



STUDENT HANDBOOK



Head Office & Training Centre

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RTO Provider No: 5739 A.B.N. 39 079 209 371

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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, fax, 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: 9417 94444
Fax: 9417 9499

Postal address:
PO Box 3399
Success WA 6964

Email: admin@consolidatedtraining.com.au

Website: consolidatedtraining.com.au

Our Courses

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

High Risk Licenses:

CPCCLDG3001A – License to perform dogging
CPCCLRG3001A – License to perform rigging – basic level
CPCCLRG3002A – Licence to perform rigging – intermediate level
CPCCLRG4001A – License to perform rigging – advanced level
CPCCLHS3002A – License to operate a materials hoist
CPCCLSF2001A – Licence to erect, alter and dismantle scaffolding basic level
CPCCWHS1001 – Prepare to work safely in the construction industry
TLILIC0012 – Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)
TLILIC3006 – Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)
TLILIC3008 – Licence to operate a slewing mobile crane (up to 20 tonnes)
TLILIC4009 – Licence to operate a slewing mobile crane (up to 60 tonnes)
TLILIC4010 – Licence to operate a slewing mobile crane (up to 100 tonnes)
TLILIC4011 – Licence to operate a slewing mobile crane (over 100 tonnes)
TLILIC2005 – Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
TLILIC2001 – Licence to operate a forklift truck

Non High Risk Tickets:

RIIWHS202D – Enter and work in confined spaces
RIIWHS204D – Work safely at heights
MSMWHS217 – Gas test atmospheres

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

RIIMPO206D – Conduct bulk water truck operations
RIIMPO301D – Conduct hydraulic excavator operations
RIIMPO304D – Conduct wheel loader operations
RIIMPO308E – Conduct tracked dozer operations
RIIMPO309E – Conduct wheeled dozer operations
RIIMPO310E – Conduct grader operations
RIIMPO311E – Conduct operations with integrated tool carrier
RIIMPO312D – Conduct scraper operations
RIIMPO317E – Conduct roller operations
RIIMPO318E – Conduct civil construction skid steer loader operations
RIIMPO319D – Conduct backhoe/loader operations
RIIMPO320E – Conduct civil construction excavator operations
RIIMPO321E – Conduct civil construction wheeled front end loader operations
RIIMPO324E – Conduct civil construction grader operations
RIIMPO337D – Conduct articulated haul truck operations
RIIMPO338D – Conduct rigid haul truck operations
RIIHAN305D – Operate a gantry or overhead crane
RIIHAN307D – Operate a vehicle loading crane
RIIVEH201D – Operate light vehicle

RII30115 – Certificate III in Surface Extraction Operations

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

There are specific requirements for each course; this information is available under each course on our website or you can contact our staff for further information.

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, and where appropriate will use a foundation skills assessment. 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 will be generated in order 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, fax, 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 Visa, MasterCard, or cash. We require payment at time of booking to confirm your place in the course.

If a company makes the booking for you on your behalf and the company has an account with us, we may accept a purchase order and will need the invoice at the time of the booking or when the purchase order is received.

When you enrol and the fees have been paid, we will send out a letter confirming your place either by mail or email. Please check these carefully to ensure that all details are correct.

Student Enrolment Selection

Recruitment will be responsible, ethical and consistent with any training package requirements and endorsed instruments at all times. CTS are committed to non-discrimination in any form and at all times comply with equal opportunity and anti-discrimination legislation. There may be prerequisites due to health and safety or language requirements and age that we need to abide by.

Enrolment Procedure

The Administration officer opens a confidential student record. These records can only be accessed by office staff and trainers connected with their course.

If the fees are received in full then the funds are processed and receipted. If the fees received are a deposit only then the arrangements for the payment of the balance is made before proceeding.

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;
- welfare and guidance services;
- 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

Vocational Outcomes

When students have completed their training with CTS, a register of the skills of the student will be maintained and recorded for future vocational reference.

Fees and Charges

Students and/or clients are provided with written information regarding all fees and charges prior to the commencement of training. Details of fees are supplied in the course fee sheet, course outline for each course, or you may contact our office.

Fees paid in advanced to CTS are safeguarded by a “Deed of Indemnity”.

Full payment is required 5 working days prior to the commencement of the course.

If training is booked through a company a Purchase Order is required upon booking.

Refund Policy

CTS’s refund policy is at all times to be fair and equitable to registered students/clients.

Scheduling of our courses is most often done well in advance, and for this reason we require a minimum of 5 working days’ notice of cancellation prior to commencement of a course for a full refund to be given.

Cancellations 2 to 5 working days prior to course commencement will attract a **\$100.00 cancellation fee**. This will be taken from the payment and the remaining balance refunded / Clients will be invoiced.

Where we do not have sufficient notice (less than 2 working days) **NO refund will be given**.

No shows will result in **NO refund**

Due to the structure and intense nature of our combined courses, failure to attend any part of the course will result in a non-achievement of competency, as it is not possible or fair to other students to re-cover the missed content.

NO refund will be given in this situation.

If students feel they have reasonable grounds for appeal applications for refunds can be made to the Manager in writing within 14 days of course.

Identification

You will need two forms of identification for any High Risk Work Licence application. These include:

- Primary Identification – Drivers licence, passport, or 3 forms of identification showing date of birth.
- Secondary Identification – Medicare card, credit or ATM card.

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.

Personal Protective Equipment

It is a requirement that you bring PPE to all of 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 can supply hard hats

Attendance

All courses start at 7:30am and depending on the course, usually finish about 4pm. The trainer will provide the course resources and paperwork, and conduct the course induction. The trainer will explain the assessment process with you.

You should arrive before 7:30am to begin the course on time. If you arrive late, you may not be allowed to start the course, so if you are running late, please contact our office to notify us of your arrival time.

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 5kph speed limit through the parking areas due to the movement of vehicles, pedestrians and machinery.

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 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
- Earthmoving courses

Issue of Certification

Students who have been assessed as competent in accordance with the requirements of the Training Package / or Accredited Course, will be issued with a certificate on completion. If the student completes one or more unit of competency but not a complete qualification, a Statement of Attainment will be issued. A Certificate of Attendance may be issued where appropriate. Certificates issued meet AQF requirements.

When a student has completed their course and a certificate has been issued, the student's details are recorded into the student database and all students records are retain for a period of 30 years. Qualification details are also retained by the Training Accreditation Council in WA.

Certificates are given to the student on the day of completion of a unit of competence or qualification. If it is not possible to give the certificate to the student on the day of completion of the course, CTS will post the certificate to the student within 7 calendar days of completion of the course.

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 for a Statement of Attainment or wallet card to be re-issued, this will incur a small fee.

CTS maintain a learning environment that supports the success of students. We have the capacity to deliver the nominated unit of competency/qualification(s), provide adequate facilities and use appropriate training, assessment methods and materials. CTS ensure that the following are the minimum elements of our Code of Practice.

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**.

CTS will maintain high standards in the provision of vocational education and training. CTS have policies and procedures in place to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of students and clients.

Legislation

12th July 2017 Government announced the development of a modernised WHS bill for WA which will be based on the national work health and safety act. This will replace OH&S Act 1984, Mines Safety & Inspection Act 1994 and Petroleum & Geo Safety Levy Act 2011. Presently there are several laws and types of legislation that govern occupational safety and health in Western Australia. The Act, Regulations, Australian Standards, Code of Practice and Industry Standards. At present there are several laws and types of legislation that govern occupational safety and health in Western Australia.

The Act, Regulations, Australian Standards, Code of Practice and Industry Standards.

The interpretation of the Act, Regulations, Standards and Code of Practice requires the understanding of the following terminology;

Shall	Must have, a mandatory requirement
Should	A recommendation
Practicable	Will often involve having regard to the severity of the hazard or risk in question, the state of knowledge about the hazard or risk and any ways of removing or mitigating that hazard or risk the availability and suitability of ways to remove or mitigate that hazard or risk, and the cost of removing or mitigating that hazard or risk.
Competent Person	A person who has acquired, through training, qualification or experience or a combination of those things, the knowledge and skills required to do that thing competently.

The Act

The *Occupational Safety and Health Act 1984* imposes a general duty of care to:

- Promote and secure the safety and health of people at work;
- Protect people at work from hazards;
- Assist in securing a safe and hygienic working environment;
- Eliminate, reduce and control hazards;
- Encourage co-operation and consultation between employers and employees;
- Provide for the formulation of policies and for the coordination of the administration of laws relating to occupational safety and health; and
- Promote education and awareness of occupational safety and health.

Duty of Care

Employers are responsible for:

- As far as practicable, provide a work environment in which employees are not exposed to hazards or risks;
- Provide a safe system of work;
- Provide information, instruction, training and supervision;
- Consultation and co-operation on all OH&S matters;
- Provide employees with suitable personal protection equipment (PPE)

Employees are responsible for:

- Ensuring their own health and safety in the workplace;
- Avoid adversely affecting the health and safety of others in the workplace;
- Undertake work as trained, instructed and supervised
- Wear PPE provided

Regulations

Occupational Safety and Health Regulations 1996

The Regulations set minimum requirements for specific hazards, work and administrative practices in relation to work safety and health. If there is a regulation about a risk, you must comply with the regulation.

The regulations specify documents which must be made available to employees at the workplace, including copies of the Act, regulations, relevant Australian Standards, Australian/New Zealand Standards, NOHSC standards and relevant codes of practice and guidance notes issued under the Act.

Australian Standards

Australian Standards are developed by an independent organisation called Standards Australia. It publishes voluntary technical and commercial standards which are sometimes adopted by occupational safety and health regulations.

Once a Standard, or part of a standard, is referred to in a regulation, they are no longer voluntary and the Standard or relevant part of the Standard must be complied with.

Quality Management Focus

Management systems foster and respond to effective learner, client and industry engagement. The quality of teaching and learning is maintained through rigorous selection of trainers and assessors and improved through ongoing professional development. CTS make every reasonable attempt to identify and manage operational and compliance risks and opportunities for improvement. CTS are committed to maintenance and ongoing improvement of learning and assessment facilities and resources.

Marketing and Advertising

CTS will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to students and clients will have no false or misleading comparisons with other providers or courses. CTS's marketing strategies will not contravene legislation.

Student Services, Welfare and Guidance

CTS uses quality management practices and provides adequate protection for health, safety and welfare to ensure effective student services.

Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request.

CTS have student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

CTS inform students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

CTS's quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of CTS's expertise or control, CTS will make every attempt to refer the student to the relevant agency or expert.

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 counsellors. 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.

Training and Assessment Standards

CTS's Trainers and Assessors have the relevant vocational competencies at least to the level being delivered; all hold their Certificate IV in Training and Assessing TAA/TAE and continue to develop their knowledge and skills through professional development workshops. Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessments including RPL are sufficient, valid, authentic, and current. Assessments meet the requirements of the relevant training package or accredited course and are systematically validated.

CTS collect analyses and acts on relevant data for continuous improvement.

Assessment Procedure

The assessment procedure is outlined in each Course 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. Apart from the knowledge assessment, performance assessment and with some courses the calculation assessment; students may be assessed by two or more of the following methods:

- **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 in order 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 assessment methodology before training commences.

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

In the event of a complaint students should:

- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the Manager;
- seek arbitration by a third party acceptable to all parties to the complaint

If the complaint is still unresolved, CTS will advise students of external organisations to which they can appeal.

Appeals

CTS seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any internal grievances or appeals regarding assessment or otherwise will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Manager, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of training commencement. All records of any appeals are kept on file and documented in the appeals register.

Appeals Procedure:

- Notify trainer within 21 days.
 - Trainer and/or Manager provide a written statement of outcome within a further 21 days.
 - Seek reassessment or arbitration by a 3rd party/panel acceptable to all parties to the appeal.
 - If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, e.g. Consumer Affairs or relevant Government Departments that may be able to assist.
- Students may also seek legal redress through the usual court processes if they feel unsatisfied.

Discipline Policy

Students at all times 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.

This policy has been introduced to protect the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. CTS increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Staff Responsibilities for Access and Equity

All staff understands their roles and responsibilities in creating such a workplace and learning environment free from all forms of harassment and discrimination. Managers, office and teaching staff informed of any harassment or discrimination have a responsibility to take immediate and appropriate action to address it.

In dealing with complaints, the rights of all individuals will be respected and confidentiality maintained.

Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to ongoing relationships.

Both the person making the complaint, and the person against whom the complaint is made, will receive information, support and assistance in resolving the issue.

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

Recognised Prior Learning (RPL)

For all courses, you may apply for Recognition of Prior Learning, this involves successful completion of a both a written and practical assessment without attending the theory sessions.

For High Risk Work Licences, we can provide an assessment only pathway for a wide range of plant and equipment and High Risk Work Licences. You must provide documentation to support your application. You will need to successfully complete both the theory and practical assessments for each class of licence and you may also need to complete the assessments for any pre-requisite licences.

If you hold a unit of competency, you are able to attend a Verification of Competency (VOC) session to complete both the written and practical assessments without attending the theory sessions.

A fee is charged for each assessment. Please contact our friendly staff for further information about fees and advice.

CTS staff will provide adequate information and support to enable students to gather reliable evidence to support their application for recognition of competencies currently held, regardless of how, when or where the learning occurred.

Information on all fees associated with the RPL will be made available to students including the refund policy.

Evidence for credit of prior learning may include:

- evidence of current competence;
- performance, demonstration, or skills test;
- workplace or other pertinent observation;
- oral presentation;
- portfolio, logbook, task book, projects or assignments;
- written presentation;
- interview;
- work history / log book, minimum 5 years current experience

If evidence is not sufficient, the applicant is allowed to provide further evidence before an assessment decision is made. Subject matter expert/s will be consulted if necessary.

Assessments are evaluated and managed by qualified assessors only.

The student will be notified of their results. Competency is recorded on the student's record if recognition is granted.

If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms.

Resources

Students have access to or provision of necessary facilities/equipment and materials required to provide the training and assessment services within its scope of registration. We have sufficient room to accommodate student numbers with air-conditioned/heated rooms, lunch room with tea, coffee and biscuits provided, there is a lunch bar close by (within 300 meters) from the Cockburn Central training centre, we also have a food van come past 2 x daily.

Resources are carefully maintained and upgraded when necessary. CTS ensure that with all training done on site the appropriate resources are available to meet the course requirements.

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.

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. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Privacy Policy

CTS comply with the Privacy Act 2001. Information collected on students is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the student /client.

Students/Clients can request a copy of the information held about them by a written request to the Manager.

Security of personal information

Staff will, at all times, ensure student information remains confidential. CTS take all reasonable steps to protect the personal information of students by:

- securing all student records in the student database;
- only providing staff with access to personal information;
- destroying information after the required retention period;
- ensuring computer security at all times by the use of firewalls and up to date anti-virus software;
- access to student records is password protected;
- audits of the computer systems;
- not releasing information to third parties without prior written authorisation;

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them. If the information is incorrect, they have the right to require CTS to amend the information.

To access this information students are required to contact the Manager and complete a request for access form. The Manager must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Manager as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

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 work place 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 green but bins are provided.

Smoke Breaks

Smoking is allowed during a reasonable amount 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 131848

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 located in each class room and information board in the kitchen

THE INFORMATION IN THIS DOCUMENT MAY CHANGE WITHOUT NOTICE

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