, they should contact CSTC's HR Manager directly on telephone 07 3373 8888.

Where personal information is archived and needs to be retrieved from storage, a delay for applicants in this process might be experienced.

Student Rules

CSTC aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. When a student enrolls with CSTC we must advise them that as a student they have rights and responsibilities. Upon signing the New Student Application Form students agree to follow CSTC's student rules.

Privacy & Personal Information Protection

When a student enrolls at CSTC they can be assured that the personal information they provide is protected under the Privacy and Personal Information Protection Act 1998. This Act imposes obligations on CSTC in their collection, storage, use and disclosure of their personal information.

CSTC is obliged to advise students of the purpose for collecting their personal information, who receives their information and where it is held. CSTC must also provide for students' ongoing rights to access this information about themselves and make corrections.

CSTC is also obliged to protect their personal and private information and not disclose it without their knowledge and written approval. Information we ask them to provide will only be necessary for the purposes of their course enrolment, learning, assessment, and study records.

For more information contact CSTC on 07 3373 8888.

Access to Records

Students may request access to their personal and academic records.

Only authorised personnel within CSTC may access student records. Trainers and assessors only have access to records for students for whom they are responsible for either training or conducting assessments - they cannot access any other student records. Administration staff access student records to ensure records are maintained and up to date as required (eg: when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information). The Quality Manager and auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required by CSTC's policies and procedures.

All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

Change of Personal Details

It is the student's responsibility to notify CSTC if they change their name or address after enrolment. This is critical to ensure that students receive important information from CSTC. A 'New Student Application Form' should be used in this instance and can be obtained by contacting CSTC on 07 3373 8888.

Absenteeism

All absenteeism must be reported to CSTC by 8:00am on the day of training/assessment. A medical certificate will be required if absenteeism is greater than two days. If students are absent for three or more days they will be required to show cause as to why their enrolment shouldn't be cancelled.

Mobile Phones & Pagers

CSTC makes provision for all students to have equal access to learning opportunities and prohibits behaviour that disrupts the learning of others, prevents staff from performing their duties or interferes with the conduct of classroom operations.

Mobile phones and pagers should be turned off before entry into classrooms, or any training/assessment environment unless prior arrangements have been made with the trainer/assessor or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training/assessment environment. Should permission be granted, students must leave the room to answer calls.

Drugs, Alcohol & Dangerous Items

CSTC prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous items when participating in any training or assessment activities. The penalties for serious misconduct range from exclusion from CSTC for a period of time to the suspension of training permanently.

Examinations / Course Assessments & Results

Students are entitled to sit for examinations/assessments in conditions that are free of disruption from supervisors and other students, except where the supervisor is conveying information relevant to the conduct of the assessment. If students engage in disorderly, offensive or aggressive conduct towards the supervisor or other students, they can be asked to leave the assessment room/area, and may be deemed 'not yet competent' in the assessment by CSTC.

Malpractice is where any action taken by a person gives that person, or another person, an unfair advantage, or disadvantages another person in any assessment situation.

If the student engages in malpractice, such as copying, using unauthorised notes or aids, or exposing their work papers so that another student may copy them, they will be liable to disciplinary action. The penalties for malpractice during assessment range from being resulted as 'not yet competent' in the subject being assessed to exclusion from CSTC for a specific period of time.

Cheating

Cheating by students undertaking assessments with CSTC will not be tolerated. A person whether a student or not, shall not do anything intended to assist any other person sitting an assessment to cheat or otherwise defeat the purpose of the assessment. Where a supervisor believes that a student is cheating, the student will be instantly informed of such but allowed to finish the assessment. The assessment supervisor is to prepare a written report on the alleged cheating and attach the report to the student's assessment paper. The matter should then be referred to the Managing Director for appropriate action as outlined in disciplinary action.

Workplace Health & Safety

Students must not act in a manner, which endangers the health and safety of themselves or any other person whilst undertaking training or assessment activities with CSTC. Students must carry out safety directions given by any member of CSTC and must not wilfully or recklessly interfere with anything provided in the interests of health and safety on any premises under the control of CSTC.

Misconduct

Misconduct by a student is any behaviour which:

- Disrupts the learning of others;
- Prevents staff members from performing their duties;
- Endangers the health and safety of staff or students; or
- Interferes with the conduct of CSTC's operations.

Misconduct is a disciplinary offence and includes the following:

- Vandalism/theft:
 - Defaced equipment, furniture or fixtures on premises under the control of CSTC
 - Stealing
- Safety/hygiene:
 - Not wearing appropriate safety clothing or using safety equipment inappropriately
 - Refusing to follow safety or hygiene regulations
- Failure to comply with directions:
 - Refusing to obey emergency procedures
 - Smoking in a non-smoking designated building
 - Refusing to obey trainer/supervisor directions
 - Disrupting the learning of other students
- Cheating/plagiarism:
 - Cheating in an assessment/examination
 - Plagiarising another student's work
- Verbal abuse:
 - Shouting at a member of staff, student or other person
 - Using inappropriate or offensive language, signs or body gestures
 - Using language to threaten a member of staff
- Physical abuse:
 - Becoming involved in a physical argument
 - Becoming involved in a behaviour not appropriate to surroundings
 - Using physical threatening actions to intimidate or assault another student or a staff member

- Alcohol/drugs:
 - Drinking an alcoholic drink on premises under the control of CSTC
 - Arriving intoxicated and displaying disorderly behaviour on premises under the control of CSTC
 - Engaging in the taking or selling of drugs
- Weapons:
 - Carrying a weapon on their person on premises under the control of CSTC
 - Using an object as a weapon to threaten or intimidate another person on premises under the control of CSTC
- Exposure/decency:
 - Acting in a lewd way
 - Engaging in sexual behaviour

Disciplinary Action

Disciplinary action will be taken and a student may be penalised if they act in a way contrary to the student rules of CSTC.

Students can appeal against certain penalties. Their penalty might then be reduced, removed, or increased.

Apprentices / Trainees

For apprentices and trainees, any disciplinary action or recommendations are made with due regard to the provisions of the Vocational Education Training and Employment Act 2000. Refer to the Department of Education, Training and the Arts website for the latest Fact Sheets on disciplinary action:

- Fact Sheet # 132 Problem Solving and Conflict Resolution
- Fact Sheet # 124 Serious Misconduct
- Fact Sheet # 154 Discipline

Fee-for-Service Students

For students who are NOT apprentices and trainees, if you act in or are engaged in any misconduct other than 'Serious Misconduct', the following steps will be taken:

1st Offence

A verbal warning shall be issued and counselling shall be provided to the student advising of the repercussions of their actions should they continue. A record of this verbal warning and counselling shall be documented, dated and signed by the person issuing the warning/counselling and also the student receiving the disciplinary action and this record shall be placed in the student file.

2nd Offence

A formal written warning will be issued to the student advising them of impending removal of academic privilege if the behaviour continues and there is a need to discipline a 3rd time. A record of this written warning shall be documented, dated and signed by the Managing Director, the person issuing the warning/counselling and also the student receiving the disciplinary action. This record shall be placed in the student's file.

3rd Offence

A third offence will result in the removal of academic privilege by CSTC. The student will be advised of a time to attend a meeting with the Managing Director and the person issuing the disciplinary action. The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct should be documented. A copy of this record shall be dated and signed by the Managing Director, the person issuing the disciplinary action and also the student receiving the disciplinary action. This record shall be placed in the student's file.

Serious Misconduct

If the student has acted in, or engaged in any serious misconduct the following steps will be taken:

1. The student/s shall be immediately suspended for 24 hours from attendance in class.
2. The supervisor/trainer shall advise the Managing Director immediately and provide a written statement, which details the circumstance of the students' suspension.
3. The student will be advised of a time to attend a meeting with the person issuing the disciplinary action and the Managing Director.
4. The student will be provided with the reason for this disciplinary action in writing, and any comments the student makes in relation to the misconduct, along with the disciplinary action taken as a result will be documented. A copy of this record shall be dated and signed by the Managing Director, the person issuing the disciplinary action and also the student receiving the disciplinary action. This record shall be placed in the student's file.
5. The student will be advised of their right to appeal against any penalties applied.
6. The Managing Director will give the student a reasonable opportunity to be heard in relation to the serious misconduct and may then either:
 - Adjust or dismiss the charge
 - Reprimand and warn the student against repeat offences
 - Suspend the student for a period not exceeding 14 days
 - Remove the student's academic privilege

Frequently Asked Questions

How can I access recognition of prior learning (RPL)?

To apply for recognition of prior learning you should contact CSTC on 07 3373 8888 to obtain an RPL Application Kit. Upon receipt of the kit you will need to:

- Complete the Application form;
- Complete and sign the Self Assessment Questionnaire; and
- Collect certified copies of evidence confirming your abilities (refer below).

Following this you should then forward all documents to CSTC at:

**Construction Skills Training Centre
Administration Department
PO Box 51
MOOROOKA Qld 4105**

Types of evidence that you should collect to assist with your RPL application could include:

- Letters of employment
- Job descriptions
- References
- Testimonials
- Training certificates
- Awards
- Resume
- Work history
- Trade licences
- Photos/Videos of work completed

You will also need to provide certified copies of your driver's licence, birth certificate or passport to confirm your identity.

Once CSTC has received your application we will review the documentation provided and contact you to arrange an appointment to discuss your RPL further.

What support services are available & how do I access them?

Beyond the initial Language, Literacy and Numeracy (LL&N) screening assessment undertaken by students, CSTC offers additional LL&N support services. These services can be accessed by contacting CSTC's onsite Fruition Learning Centre on 07 3273 7205. Fees and charges associated with these services will be provided at the time of a student's enquiry.

Below is a list of additional services external to CSTC that we can also access for students upon request:

Hearing Impairment:	Deaf Services Queensland Phone: 07 3892 8500 TTY: 07 3892 8501(sign on phone)
Vision Impairment:	Queensland Blind Association Inc. Phone: 07 3848 8888 Vision Australia Phone: 1300 84 74 66
Physical & Intellectual Impairment:	LifeTec Queensland Phone: 07 3552 9000 or 1300 885 886
Disability Services:	VET Disability Support Service (VDSS) Phone: 07 3259 4577
Psychiatric Difficulty:	Queensland Health Phone: 07 3234 0680
Translation Services :	Absolute Translations Phone: 1800 500 791

How do I lodge a complaint?

Students enrolled with CSTC who want to lodge a complaint regarding the training and/or assessment services that they have received, or any other matter relevant to CSTC, should:

1. Present their complaint to their trainer/assessor. The trainer/assessor will review the complaint and determine appropriate action to be taken, including formally recording the matter. The trainer/assessor or nominee will take all reasonable action to address the complaint.
2. If the student is still dissatisfied with the handling of the complaint, a written complaint should be made to CSTC outlining the matter and the action taken to date. Complaints should be addressed to:

Construction Skills Training Centre

Quality Manager

PO Box 51

MOOROOKA Qld 4105

A nominated Manager will contact the student to acknowledge receipt of the complaint and organise to investigate the complaint further. The relevant student will be informed in writing of the resolution decision made regarding the complaint within 21 days of its finalisation.

3. If the student is still dissatisfied with the action taken by CSTC they should contact the National Training Complaints Hotline – 1800 000 674.

How do I lodge an appeal?

Appeals regarding academic decisions will only be accepted up to 14 days from the date an assessment result was received.

Students enrolled with CSTC who want to appeal against an academic decision should:

1. Present to the relevant trainer/assessor any new evidence or clarification of existing evidence. The trainer/assessor will review the academic decision with regard to new submissions made by the student.
2. If the student is still dissatisfied with the academic decision, a written request is to be made to CSTC for an opportunity to formally present their case and/or for a trainer/assessor who has not been involved in the original academic decision, to review the case. Appeals should be addressed to:

**Construction Skills Training Centre
Quality Manager
PO Box 51
MOOROOKA Qld 4105**

3. If the student is still dissatisfied with the academic decision of the independent trainer/assessor, a written notice of appeal may be lodged to CSTC requesting a review by an external appeal consultant.
4. Results of all internal CSTC appeal decisions will be communicated in writing to the student within 21 days of the final decision being made. Independent consultant decisions will be communicated in writing to the student within seven (7) days of the decision being received by CSTC from the consultant.

External Consultant Appeals

Mutual agreement is to be reached between CSTC and the relevant student regarding the external consultant to be engaged for use in the external appeal process.

Consultants engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

Where students wish to use an external consultant who is not approved by CSTC they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

Appeal Decisions

All assessment action will be suspended pending determination of the appeal process. All decisions will be immediately communicated to students and, subject to the provisions of the Judicial Review Act 1991. The decision of an external consultant conducting an appeal will be final.

How can I access my student records?

Students requiring access to their personal or academic records held by CSTC should submit their request in writing to:

**Construction Skills Training Centre
Administration Department
PO Box 51
MOOROOKA Qld 4105**

Within 14 days of receipt of the request, CSTC will arrange for the student's records to be made available for viewing. Access to and viewing of records is only permitted to take place onsite in the presence of nominated personnel.

Students will be required to present sufficient identification to confirm their identity prior to viewing their records (eg: driver's licence, 18+ card, passport, birth certificate, Medicare card etc).

What should I do if I feel I'm being discriminated against or sexually harassed?

You have the right to feel safe and to have full opportunity to achieve your potential in your study. If you are being sexually harassed or discriminated against seek help immediately.

There are several options - choose the course of action you feel most comfortable with. Do not ignore discrimination or sexual harassment thinking that it will go away – often discrimination just gets worse and silence may give the impression that discrimination or sexual harassment is acceptable.

You could:

- Tell the person involved that they are making you uncomfortable and ask them to stop;
- Speak with your CSTC trainer or assessor to lodge a complaint; and/or
- Make a complaint under to the Anti-Discrimination Commission Queensland:

Telephone: 1300 130 670

Address: Level 1, RAMS House, 189 Coronation Drive (PO Box 2122) Milton Qld 4064