



STUDENT HANDBOOK

2022

Welcome to CSI

Construction Employment Training and Welfare Limited as Trustee for Creative Safety Initiatives Trust RTO ID: 88216 (CSI) is a Registered Training Organisation (RTO) established with the aim of providing the ACT Building and Construction Industry with training and assessment to increase productivity, safety and standards.

The CSI team is proud to welcome you to our training and assessment programs. We have in place an ideal learning environment and the quality of your experience with us will largely depend on your motivation and commitment.

Our team of trainers are fully qualified and experienced in the delivery of training and assessment for the ACT Building and Construction Industry and Work Health and Safety and will provide you with a variety of experiences and challenges that will enhance your employment opportunities.

At CSI, during your training you will have certain rights and responsibilities, most of which are covered in this Handbook. However, if you have any questions which are not covered in this Handbook you are always welcome to ask us for further information.

We trust that you will find the time we share challenging, rewarding and fun.

The Management Team

CSI

Contacts

Support and advice can be accessed by students by contacting us in person, via email or phone. Advice and information about anything from enrolments, student handbooks, or available courses will be happily provided.

CSI Contact Details

Head office

Unit 7-10, 8 Cape Street

(PO Box 361)

Dickson ACT 2602

Training Room Location

Level 2, Quality Hotel Dickson

Dickson ACT 2602

Ph: 02-6230 1320

Fax: 02-6230 1381

Email: info@csisafety.com.au

Web: www.csisafety.com.au

Facilities

Training Room facilities include, access to tea, coffee, lunchroom and restrooms.

Modern, well-equipped air-conditioned training rooms will provide students with an environment conducive to learning and developing the skills and knowledge required to achieve successful outcomes.

Student's Rights & Responsibilities

Students' Rights

CSI recognises that students have the right to:

Expect CSI to provide training of a high quality that recognises and appreciates their individual learning styles and needs;

Have access to all CSI's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;

Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;

Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;

Appeal for a review of the results of an assessment as per complaints and appeals policy

Raise a complaint as per complaints and appeals policy

Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;

Learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;

Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;

Be treated with dignity and fairness;

Expect that CSI will be ethical and open in their dealings, their communications and their advertising;

Expect that CSI will observe their duty of care to them;

Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc;

Privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

Understanding and accepting the enrolment conditions for the courses they undertake;

Providing accurate information about themselves at the time of enrolment, and to advise the RTO of any personal information changes, including to their address or phone numbers within seven days;

Paying of all fees and charges associated with their course;

Signing in using the CBR check in app;

Abiding by any dress code stipulated by CSI;

Not cheating or plagiarising in course work / assessments submitted for assessment;

Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;

Must attend the required class on the day its booked in to attend;

Ensuring they attend classes sober and drug free, and smoke in designated areas;

The security of their personal possessions while attending a course;

Promptly reporting all incidents of harassment or injury to the CEO;

Respecting the RTO's property and observing policy guidelines and instructions for the use of equipment;

Seeking clarification of their rights and responsibilities when in doubt;

Asking for assistance and / or support when needed.

Trainers' Responsibilities:

All Trainers employed by CSI must ensure that:

The qualifications they hold are current and relevant to the modules which they teach.

Any information passed on to students is accurate.

That any advice given is done so consistent with the RTO Standards, and our own Code of Practice.

All student attendance is recorded accurately as per the class roll provided for each training date that the unit is delivered.

All absences are recorded for each session.

Attendance and absence information is passed to the office staff in a timely manner.

Classes are held as scheduled by CSI and any changes are to be reported immediately to ensure continued compliance.

CSI Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.

No changes in classroom allocation are made outside those authorised by the manager.

Trainers who successfully complete additional qualifications advise CSI of such and provide certified copies of the qualification and transcript.

Access and Equity

Access and Equity policies are incorporated into operational procedures. The RTO prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background

- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

The RTO encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people.

Training Guarantee

The RTO guarantees once you have commenced your course, training / assessment will be provided to allow you to complete the course.

Training that meets your needs

The RTO is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If at any point throughout your course you require any assistance or support, please discuss these needs with the RTO staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only used to support you.

Emergency Procedures

Should in the event of an emergency please ensure you are calm, listen and react to the instructions of the trainer. If you are required to evacuate please ensure you remain calm and walk during the process.

Should there be an event where you are required for call emergency services please call 000

Cooling off period

CSI allow a two (2) day cooling off period immediately after the completion of your initial skills assessment allow you to confirm your decision to enrol and complete your training

Student Records

CSI is committed to providing you with accurate and current records of your participation and progress. If at any point you wish to view your student file or discuss your progress in the course, please arrange at time with your trainer or the CEO and they will be more the willing to help you.

ACT Building & Construction Industry Training Fund Authority Rebate

The ACT Building and Construction Industry Training Fund Authority (TFA) is the statutory body responsible for providing funding for the training of eligible workers in the ACT Building and Construction Industry.

A worker eligible for fund if he/she:

Works for a company or organization that is substantially (at least 80%) engaged in carrying out work described in the Schedule of Work in the Act, within the ACT;

Undertakes training that meets all the requirements outlined in approved RTOs/courses; OR

does not meet standard eligibility requirements, but may have special circumstances that are deemed acceptable by the TFA. Please phone the CSI Office on 02 6230 1320 to discuss potential funding

Fee for Service

The cost of training students not eligible for ACT Building and Construction Industry Training Fund authority rebate is to be met by the employer/student.

Additional Fees and Charges

In addition to the enrolment and course fees, students may be required to pay:

Reissuing of Statement of Attainment	\$25.00 per qualification
Re-enrolment	Full Course Cost Fee

Fees, Rebooking and Refund Policy

Purpose

The following information will be provided to students about the RTO's Fees and Refund Policy. Fees are payable on all courses.

Policy

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card, eftpos card, cash or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost for units of competency or accredited courses.

All students are liable for the financial commitment to the RTO.

Procedure

The RTO:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

Withdrawal, Rebooking and Refunds

If you withdraw from a course at least 2 calendar days prior to the commencement date, you will receive a full refund.

Should you withdraw within 2 calendar days of course commencement you will be liable for 100% of the course cost.

Should you withdraw from the course once commenced, you will forfeit all monies paid and be liable for the full course cost.

Should a student wish to change course date again, they must give at least 2 calendar days prior to the commencement date of the original training course. Students have 1 opportunity to change to another date. Should the student wish to change a course date again, they must forfeit all fees and undergo a full re-registration into a new course and paying the fees again.

Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500. The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the CEO of the RTO. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case by case basis. Refunds will only be refunded to the person who entered into the contract with the RTO and will not be provided to a third party. All refunds are paid electronically, no refunds will be in cash. Agreeing to the refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Academic Misconduct and Plagiarism

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the internet and in software) without acknowledging the source;

Paraphrasing someone else's words without acknowledging the source;

Using facts and information derived from a source without acknowledging the source;

Using ideas directly derived from an identifiable author without acknowledging the source;

Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);

Using the work of other members of a group project without acknowledging who contributed the work;

Copying from another student's and / or their work;

Submitting someone else's work as their own;

Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;

Taking statistics from another source and using them in a new table or figure without acknowledgement;

Buying an essay from the internet or another student and submitting it as their own work;

Making up fake quotes or sources.

Procedure

The RTO seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file, the student will be given 1 more chance to continue the assessment.
2. If the behaviour continues the trainer will ask for the student to leave the class and the student will not be allowed to reattempt the assessment or undertake the class again.
 - a. Details of the situation will be recorded on the assessment
 - b. The trainer will advise the Operations Manager and administration team of the situation.
3. Due to the structure of the assessments, CSI are unable to provide an additional assessment for the students to undertake.

Competency Based-Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by CSI will observe the following directives as required by the Standards for Training Organisations (STROs) 2015.

Competency Based Assessment - Assessment must take place within a competency based assessment system within established procedures as defined in the standards;

Validity - Assessment methods will be valid, that is, they will assess what they claim to assess;

Reliability - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context;

Fairness - Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:

- be equitable, culturally and linguistically appropriate;
- involve procedures in which criteria for judging performance are made clear to all participants;
- employ a participatory approach;

- provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- Flexibility - Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment;

Recognition of Prior Learning - Individuals seeking RPL will need to advise CSI they wish to complete an RPL prior to booking into the course they wish to obtain a RPL for.

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, number of assessments and types of assessments.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Re-assessment is available on appeal. See further details in the appeal process section.

Assessment Methods

Three methods of assessment will be conducted for each competency. Some of the methods are:

Observation: where the student will be observed performing a series of tasks a number of times to determine their competency.

Verbal question and answers: when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.

Written assessment: In this instance the student will be given the opportunity to demonstrate their competency through written reports etc.

Other methods include case studies, projects, essays etc.

All assessment tasks must consider any language and literacy issues or cultural issues related to the task (where appropriate).

Many Units of Competency can't have the assessment changed as it is against the rules of the training package.

Once satisfaction is achieved in all the performance criteria for a unit, candidate will be marked C for Competent; if not they will be marked NYC for Not Yet Competent. Students concerned about their results should refer to CSI's Appeal Procedure Policy.

Requirements

All participants must be wearing suitable covered clothing and suitable footwear.

Covid-19 (Coronavirus)

During COVID-19 (Coronavirus) lockdown periods, this course will be delivered using an online platform of teaching (Zoom) and communication while students engage from home with the trainer. Students must have access to a computer at all times.

Feedback to students

Trainers will provide feedback to the students on their performance. The feedback may include one or more of the following:

A mark on their assessment

Oral feedback on their overall performance

If the students are not satisfied with the feedback given on their work, they can discuss their work with the trainer individually.

Appealing against assessment results

Any student who believes that the mark awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the Complaints and Appeals policy.

Reasonable adjustments

From time to time, CSI will encounter students with particular needs and will make all reasonable adjustments to ensure that the participant is able to equitably participate in the training and have equal opportunity to complete the training. Please note that the assessment tools cannot be changed to accommodate reasonable adjustments

To this end, CSI may customise certain aspects of training and assessment to permit equity. Examples of how this could be done include:

A person with diminished eyesight may be provided with handouts and learning materials printed in a larger font.

A person attending class with an identified hearing impairment may be taught in a one on one environment in a quieter environment than a normal classroom setting.

It is not possible to accurately document all contingencies without first knowing all variables. This of course cannot be done. CSI has given a commitment to ensure equity in training and will honour that commitment where it is reasonable as determined by the respective trainer.

Certification

To comply with the relevant state legislation and Standards for Registered Training Organisations 2015, the RTO will certify a student by issuing the appropriate certification documentation once the student has completed all requirements of the course they are enrolled into, have been assessed as competent and payments have been made.

AQF certification documentation will be issued to a student within 30 calendar days of the student being assessed as competent and meeting all the requirements of the course the student is enrolled in, and providing all agreed fees the student owes to the RTO have been paid.

Assessment Re-Sit Procedure

CSI will allow two attempts on an assessment. Thirds attempts will not be given. The student will need to re-enrol in the course, pay and complete the whole course. There will be no charge to attempt the assessment for the second time.

Complaints and Appeals Policy V6

Purpose

This policy and procedure is to provide clear and practical guidelines to ensure that complaints and appeals lodged with the RTO can be resolved, equitably and efficiently, in accordance with the principles of natural justice. The Complaints and Appeals Policy is there to manage and respond to allegations involving the conduct of the RTO, its trainers, assessors or other staff, a third party providing services on the RTO's behalf, its trainers, assessors or other staff or student of the RTO.

Definitions

Complaint: Include, but are not restricted to, matters of concern to discrimination; and sexual harassment or the way the person feels as though they are being treated differently and inappropriately

Appeal: to dispute an academic result

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias;
- All parties have the right to be heard;
- The respondent has a right to know of what s/he is accused;
- All parties are told the decision and the reasons for the decision.

Policy

The RTO acknowledges that a student or a member of the public, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The person has the right to present the complaint or appeal formally as well as in writing.

The RTO will manage all complaints and appeals fairly, equitably and as efficiently as possible.

The RTO will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, the RTO acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person. Cost of the third party to provide mediation will be at the expense of the party who wishes to engage the third party.

Confidentiality will be maintained throughout the process of making and resolving complaints. The RTO seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

A copy of this Policy is available to all students and staff via the RTO, is also available in the Student Handbook and www.csisafety.com.au under the “for Students” TAB.

Where complaints or appeals have been received, RTOs must securely keep evidence of how the matter was dealt with and the outcome (including the timeframes). The RTO will use this information received via any complaint to review the RTO’s processes and practices to ensure the issue doesn’t happen again.

Procedure

Should a complaint or appeal be lodged, the following steps are to be followed:

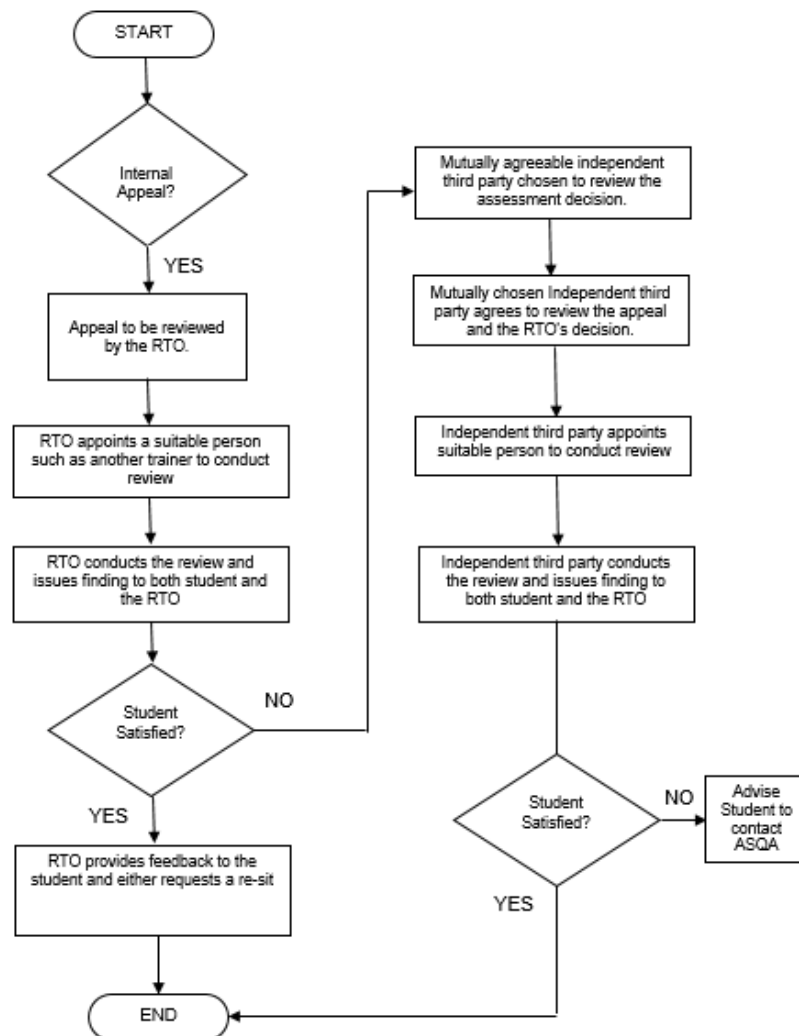
1. If appropriate and possible, the issue should discuss with the person involved to try and resolve it verbally.
2. If no resolution is reached the complainant should discuss the issue with their trainer/supervisor/manager to see if it can be resolved.
3. If still no resolution can be reached, or the issue is not related to a fellow student or a trainer, the student must put the following information relating to the complaint or appeal in writing using the Complaints or Appeals Form. For a copy of the Complaint or Appeals form please contact the Creative Safety Initiatives office or it can be located at www.csisafety.com.au under the "For Students" TAB. The student can attention the letter to Complaints and Appeals- Creative Safety Initiatives- Po Box 361 Dickson ACT 2602.
4. The CEO will be notified of the complaint or appeal.
5. If appropriate, the person making the complaint should bring the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
 - a. If the person making the complaint is not a student but a member of the public, then the complaint will be dealt with by a member of the senior staff.

This process must commence within 48 hours from the time of receiving the complaint in writing. A response / acknowledgment must be presented within 20 days.

The senior staff member must review the complaint and arrange a time for all parties to formally present their side / version of events. This should be arranged at separate times, ensuring neither party faces prejudice or fear of reprisal or victimisation.
6. Once all parties have had a chance to present their information, the senior member of staff will provide a written response to all parties confirming the outcome of the complaint within the 20 day period.
7. Should the issue still not be resolved to the satisfaction of the person making the complaint there is an option to introduce a third party. All parties will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 20 days. Cost of the third party to provide meditation will be at the expense of the party who wishes to engage the third party.
8. If any party is still not happy with external mediation, they may take their complaint to the Australian Skills Quality Authority (ASQA- <https://www.asqa.gov.au/complaints>) or other relevant body
9. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.
10. All documentation relating to complaints or appeals should be securely archived for audit purposes and registered in the Complaints Register. Documentation regarding Complaints or appeals are to be filed in the RTO compliance drive.

Flowchart of Assessment Appeals Procedure

When a student lodges an assessment appeal, the student is informed of the following procedure. The student may choose to have the appeal heard under either the internal or external process.



Changes to Agreed Services

To ensure that Creative Safety Initiatives complies with the requirements of the Standards for Registered Training Organisations 2015 to notify learners immediately if any changes will apply to the agreed training and assessment services that they are enrolled in.

Policy

Creative Safety Initiatives will endeavour at all times to provide the training and assessment services as per each enrolment received by their learners.

Creative Safety Initiatives will notify all learners when any change occurs that may affect the services that Creative Safety Initiatives are providing them. This may include:

A change in ownership of Creative Safety Initiatives

Any changes to the delivery services to learners of Creative Safety Initiatives.

Any changes to the training and assessment personnel provided by Creative Safety Initiatives.

If any changes to agreed services occur, the learner will be assisted in every way possible to ensure that their training and assessment continues with minimal interruptions.

Change of Name/Address/Telephone Number

Upon change of name, address or telephone number, you are required to notify the RTO with the relevant information. The change must be advised in writing stating the previous address, the new address.

No responsibility will be accepted by the RTO for failure to follow the above procedure.

Medical Certificates

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the trainer. Sick certificates will not be accepted from a pharmacist

Privacy Notice

Privacy Statement

CSI will at all times comply with the 13 Australian Privacy Principles as well as the Australian Privacy Principles guidelines (APP guidelines) under s 28(1) of the Privacy Act 1988 when handling personal information.

1. *Open and transparent management of personal information:* CSI will document how we manage personal information and when requested, and will make it available to the person to whom it legally relates.

2. *Anonymity and pseudonymity*: Wherever applicable or relevant, CSI will provide the opportunity for students to interact with the RTO without identifying yourself.
3. *Collection of solicited personal information*: CSI will collect only the information necessary to perform its functions in a lawful and fair way. The Student will be told the purposes for which the information is collected.
4. *Dealing with unsolicited personal information*: CSI will deal appropriately with the receipt of any unsolicited personal information at all times.
5. *Notification of the collection of personal information*: CSI will notify the students of the collection of any personal information, and the circumstances surrounding such collection.
6. *Use or disclosure of personal information*: Personal information will not be used or disclosed for a secondary purpose unless you have consented or a prescribed exception applies.
7. *Direct marketing*: Any personal information we hold, will not be used or disclosed for the purpose of direct marketing, unless prescribed exceptions apply.
8. *Cross-border disclosure of personal information*: Your privacy protections apply to the transfer of personal information out of Australia.
9. *Adoption, use or disclosure of government related identifiers*: Government related identifiers (e.g. Medicare numbers, tax file number and Unique Student Identifiers) will only be used for the purposes for which they were issued. CSI will not assign these unique identifiers, except where it is necessary to carry out its functions and except as permitted by law.
10. *Quality of personal information*: CSI will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date.
11. *Security of personal information*: CSI will take all reasonable steps to protect the personal information it holds from misuse, interference, loss and from unauthorised access, modification or disclosure.
12. *Access to personal information*: Any student will be given access to any personal information held, except to the extent that prescribed exceptions apply.
13. *Correction of personal information*: CSI will take all reasonable steps to correct any information that is deemed inaccurate, out of date, incomplete, irrelevant or misleading.

For more information visit the <http://www.oaic.gov.au/>

Privacy Notice

Under the *Data Provision Requirements 2012*, **CSI** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by **CSI** for statistical, administrative, regulatory and research purposes. **CSI** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Student Training Records

Student results will be archived for a period of not less than 30 years.

Security of information

Information security at CSI seeks to protect our networks and infrastructure from unauthorised access and to safeguard information confidentiality and integrity. Students are advised to read in full both the Security of Information Policy, and the Privacy Policy, to ascertain how they are impacted by the elements of each policy in relation to security of information. Each of these policies are able to be accessed at our organisation itself.

Recognition of Prior Learning and Credit Transfer

CSI will offer, where requested, an RPL process for students as part of the initial information on the booking forms. Students will be required to complete an RPL kit and provide additional evidence. Costing for an RPL is \$1000 per unit.

Transitioning of superseded AQF unit of competencies, skills sets or VET Courses.

Where a training product is superseded by replacement version, all students must finish their course within 12 months. CSI has single units of competency or accredited courses that are 1 day. Students will not be able to undertake the new course until it is on our scope of registration.

Student code of conduct policy

CSI maintains a strict code of conduct for all students and requires appropriate standards of behaviour at all times. The following procedures are in place to enforce appropriate student behaviour.

Where behaviour is deemed to be improper or inappropriate as outlined below, the organisation may take action in accordance with the Student Disciplinary Policy.

Improper or inappropriate behaviour includes but is not restricted to:

Being on CSI premises and consuming or having consumed excessive amounts of alcohol;

Persistent disruptive behaviour;

Verbally abusive or hostile behaviour affecting fellow students or staff;

Smoking or the use of prohibited or illegal substances in classes or on CSI premises;

Deliberate misuse of CSI equipment or materials;

Behaviour of a discriminatory nature;

Carriage, use of or being in possession of a prescribed or regulated weapon or dangerous article on CSI premises;

Physical assault on a member of the staff, other students or members of the public or behaviour which is perceived to be threatening;

Theft from staff or students at CSI;

Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;

Arson of CSI property;

Wilful or malicious damage to CSI property or equipment;

Misconduct of a criminal nature will be reported to the appropriate authority.

Use of Communication and Information Devices

Use of any electronic device such as mobile phones, iPods, MP3 players, cameras, tablets or ipads in classrooms is not permitted.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Procedure

CSI seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

Initially, the trainer will discuss the behaviour in question with the student and add a note to the students file.

If the behaviour continues to be unacceptable the trainer arranges a meeting with the CEO, or their delegate to discuss the issue.

Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.

The CEO, or their delegate, counsels the student on possible consequences of breaching the Student Code of Conduct.

If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by the CEO, or their delegate.

Further disciplinary problems will be addressed by the CEO, or their delegate, in consultation with the trainer.

An official warning letter may be issued by the CEO, or their delegate.

NOTE: CSI reserves the right to expel students immediately depending upon the seriousness of the misconduct.

Work Health and Safety Procedures

CSI realises its responsibilities to Students to ensure a safe and healthy academic and working environment. CSI operates according to appropriate Work Health and Safety standards and procedures. First aid kits are located in the front office of CSI. There is an additional first aid Kit upon the entrance to the upstairs training rooms at the Quality hotel. There is a sign to ensure it is clearly visible.

Student Support

CSI is committed to offering equal opportunity learning to all students. Please inform CSI of any special literacy, numeracy or language needs that you may need assistance with.

Where CSI identifies required support, such as literacy or numeracy, English or other language barriers or physical capabilities, and it cannot provide such support directly, it will refer the student

to a third party (any costs associated with a third party they are to be incurred by the participant, not the RTO).

If CSI is not capable of offering an environment suitable for the needs of a student with specific identified needs, it will inform them accordingly and may direct the student to a provider that can, and thus will not process their booking.

Legislation in relation to your study

As a student at the RTO you are required to know about your rights and responsibility in relation to various Act and Regulations that may impact on your study.

There are certain bits of legislation that you need to make yourself aware of during your course. These are (but not limited to):

- Commonwealth Legislation:
- National Vocational Education and Training Regulator Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the internet at www.austlii.edu.au.

Please note support cannot be given during the delivery of CPCCWHS1001A Prepare to Work Safely in the Construction Industry. English will forever be the language for delivery of the Training, CPCCWHS1001A is an in-depth course which requires participants to be able to demonstrate a sight and sound level of English comprehension of the material delivered.

USI Information

Construction Employment Training and Welfare Limited as Trustee for Creative Safety Initiatives Trust submits data annually.

What is a USI?

The USI is a reference number made up of ten numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with.
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create
- Stays with you for life

Who needs a USI and why?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

If you are an international student studying offshore and do not intend on coming to Australia to do your study you do not need a USI. However, if you are an Australia expat or resident student studying offshore with an Australian Training Organisation, you will need a USI.

If you are an international student who will be studying in Australia, you will require a USI. All international Students in Australia will have been issued with an Australia Visa. Once you arrive in Australia your VISA will be activated and you will be able to apply for a USI.

How do I create a Unique Student Identifier (USI)

To create a USI please use this link <https://www.usi.gov.au/students/create-usi>

What if I have forgotten my Unique Student Identifier (USI)?

To find for USI please use this link <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi>

For further information regarding USI's please visit <https://www.usi.gov.au/students> or <https://www.usi.gov.au>