



# STUDENT HANDBOOK



PGC Training Pty Ltd ABN 86 671 369 985 trading as Consolidated Training Services

59 Buckley Street, Cockburn Central, WA, 6164 Tel: (08) 9417 9444 RTO No: 5739

Website: [www.consolidatedtraining.com.au](http://www.consolidatedtraining.com.au) Email: [admin@consolidatedtraining.com.au](mailto:admin@consolidatedtraining.com.au)

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### About Consolidated Training Services

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

### How to contact us

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

Cockburn Central Training Centre Location:

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

Postal address:

PO Box 3399  
Success WA 6964

Email: [admin@consolidatedtraining.com.au](mailto:admin@consolidatedtraining.com.au)

Website: [consolidatedtraining.com.au](http://consolidatedtraining.com.au)

### Key Contacts:

Enrolments	<a href="mailto:admin@consolidatedtraining.com.au">admin@consolidatedtraining.com.au</a>
Student Support	<a href="mailto:allison@consolidatedtraining.com.au">allison@consolidatedtraining.com.au</a>
Manager: Allison Lamb	<a href="mailto:allison@consolidatedtraining.com.au">allison@consolidatedtraining.com.au</a>

## Our Courses

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

### High Risk Licenses:

CPCCLDG3001 – License to perform dogging

CPCCLRG3001 – License to perform rigging – basic level

CPCCLRG3002 – License to perform rigging – intermediate level

CPCCLSF2001 – Licence to erect, alter and dismantle scaffolding basic level

TLILIC0022 – Licence to operate a slewing mobile crane (up to 20 tonnes)

TLILIC0023 – Licence to operate a slewing mobile crane (up to 60 tonnes)

TLILIC0021 – Licence to operate a slewing mobile crane (up to 100 tonnes)

TLILIC0020 – Licence to operate a slewing mobile crane (over 100 tonnes)

TLILIC0040 – Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)

TLILIC0005 – Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

TLILIC0003 – Licence to operate a forklift truck

### Non High Risk Tickets:

RIIWHS202E – Enter and work in confined spaces

RIIWHS204E – Work safely at heights

MSMWHS217 – Gas test atmospheres

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

RIIHAN309F – Conduct telescopic materials handler operations

RIIHAN311F – Conduct operations with integrated tool carrier

RIIMPO301E – Conduct hydraulic excavator operations

RIIMPO304E – Conduct wheel loader operations

RIIMPO317F – Conduct roller operations

RIIMPO318F – Conduct civil construction skid steer loader operations

RIIMPO320F – Conduct civil construction excavator operations

RIIMPO321F – Conduct civil construction wheeled front end loader operations

RIIMPO324F – Conduct civil construction grader operations

RIIHAN305D – Operate a gantry or overhead crane

RIIHAN307E – Operate a vehicle loading crane

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

## Course requirements

Each course has specific requirements, which are detailed on our website under the respective course information.

### Pre-Enrolment Checklist:

- 1. Review Course Details:**
  - Ensure you understand the requirements for your chosen course.
  - Visit our website to find detailed information about each course.
- 2. Read Terms and Conditions:**
  - Carefully read and understand our booking process, fees, refund policies, and cancellation policies.
  - This information is available on our website and is critical for a smooth enrolment process.
- 3. Acknowledgment of Policies:**
  - By confirming your booking, you agree to adhere to the terms and conditions outlined on our website.
  - Your booking acceptance and confirmation serve as acknowledgment of these policies.

## Language, Literacy and Numeracy

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

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

## Disability

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

## How to Enrol

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

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

If a company makes the booking on your behalf and the company has an account with us, we will accept a Purchase Order to secure your booking.

When you enrol and the fees have been paid, we will email a letter confirming your place. Please check this carefully to ensure that all details are correct.

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

## Course Information

Students will receive the following information prior to enrolment:

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

## Induction

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

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

## Fees, Charges and Refund Policy

Pre-Training Information: Students and clients will receive written information about all fees and charges before the start of training. Detailed information can be found in our Price List, Course Outline, and Confirmation Email. For any additional details, please contact our office.

Payment Terms: Full payment is required 5 working days prior to the commencement of the course. Deposits are not required. If the training is booked through a company, a Purchase Order is required.

### Paying Fees in Advance

At Consolidated Training Services (CTS), we require students to pay their fees in advance to secure their enrolment. In accordance with the *Standards for Registered Training Organisations (RTOs) 2015*, to ensure the protection of your fees, CTS holds a Bank Guarantee for the amount of prepaid fees held by the RTO in excess of \$1,500 for each learner.

### Refund Policy

CTS is committed to maintaining a fair and equitable refund policy for all registered students and clients.

In the event that CTS is unable to deliver the scheduled training, we offer the following options to our students and clients:

- Full Refund: A complete refund of any fees paid.
- Rescheduling: The option to reschedule the training at no additional cost.

**Cancellation Fees:** All cancellations are subject to a \$100.00 cancellation fee to cover the initial booking process. This fee will be deducted from the payment, and the remaining balance will be refunded to the original payee. No refund will be provided for cancellations received with less than 2 working days' notice.

**Refunds:** To request a refund upon cancellation, please submit a written request via email to our administration team at [admin@consolidatedtraining.com.au](mailto:admin@consolidatedtraining.com.au). A Refund Request Form will be sent to you. Please complete and return this form to receive your refund within 5 working days.

**No Shows/Non-attendance:** No refunds will be issued for no-shows.

**Course Attendance:** Due to the intensive nature of our courses, failure to attend any part of the course may result in a non-achievement of competency. As it is neither possible nor fair to other students to cover missed content, no refunds will be given in this situation. If a student is unable to attend a course due to illness and provides a valid Doctor's Certificate, the student will be transferred to the next available course without incurring additional fees.

## Appeals for Refunds

- Students who believe they have reasonable grounds for appeal regarding their fees or course participation may apply for a refund.
- Refund requests must be made in writing using the Refund Request Form and submitted to the RTO Manager within 14 days of the course commencement date.

Submit your Refund Request Form to Allison Lamb [allison@consolidatedtraining.com.au](mailto:allison@consolidatedtraining.com.au)

## Identification

WorkSafe requires that all High Risk Work Licence (HRWL) applications are accompanied by either:

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

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

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

## Cooling off Period and Consumer Protection

Consolidated Training Services is committed to providing our students with the best possible training and assessment services.

Under WA consumer protection laws, you have 10 business days to reconsider the contract (unsolicited agreement). During this time, you can cancel the contract without penalty. This is called the cooling off period. If this agreement was negotiated over the phone, the cooling off period begins on the first business day after you received the contract. If the agreement was not negotiated over the phone, the cooling off period begins on the first business day after the contract was made (signed by both parties to the contract). Please note that the cooling off period applies to “unsolicited agreements.”

Further information is available from the Commerce WA website:

[www.commerce.wa.gov.au/consumer-protection](http://www.commerce.wa.gov.au/consumer-protection)

## Personal Protective Equipment

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

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

## Attendance

All courses commence at 7:30am and depending on the course, usually finishing around 3.30pm.

We ask students to arrive 15 minutes before commencement to ensure you arrive on time.

If you arrive late, you will not be able to join the course and will need to reschedule your course as it is not possible or fair to other students to re-cover the missed content. Please note: additional fees may apply.

## Parking

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



## Resources

We have sufficient room to accommodate student numbers with air-conditioned/heated rooms, lunchroom with tea, coffee and biscuits provided, there is a lunch bar close by (within 300 meters) from the Cockburn Central training centre.

## Drugs and Alcohol

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

## Notice of Assessment

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

## Statement of Attainment

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

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

## Cards

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

- Confined Space
- Working at Heights
- Gas Testing
- Overhead Crane
- Vehicle Loading Crane
- Earthmoving courses

## Issue of Certification

CTS is responsible for the quality of training and assessment in compliance with the Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the AQF certification documentation.

Standard 3.1: "The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course."

Units of Competency: A Statement of Attainment will be issued when a student completes one or more units of competency but does not complete a full qualification.

Timing: Certification will be issued on successful completion of a course. If immediate issuance is not possible, certification will be provided within 30 calendar days.

Full Qualifications: Upon successful completion of a full AQF-recognised qualification, students will receive their qualification and record of results. Individual Statements of Attainment will not be issued for full qualifications.

All student records are confidentially maintained within CTS's Student Management System. CTS is required to retain student outcome records for a period of 30 years.



Since the introduction of the Unique Student Identifier (USI) system in 2015, students can access their VET transcript for completed national competencies via the USI Registry. For more information, visit the USI VET transcripts website. [www.usi.gov.au](http://www.usi.gov.au)

### What happens if you do not pass the course?

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

### Replacement cards and Certificates

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

### Student Code of Conduct

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

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

- Contributing to an effective Learning environment.
- Contributing to a healthy and safe learning environment that maximises the learning opportunities for all students.
- Maintaining serviceable Facilities and equipment.
- Respecting yourselves and others.

Students who act in an inappropriate conduct may be excluded by staff from participation in class and may, in extreme cases be subject to other penalties and restrictions including being denied access to the Training Centre. Offences likely to lead to automatic cancellation of your course are;

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

### Code of Practice

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

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

## Assessment Procedure

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

The objective of assessment is for the student to show that they have achieved the unit's competencies.

Generally, the methods used will consist of a knowledge assessment and a performance assessment. In some courses a calculation assessment may also be required.

Other methods that may be used are:

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

Students will be advised of the specific course assessment methodology during the course induction.

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

## Complaints and Appeals Policy and Procedure

CTS is responsible for the quality of the training and assessment in compliance with the *Standards for Registered Training Organisations (RTO's) 2015*. We value compliments, suggestions and complaints as feedback to maintain and improve the quality of our services.

All complaints or appeals received by CTS will be recorded, acknowledged and dealt with in accordance with the principles of natural justice and procedural fairness. This policy and procedure outline the process undertaken by CTS for managing and responding to complaints or appeals in a timely, fair and transparent manner.

**Complaints** are allegations made by a student or client that relate to the conduct of an RTO, its staff, a third party offering services on its behalf, or other students in the RTO.

**Appeals** are requests for a review or reconsideration of decisions made by the RTO. These decisions could involve assessments or access to support services.

### 1. Scope

This policy applies to students, members of the public affected by the actions of CTS, staff of CTS and any third parties acting on behalf of CTS.

## 2. Policy

CTS provides a policy and procedure for the receiving and managing of complaints or appeals which are publicly accessible, easily understood and embrace the principles of fairness and transparency throughout all stages of the process.

Where reasonably practicable, resolution of complaints and appeals will be resolved in the earliest possible time frame.

All complaints and appeals will be acknowledged in writing within 7 working days of receipt and outline the actions or investigations to be taken.

The complainant or appellant will have the opportunity to discuss their complaint or appeal with CTS's RTO Manager.

All complaints or appeals will be dealt with in a fair, effective and efficient manner. The decision regarding the outcome of any complaint or appeal will be communicated to the complainant or appellant in writing. All complaints and appeals will, where practicable be finalised within 60 days from receipt.

Where we consider more than 60 calendar days are required to process and finalise the complaint or appeal, we will:

- a) inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- b) regularly update the complainant or appellant on the progress of the matter.

Where a resolution is unable to be achieved, the complainant or appellant may request a review by an independent third party. Any cost associated with involving an independent third party will be disclosed to the complainant or appellant prior to engagement.

## 3. Complaints

**Complaints** are allegations made by a learner or client that relate to the conduct of an RTO, its staff, a third party offering services on its behalf, or other learners in the RTO.

Matters about which complaints may be made include, but are not limited to:

- information provided to clients by CTS;
- delivery of training by CTS;
- behaviour of CTS staff or trainers;
- behaviour of other students;
- assessment methods or processes;
- facilities or premises;
- record keeping;
- training and assessment resources; or
- issuing of qualifications or statements of attainment.

#### 4. Appeals

**Appeals** are requests for a review or reconsideration of decisions made by the RTO. These decisions could involve assessments or access to support services.

Appeals typically relate to an assessment decision made by CTS trainers and assessors. Appeals against assessment decisions are considered against the assessment principles of validity, reliability, fairness and flexibility.

#### 5. Who can make a complaint or appeal?

A **compliant** or **appeal** may be lodged by:

- Any CTS client, including students
- A person representing a student
- CTS staff members
- Industry personnel
- Other members of the community

#### 6. How Can I Make a Complaint?

### COMPLAINT PROCESS

The procedure for making a complaint is described below:

1. Discuss your issue / concern with:
  - The CTS staff member involved, and/or
  - A CTS Training advisor, and/or
  - The CTS Administration Team

If this person is unable to resolve the issue / concern, they may refer you to another CTS staff member who is able to help.

2. If the complaint is not resolved to your satisfaction and you wish to take it further, you should submit your complaint in writing to CTS's RTO Manager. The CTS **Complaints and Appeals Form**, available on the CTS website or from CTS reception, is the preferred method for formally submitting your complaint.

*Please contact CTS Administration/Reception if you require assistance to access a copy of this form.*

The completed form may be submitted by mail or by hand, and should be marked for the attention of the RTO's Manager "Private and Confidential", or email [allison@consolidatedtraining.com.au](mailto:allison@consolidatedtraining.com.au)

3. The complaint will be recorded on the Complaints and Appeals Register.

4. The RTO's Manager will acknowledge the receipt of your complaint in writing within 7 days of receiving it and will begin an investigation. The investigation may include:
  - speaking with you about the complaint or appeal;
  - speaking with the person / people to whom the complaint relates to;
  - speaking with your supervisor or a representative from your organisation (particularly in cases where training provided to you by CTS was funded by your employer);
  - holding a meeting with all parties in an attempt to find a resolution; or
  - Seeking external advice.

The RTO's Manager will ensure that the investigation is fair, effective and efficient, and that those involved are given an opportunity to present their side of the matter.

5. The RTO's Manager will advise you, in writing, of the outcome of the investigation.

Where possible, this will be done within 60 days of receiving the complaint in writing. If additional time is needed, the RTO's Manager will inform you in writing and will provide you with reasons why additional time is needed. The RTO's Manager will also provide you with regular updates on the progress of the investigation.

6. If you are not satisfied with the outcome of the investigation, you may request a review by an independent third party. The request must be made in writing. Any cost associated with involving an independent third party will be disclosed to the complainant prior to engagement. You will be required to pay the full cost of engaging the independent third party.
7. If you are not satisfied with the process followed by CTS or the resolution of the issue, you may refer the matter to our regulator, the Training Accreditation Council (TAC). If you decide you will progress a complaint with TAC, you must complete the complaint form available from the TAC website.

## **How Can I Make an Appeal?**

### **Appeals Process**

The procedure for making an appeal described below:

1. Discuss the appeal with the person involved in making the decision and ask them to explain the reasons.
2. Should you remain dissatisfied with the decision, politely request the person who made the decision to review it.

As part of this process, they may decide to review the information on which their decision was based and discuss their decision with other CTS personnel, including the CTS General Manager or Managing Director/Chief Executive Officer.

A CTS representative, in most cases the person who made the original decision, will advise you of the outcome of the review.

3. If the matter is not resolved to your satisfaction and you wish to take it further, you should submit your appeal in writing to CTS's RTO Manager. The CTS **Complaints and Appeals Form**, available on the CTS website or from CTS reception, is the preferred method for formally submitting your appeal.

*Please contact CTS Administration/Reception if you require assistance to access a copy of this form.*

The completed form may be submitted by mail or by hand, and should be marked for the attention of the RTO's Manager "Private and Confidential", or email [allison@consolidatedtraining.com.au](mailto:allison@consolidatedtraining.com.au)

4. The complaint will be recorded on the Complaints and Appeals Register.
5. The RTO's Manager will acknowledge the receipt of your appeal in writing within 7 days of receiving it and will begin an investigation. The investigation may include:
  - speaking with you about the decision and giving you the opportunity to formally present your case;
  - discussing the decision with the person who made the decision;
  - Seeking the advice of other CTS personnel (e.g. a trainer assessor, the CTS General Manager or Managing Director/Chief Executive Officer);
  - speaking with your supervisor or a representative from your organisation (particularly in cases where training provided to you by CTS was funded by your employer); or
  - seeking external advice (e.g. from a VET consultant or an independent assessor).

The RTO's Manager will ensure that the investigation is fair, effective and efficient.

6. The RTO's Manager will advise you, in writing, of the outcome of the investigation.

Where possible, this will be done within 60 days of receiving the appeal in writing. If additional time is needed, the RTO's Manager will inform you in writing and will provide you with reasons why additional time is needed. The RTO's Manager will also provide you with regular updates on the progress of the investigation.

7. If you are not satisfied with the outcome of the investigation and you wish to take it further, you may request the RTO's Manager to arrange for an independent assessor to become involved. The request must be made in writing.

The RTO's Manager will then contact an independent assessor and request a quotation for their services and will provide the associated cost to you in writing.

If you wish to proceed with independent assessment, you must advise the RTO's Manager in writing, and you will need to pay the independent assessment costs.

8. If you are not satisfied with the process followed by CTS or the resolution of the issue, you may refer the matter to our regulator, the Training Accreditation Council (TAC). If you decide you will progress an appeal with TAC, you must complete the complaint form available from the TAC website.

All records of complaints and appeals, including all steps taken and correspondence/recordings entered, will be kept on file and entered into the applicable Complaints or Appeals Register.

## Discipline Policy

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

## Rules and Regulations

The following apply to all students and staff:

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

## Access and Equity

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

## Recognition of other Qualifications

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

## Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. You will not be able to complete your enrolment or issued certification on successful completion without providing your USI number.

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

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

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

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



## Privacy Policy

### 1.1.1 Why we collect your personal information

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

### 1.1.2 How we use your personal information

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

### 1.1.3 How we disclose your personal information

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

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

### 1.1.4 How the NCVER and other bodies handle your personal information

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

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

### 1.1.5 Surveys

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

### 1.1.6 Contact information

At any time, you may contact CTS to:

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

*Consolidated Training Services*

*P: 9417 9444*

*E: [admin@consolidatedtraining.com.au](mailto:admin@consolidatedtraining.com.au)*

## Smoke Free Policy

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

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

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

## Non-Smoking Areas

Smoking is only permitted outside of Consolidated Training Services premises where the red bin is located.

## Smoke Breaks

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

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

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

## Employee Support

To discuss available options regarding quitting smoking please contact your health practitioner or Quit line on 137848.

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

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

Floor plans are in each classroom and information board in the kitchen.

## Student Support

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

## Beyond Blue

Chat online, email or call 1300 224 636.

<https://www.beyondblue.org.au/get-support/national-help-lines-and-websites>

## Lifeline

Call 13 11 14 (24/7)

Lifeline Text (trial service), text 0477 131 114 (Available 6.00pm - Midnight AEDT 7 days a week).

Chat online: <https://www.lifeline.org.au/crisis-chat> (7pm - midnight, 7 nights).

## Mental Health Live Chat.

<https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/live-chat-with-an-alcohol-drug-counsellor/>

## Headspace

To find a centre near you <https://headspace.org.au/headspace-centres/>

**Helplines**

<https://www.mhc.wa.gov.au/getting-help/helplines>

In an emergency call 000 or visit your local emergency department.

Helplines can provide you with immediate access to support and advice that is confidential, free, and anonymous.

To find a helpline, please review the list below.

**Mental Health Support Lines**

Mental Health Emergency Response Line

1300 555 788 (Metro) or 1800 676 822 (Peel) or 1800 552 002 (Country/Rurallink).

**The Samaritans Crisis Line\***

(08) 9381 5555 (main line) (08) 9388 2500 (Youth Line) or 1800 198 313 (Country Toll Free).

**PANDA** (perinatal anxiety and depression),

Monday to Friday 9am to 7.30pm AEST). 1300 726 306

**Butterfly Foundation** (eating disorders)

(Monday-Friday 8am to 9pm AEST). 1800 334 673

**Child Protection and Family Support Crisis Care Helpline**

(08) 9223 1111 or 1800 199 008 (Country Toll Free).

**THE INFORMATION IN THIS DOCUMENT MAY CHANGE WITHOUT NOTICE**

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