



Learner Handbook

CIVIL TRAIN

The Training Division of the CCF RTO 45621



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WELCOME

For over 50 years, the Civil Contractors Federation SA (CCF SA) has been the not-for-profit peak industry body, representing, promoting, and connecting the civil construction industry in South Australia.

The Civil Contractors Federation SA's head office is located at 1 South Road Thebarton, South Australian. Our Registered Training Organisation (RTO), Civil Train (RTO 45621), operates in South Australia, the Northern Territory and Western Australia and is one of the largest, private training providers for the civil construction and related industries.

Our RTO has revolutionised the training and learning experiences of those entering or already employed in civil construction and related industries delivering structured, nationally accredited qualifications to meet workforce development needs. We also deliver over twenty accredited and non-accredited short courses, delivered by qualified training professionals who are experienced and passionate in their fields of expertise.

Thank you for choosing Civil Train as your training provider to assist you in gaining the skills and knowledge necessary to make a positive contribution to the civil construction or related industries.

This Learner Handbook has been produced to help you navigate through your training experience. It includes general information, guidelines, and policies and procedures that you should be mindful of and keep at hand. However, we always recommend accessing these via our website to ensure you are reviewing the most up to date version. You will be asked to confirm you have read and agree to these documents at the end of this handbook.

We wish you an enjoyable and rewarding experience with Civil Train and should you have any questions please do not hesitate to contact our support staff.



Rebecca Pickering
Chief Executive Officer
January 2024



QUALITY

The CCF SA (and Civil Train) is governed by a Board of voluntary Directors from the civil construction industry. Current Board Members are published on the CCF SA website www.ccf-sa.com.au

Civil Train aims to retain and expand its client base by providing customers with continually improving training products and services related to their needs. It also aims to provide a complete range of training services achieved through the continuous pursuit of quality, innovation, and commitment to our clients.

The quality of the training products and services offered by Civil Train is the concern of all persons within the organisation. Civil Train consistently analyses and documents its performance and is committed to developing its policies, procedures, and practices in accordance with the compliance requirements of the Australian Skills Quality Authority (ASQA) and the pursuit of excellence through:

- Focusing on satisfying and exceeding the expectations of clients in the delivery of training and assessment products and services.
- Having procedures and practices that are used and understood by all staff.
- Providing trainers opportunities for currency within the industry to ensure quality of performance.
- Involving staff in continuous improvement practices and methods.
- Encouraging all stakeholders to provide input to the continuous improvement and quality program.

The CCF SA's Registered Training Organisation (RTO 45621) operates under the trading names of:

- Civil Train SA
- Civil Train WA
- Civil Train NT
- Train SA
- Mining Train

Code of Practice

Civil Train's Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Civil Train, an ASQA Registered Training Organisation.

For the purposes of this Code 'learner' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of an education and training service.

1. Provision of training and assessment services

1.1 Civil Train will conduct an appropriate diagnostic assessment relevant to the qualification the learner would undertake to ensure that the learner has the greatest opportunity to successfully complete their qualification.

1.2 Where an applicant learner does not meet the requirements of the assessment and Civil Train is unable to provide the learning support required, Civil Train will assist the learner to access a quality and appropriate provider.

1.3 Civil Train has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of learners and/or clients.

1.4 Civil Train maintains a learning environment that is conducive to the success of learners.

1.5 Civil Train has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of learners.

2. Issuance of qualifications

Civil Train issues qualifications and statements of attainment to learners who meet the required outcomes of a qualification or unit of competency, in accordance with the VET Quality Framework.

2.1 Revocation of Certificates

Civil Train may require the return of a certificate, a record of results or a statement of attainment in the following circumstances:

- In cases where alleged fraud or dishonesty has been substantiated: the CEO may revoke the qualification and require the return of the qualification, the record of results or the statement of attainment (whichever applies) if shown to the manager that the qualification was improperly obtained.
- When a request for replacement of an original Civil Train, record of results or statement of attainment is submitted: in cases where a Civil Train graduate makes an application for a replacement certificate due to damage or legal name change, the graduate is required to return the original documentation prior to the replacement documentation being issued.
- Due to an error: that is, where the Civil Train, record of results or statement of attainment was presented incorrectly or contained incorrect details, Civil Train will request the documentation be returned or destroyed and a new statement will be provided.

3. Recognition of qualifications issued by other RTOs

3.1. Civil Train recognises the AQF qualifications and Statements of Attainment issued by other RTOs.

3.2 Mutual recognition obligations are reflected in Civil Train's policies and procedures and information to staff and clients.

4. Marketing of Training and Assessment Services

4.1. Civil Train markets and advertises its products and services in an ethical manner.

4.2. Civil Train gains written permission from a learner or client before using information about that individual or organisation in any marketing materials.

4.3. Civil Train accurately represents recognised training products and services to prospective learners and clients.

4.4. Civil Train ensures learners and clients are provided with full details of conditions in any contract arrangements with the organisation.

4.5. No false or misleading comparisons are drawn with any other training organisation or qualification.

5. Financial Standards

5.1 Civil Train has measures to ensure that learners and clients receive a refund of fees for services not provided.

5.2 Civil Train has a Fees and Refunds Policy that is fair and equitable, and this policy is made available to all learners and clients prior to enrolment.

5.3 Civil Train ensures that the contractual and financial relationship between the learner/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the learner/client.

5.4 Documentation includes: the rights and responsibilities of learners, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on learners or clients.

6. Provision of Information

6.1. Civil Train supplies accurate, relevant, and up-to-date information to prospective learners and clients.

6.2. Civil Train supplies this information to learners and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

7. Recruitment

7.1. Civil Train conducts recruitment of learners at all times in an ethical and responsible manner.

7.2. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

7.3. Civil Train ensures that the educational background of intending learners is assessed by suitably qualified staff and provides for the training of such staff, as appropriate.

8. Support Services

Civil Train provides adequate protection for the health, safety, and welfare of learners and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic mentoring and referral to appropriately qualified personal counselling providers.

9. Complaints & Appeal Mechanism

Civil Train ensures that learners and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for learners to appeal against decisions which affect the learners' progress. Every effort is made by Civil Train to resolve a learner/client's complaint or appeal.

For this purpose, Civil Train has a Complaints and Appeals Policy. In addition, the complaints

and appeals mechanism are made known to learners at the time of enrolment.

Where a complaint cannot be resolved internally, Civil Train advises learners and clients of the appropriate body where they can seek further assistance.

10. Record Keeping

Civil Train keeps complete and accurate records of the attendance and progress of learners, as well as financial records that reflect all payments and charges and the balance due and provides copies of these records to learners on request. Learner and client records are managed in accordance with privacy legislation.

11. Quality Control

Civil Train seeks feedback from our learners and clients on their satisfaction with services they have received and seeks to improve its services in accordance with reasonable expectations.

Civil Train encourages and invites our apprentice employers and other industry experts' involvement as guest lecturers. Civil Train actively seeks and uses industry advice to inform training and assessment practices to ensure they are relevant for industry's needs.

Civil Train's Learning & Assessment Committee (LAC) oversees all learning and assessment activities and resources. Civil Train's Training Advisory Committee (TAC) comprises of industry representatives to reflect our scope to ensure relevance and currency of learning and assessment for our learners.

12. Children's Protection

If Civil Train engages with learners under 18 years and implements a policy and procedure that will ensure the requirements of the following acts are met; ensuring that only fit and proper people are employed in positions that have regular contact with children; enhancing the opportunity to develop a child safe environment.

Civil Train's staff recruitment process includes Criminal History Check, Working with Children Check (or State/Territory equivalent where required), and comprehensive reference checks. All staff who may encounter younger or vulnerable learners undertake Child Safe Environments training.

13. WHS/OHS

The Civil Contractor's Federation South Australia Ltd is committed to the mental and physical health and safety of our staff, our learners, our visitors, and others who work for us and with us. All Australian states and territories are subject to work health and safety laws under both Federal and State Acts and must be followed. Those who break the laws may be liable to prosecution.

We acknowledge our shared duties under the WHS/OHS Act who are committed to consulting, cooperating, and coordinating health and safety activities to achieve positive safety outcomes.

We are committed to implementing, maintaining, and continuously improving work health and safety in all our facilities and operations. We encourage all persons to regard accident prevention and safety as a collective and individual responsibility.

The Civil Contractor's Federation South Australia Ltd recognise its responsibility under the Workplace Health and Safety and related regulations. The CEO has responsibility for ensuring the health and safety of staff, students, contractors, and visitors. This includes:

1. provide and maintain safe plant, equipment, and systems of work.

2. provide, monitor, and maintain systems for safe use, handling, storage and transportation of plant, equipment, and substances.



14. Access & Equity

Civil Train is an equal opportunity employer and training provider. All people are treated equally and fairly, regardless of age, caring responsibilities, chosen gender, disability, marital or domestic partnership status, pregnancy, race, religious appearance, or dress (in work or study), sex, sexuality, spouse, or partner's identity.

All learners, staff and visitors at Civil Train are protected by the relevant Federal and State legislation, including the following:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- SA – Equal Opportunity Act 1984
- WA – Equal Opportunity Act 1984
- NT – Anti-Discrimination Act 1992

Civil Train's Access and Equity Officer is the Accountable Officer. If you believe you are experiencing bullying, harassment, or discrimination whilst at Civil Train please refer the matter, verbally initially to the Accountable Officer or other member of staff you feel most comfortable with. Please refer to Civil Train's

Access, Equity & Fairness Policy which can be found at www.civiltrain.com.au

The Accountable Officer is Matthew Blackborough, Executive Manager I Trainers, Delivery & Product.

15. Privacy

Civil Train is bound by the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles (APP) and therefore is obliged to keep your information private. We only collect information that relates to your training success and take all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification, or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Your personal details and all learner records may be made available to:

- Any Commonwealth government agency
- Any State government agencies and
- Civil Train administration and training staff

We ask you to confirm your authority to exchange information and for authority to use your image for media purposes on your enrolment form and Media/ Publicity consent form.

The Media/ Publicity consent form will be provided when photos are captured. Our admin support staff will provide you with copies if required. You can change your mind at any time, please notify us in writing if this is the case.

Please refer Civil Train's Privacy Policy at www.civiltrain.com.au

16. Accessing Your Personal File

You may access your personal file and request that updates be made to information that you feel is incorrect or out of date (there is a Change of Learner Details form in this Learner Handbook). To request to see your records you need to apply in writing and normally, access can be provided within 48 hours of request. Note that identification will be required to access personal file information and where copies of documents are requested a charge may apply (refer to the current Fee Schedule at www.civiltrain.com.au)

All records are technically owned by Civil Train.



TRAINING & ASSESSMENT

Scope

Civil Train offers a wide variety of 1–2-day short courses as well as a range of qualifications in Civil Construction. Some courses are designed for learners seeking to enter the civil construction industry and similar industries, whilst others may be more suitable for learners already working in these industries and wishing to upgrade their skills.

Each course identifies the requirements that learners must meet to enter and successfully complete the course. Please visit the webpage

www.civiltrain.com.au/short-courses/ to view all short courses on offer.

For some courses, Civil Train may partner with a third party to provide some services, such as marketing or training and assessment in specialist areas. This will be clearly noted in the course information, where relevant. For advice on the course appropriate for you please contact us at courses@ccfsa.com.au

Apprenticeships & Traineeships

CCF SA are pleased to announce that as of June 2019, civil construction apprenticeships can now be undertaken – both as a normal apprenticeship or as a flexible school-based apprenticeship for the RII30920 Certificate III in Civil Construction and RII30820 Certificate III in Civil Construction Plant Operations. This now means that civil construction has finally been officially recognised as a trade in the state of South Australia and Western Australia.

Traineeships are also on offer for RII20720 Certificate II in Civil Construction and RII40720 Certificate IV in Civil Construction.

For a list of the units of competencies on offer please visit

www.civiltrain.com.au/qualifications/

VET in Schools

Civil Train's VET in Schools programs are tailored for students from Year 7 to Year 12, our programs offer a unique opportunity to learn specific industry skills in civil construction while earning credit towards a nationally recognised qualification. You can also apply these credits towards your Certificate of Education.

To view programs available please visit www.civiltrain.com.au/vet-in-schools/

Recognition

Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) provides learners with an opportunity to have their current skills and competencies recognised. These skills and competencies may relate to units that they are about to commence and as a result may exempt them from studying these units. Please refer to the Fee Schedule available at www.civiltrain.com.au for costs related to obtaining RPL or RCC.

Credit Transfer

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the current course of study. It should be used when the learner is seeking credit for a course or unit that they have already completed. Please refer to the Fee Schedule available at www.civiltrain.com.au for costs related to obtaining Credit Transfer.

Please refer to Civil Train's Recognition and Credit Transfer policy at www.civiltrain.com.au

Training Locations

Civil Train operate in South Australia, Western Australia, and Northern Territory, and offer a live training site and access training site in South Australia to facilitate plant training, access machine training and other earthworks related to the units delivered. Civil Train also travel to client site locations to facilitate training which provides flexibility for both learners and their employers.

Civil Train house plant machine simulators at its Head office in SA. This provides learners access to a risk-free environment allowing learners to practice skills before heading to the live site, identify plant safety and practice hand-eye coordination. The simulators are often used for immersion programs for VET in schools and for Return to Work employees.



Simulator machine at head office in SA



Elevated Work Platform training at Regency, SA

Trainers and Assessors

All Civil Train Trainers and Assessors:

- ✓ Hold the vocational competencies at least to the level that they are assessing.
- ✓ Have current industry skills, knowledge, and experience.
- ✓ Have current VET knowledge and skills that informs their training and assessment.
- ✓ Holds the TAE40116 Certificate IV in Training & Assessment plus TAE40117 Address adult language, literacy, and numeracy skills, and TAEASS502 Design and develop assessment tools, or equivalent.
- ✓ Are Safework SA Accredited Assessors for high-risk licensing.

Civil Train ensures our Trainers and Assessors continue to develop their VET knowledge and skills as well as maintain current industry experience and demonstrate current competency in all units delivered in accordance with compliance regulations.

Academic Performance

A variety of assessment activities have been developed by Civil Train to address the skills and knowledge against each unit of competency that must be achieved to be successful in completing your qualification or short course.

At the commencement of each Unit of Competency the trainer/assessor will identify what assessment(s) must be completed. Each unit will include a Knowledge Assessment (KA) and Performance Assessment (PA).

Training can include the following modes of delivery:

- Face-to-face training
- Online learning
- Virtual classrooms
- Mobile learning
- Onsite performance/practical
- Simulated work site
- Work based learning (Traineeships & Apprenticeships)

Assessments may consist of any or all the following:

- Online activities
- Workbook activities

- Theoretical tests including online quizzes, multiple choice and short answer formats.
- Research and projects
- Practical demonstration either on-site or in a simulated environment
- Pre-recorded real-time webinars

Civil Train assessors will ensure all learners understand when they are being assessed and learners will be required to declare on their assessment tool that they understand the assessment process and are ready for assessment.

Please be aware that Civil Train does not guarantee that:

- You will successfully complete any course that you enrol in with us. We will provide all information, tuition, and assistance within our capability; but in the end it will always be up to the learner to complete the necessary work in the timelines requested.
- You will obtain an employment outcome when you successfully complete a course with us.

Learner Management System (LMS)

Learners will have access to an online learner portal **aXcelerate**. This portal will enable learners to gain access to their training schedule, training resources and assessments. This will be shown at induction. Please note, some short courses may have assessment material in paper-form.

Wi-Fi

Civil Train has available Wi-Fi to all learners when on campus. Log in details will be provided on induction. Civil Train also have computers available to use onsite at head office in South Australia.

Resulting Codes

The following codes are outcomes that can appear on your academic transcript:

Competent – <i>Successfully completed</i>	C
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Competency not Achieved – <i>Unsuccessfully completed</i>	CNA
Continuing Activity – <i>Unit has commenced and requires completion</i>	CA
Recognition of Prior Learning – <i>granted RPL for prior learning</i>	RPL
Credit Transfer – <i>Previous credits identified</i>	CT
Withdrawn – <i>unit has been withdrawn</i>	W

Once all assessments have been submitted and assessed an Assessment Record of Result (ARR) is completed by the Assessor stating the learner's outcome.

Where a learner's assessment is deemed as Competency Not Achieved (CNA) the trainer/assessor will liaise with the learner to explain the reasons for the result and offer advice as to where the learner can target further training or study. The learner may be required to re-enrol in the unit to repeat the learning activities. This may incur a fee.

To complete the qualification/course in which you have enrolled, you must have:

- ✓ Attended all scheduled training and assessment sessions.
- ✓ Successfully completed and submitted all assessments and achieved competency.
- ✓ Paid any outstanding course fees.
- ✓ Provided a valid USI.

If you leave a qualification course without completing all units of competency you will be issued with a Statement of Attainment. This is a list of those units that you have been resulted with a Competency Achievement.

Please note that there are fees for replacement certificates. Current fees are published on the Fees Schedule available at www.civiltrain.com.au



Unique Student Identifier (USI)

As of January 1, 2015, every learner who undertakes training in a Nationally Accredited unit is required to provide a USI (Unique Student Identifier). Please refer to www.usi.gov.au for identification requirements.

A Certificate or Statement of Attainment is unable to be issued to students until a USI number is provided. We request that all learners advise of their USI prior to commencing training. Learners can apply for this themselves at www.usi.gov.au/students

If you are unable to apply yourself, you can provide permission for Civil Train to apply on your behalf. Please ask a member of staff for assistance.

The USI Transcript Service was activated on 22 May 2017. USI account holders can now use their USI to access their national training record online in the form of a USI Transcript. Civil Train cannot access your transcript without your permission. You can allow training providers to view your transcript online by logging into your USI account. This allows us to see your accredited learning since 2015 and may assist in the process of RPL or CT.

LEARNER RIGHTS & RESPONSIBILITIES

Learner Behaviour

As you have chosen to undertake training it is assumed that you will take personal ownership and responsibility for your success and behaviour. The following are guidelines and are not exhaustive.

Unacceptable Behaviour

- Continuous interruptions to the trainer whilst delivering the course content.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment, intimidation, threats, violence of any kind (verbal, written, innuendo, physical etc.)
- Sexual harassment.
- Acting in an unsafe manner placing yourself or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Lack of personal hygiene.
- Other objectionable or inappropriate or illegal behaviour.

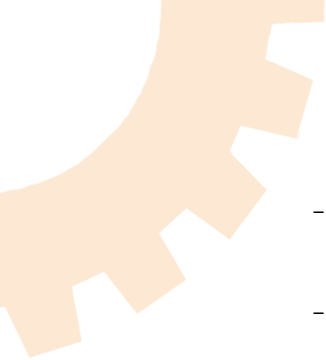
Your rights

- Be treated fairly with respect from others and without discrimination or harassment, regardless of age, caring responsibilities, chosen gender, disability, marital or domestic partnership status, pregnancy, race, religious appearance, or dress (in work or study), sex, sexuality, spouse, or partner's identity.
- Be free from all forms of intimidation.
- Work in a safe, clean, orderly, and cooperative environment.
- Have personal property (including computer files and your work) on Civil Train's property protected from damage or other misuse.
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).
- Learn in an environment that is conducive to success.

- Work and learn in a supportive environment without interference from others.
- Apply to have existing skills and knowledge recognised.
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses).
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur.
- Appeal an assessment decision in accordance with our policy.
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions.

Your responsibilities

- Participate in and complete fully all learning and assessment tasks as scheduled, honestly and to the best of your ability.
- Provide medical certificates or evidence of extenuating circumstances in support of absenteeism.
- Advise Civil Train prior to commencement of the training of absenteeism.
- Inform Civil Train if you have any concerns or need for support related to the successful completion of your course.
- Follow dress rules - for your own self-respect and as a representative of Civil Train you must always maintain a high standard of personal presentation and personal hygiene.
- Treat staff and fellow learners with respect and fairness. This includes but is not limited to:
 - following reasonable directions from a member of staff.
 - not behaving in any way that may offend, embarrass, or threaten others.
 - not harassing fellow learners or staff by for example using offensive



language or making unwanted sexual advances.

- taking care of facilities by not damaging, stealing, modifying, or misusing property; and
- acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct.
- Not to smoke in non-smoking areas.
- Not to be under the influence of alcohol or illicit drugs; and
- Follow normal and reasonable safety practices.

Civil Train maintains zero tolerance in:

- The consumption of or being under the influence of alcohol or illicit substances that affect a person during training or placement times.
- Possession of illicit substances during training or placement.
- Discriminatory, harassing, abusive, threatening, or violent behaviours of any kind whether physical or verbal.
- Other illegal type behaviour such as vandalism of Civil Train (or a stakeholder's) property; and
- Breaches will result in suspension and/or expulsion from your training program. Failure to meet any or all Civil Train standards or policies may result in suspension and/or expulsion from your training program.

Mobile telephones must be turned off/ silent whilst engaged in training and assessment activities. Learners are not to use their phone during training unless instructed to do so by the Trainer. Smart phones may be used to undertake assessments online but will be at the direction of the trainer.

Change of Circumstances

It is your responsibility and legal obligation to keep Civil Train always informed of your situation. A copy of our Change of Details Form is included in this handbook and our support staff will provide you with additional copies if required.

You must advise the Civil Train office as soon as you become aware of any change in:

- residential or email address,
- land line or mobile phone number,
- your personal situation,
- emergency contact
- any problems or issues you are experiencing which may affect your ability to complete your training successfully.

If you are unsure if you must report something to Civil Train, please ask your trainer or Civil Train administration staff.

Attendance

For learners undertaking a qualification you will be provided with a course schedule on your induction that will clearly identify the days and times with the appropriate units of competency that will be covered and that you must attend to achieve the qualification/skills cluster/unit of competency for which you have enrolled.

A typical day will be timetabled to commence at 8.00am and conclude at 4.00pm including morning and afternoon breaks of 15 minutes and a lunch break of 30 minutes.

You must attend all scheduled training and assessment activities unless:

- you are sick and you have medical certificate signed by a recognised Australian medical practitioner.

or

- other extenuating circumstance that requires you to be absent from training or
- you have been granted recognition.

These are noted as AUTHORISED ABSENCES and wherever possible we request that you inform us in advance by phone call or email. (Note that annual leave or registered day off is not considered an acceptable reason for absence.) We do ask that all learners reschedule their training if they are not well. Learners may be asked to go home if unwell and training can be rescheduled with no additional cost.

If you will miss training for any reason, you must request authorisation from Civil Train before

commencement of training on the first day that you are absent and provide evidence to support your reason for absence. Email and SMS advice alone is not acceptable. You will be required to liaise with the Course Coordinator to complete the missed study. Medical certificate may be requested depending on reason.

For all learners, if you are absent without prior notification Civil Train support staff will attempt to contact you. Failure to attend without authorisation or a verified, legitimate reason, will constitute an UNAUTHORISED ABSENCE and may instigate disciplinary action.

For learners undertaking a traineeship or apprenticeship, attendance at training is a requirement of your employment and Contract of Training, so employers will be informed of each occasion that training is missed. In the case of absence with no notice or unauthorised reason a non-attendance fee will be charged to your employer. Please see Fees and Refund policy at www.civiltrain.com.au

Where a learner attends a short course which is sponsored by their employer/Employment Service Provider, notification of non-attendance will be made to the employer/Employment Service Provider.

At the commencement of each day, your trainer/assessor will record your attendance within the learner management system as evidence you were on site. This provides both:

- a record of your attendance; and
- in the case of emergency evacuation, a checklist of all people who were in the building.

We do ask that you arrive promptly or provide notification by phone if you are running late. If you are up to 15 minutes late you will still be able to join in with the class if notified. However, if you are 15-30 minutes late it will be up to the trainer's discretion to determine if your participation in training would be too disruptive to the entire group or if too much content has been delivered for your successful participation. For learners more than 30 minutes late you will not be able to participate. You may need to liaise with Course Coordinator to reschedule an opportunity to complete the missed learning. You will incur a fee to be re-booked.

Should your attendance and punctuality fall to an unsatisfactory level the *Lead Facilitator - Stakeholder engagement* will liaise with you and, where appropriate, provide you with support. Where attendance and punctuality are habitual, an official written warning will be given. Continued poor attendance and punctuality may result in you being exited from the course.

Dress Code

You are expected to dress as if presenting for work in the civil construction or related industry. Clothing should be clean and neat and comply with Workplace Health and Safety requirements, including footwear. Personal hygiene must be maintained each day including bathing/showering and oral care (cleaning of teeth).

Failure to comply with these requirements may result in you being sent home and having to complete your training or assessment activity at another time.

Personal Protective Equipment (PPE)

Civil Train is committed to ensuring the health and safety of trainers, assessors, and learners. Some of the civil construction units contain requests for learners to either clean, maintain or operate hazardous equipment, machinery, and other items. Potentially these items may be harmful to learners, trainers, and assessors.

Where advised in the course booking confirmation, learners have an obligation to provide for themselves any personal protective equipment and must present for training as advised.

There are no exceptions to this rule and all learners will be advised of the specific PPE requirements, where it applies, for each location. Some PPE can be supplied by Civil Train.



The following rules are a basic guide to PPE:

- ✓ High visibility long sleeve top is mandatory at ALL times. (Civil Train can supply vests if required)
- ✓ Full length pants
- ✓ Appropriate footwear (hard soles, low heels, steel caps where applicable).

Additional personal protective equipment (PPE) may be necessary depending on the outcome of your activity risk assessment. If it is determined through the risk assessment that specific PPE is required, Civil Train will provide the necessary equipment. This may encompass the following items:

- ✓ Hat (when working outdoors)
- ✓ Hard hats, where applicable
- ✓ Safety glasses with side shields in designated areas
- ✓ Hearing protection in designated areas
- ✓ Safety Gloves, where applicable
- ✓ Sunscreen, where applicable

Please note that the following may not be accepted, and failure to comply may result in restrictions from conducting your training activity. In such cases, you will be required to reattend a session with the appropriate attire.

- ✗ Open toe shoes, sandals and spike high heels are prohibited.
- ✗ No shorts or 3/4 pants
- ✗ No short sleeve shirts or tops. i.e., no bare arms or legs are permitted.

Incidentals

In addition to PPE, we do ask learners have access to internet for their training. This can be from their smart phone, tablet, or laptop.

Feedback and Evaluation

Civil Train actively seeks your feedback and regularly undertakes evaluations of all courses and activities. We will be providing you with an Evaluation Form at the end of your training which will take only a few minutes to complete.

Feedback can be submitted anonymously; however, if you identify yourself and you have negative feedback it would assist us to be able to speak with you to clarify what the issues are and how we might resolve them.

We also actively seek feedback from employers who have sent workers to our training or have employed from our programs to make sure we are consistently meeting employer's requirements in our training and assessment practices.

Child Protection

Civil Train does not enrol minors (under 18's) without parental/guardian permission. Civil Train determines that its policy ensures that it complies with the requirements of Child Protection Legislation, including conducting a Police Check, Working with Children Check and undergoing Child Safe Environment training for staff working with minor learners. Civil Train monitors the safety and well-being of minor learners on an annual basis and undertakes refresher workshops to ensure all staff have adequate and current training and awareness.

By signing the Civil Train enrolment form you acknowledge and understand the services available to you, the rights, and obligations you have as a learner and agree to be bound by Civil Train policies.

Breaches may result in suspension and/ or expulsion from your training program.

Plagiarism

Plagiarism is presenting someone else's work as your own and not providing proper credit to the original author. All sources of information used in your assignments must be referenced correctly.

Learners must not plagiarise the work of any other person. When researching for an assignment, learners must not copy word for word (verbatim) books or articles they have read in either hardcopy or off the internet. Learners must therefore reference in any assignments where a book, article or internet website has been referred to and verbatim quotations must be acknowledged.

For book or article referencing the basic format is accepted:

Author's surname name / Author's initial / Year the book was written / Title of the book/article / Publisher / Place of publication.

Example: Bloggs, M, 2012, How to Reference Correctly. Global Press, Thebarton, South Australia.

Website example:

<http://www.tga.gov.au/recalls/index.htm>

Where two assessments, submitted by different learners, are identically word for word, both assessments will be coded as competency not achieved (CNA) and both learners will need to resubmit unless it can be proven beyond doubt who copied from the other.

Artificial Intelligence (AI)

Artificial Intelligence (AI) and generative AI tools such as ChatGPT offer exciting opportunities in the field of education. However, it is imperative to ensure that the use of AI in written knowledge assessments aligns with the principles of academic integrity and responsible learning. Please refer to the policy on www.civiltrain.com.au for the guidelines and regulations governing the use of AI in written assessments within Civil Train.





LEARNER SUPPORT

Civil Train is committed to providing a supportive teaching and learning environment that is responsive to individual learner needs. To access Civil Train's Learner support and educational services policy please visit www.civiltrain.com.au/policies/

Language, Literacy and Numeracy (LLN)

Civil Train always aims to provide a positive and rewarding learning experience for all learners. To assist us to achieve this, we will ask you before enrolment to advise us if you are aware of any learning needs.

For short courses and fee for service programs, there is an entry requirement for a basic level of language, literacy, and numeracy to complete the training successfully. At enrolment learners will be given the opportunity to complete a short online LLN quiz. This will assist Civil Train to understand your current levels of language, literacy, and numeracy (LLN), to ensure you are at the appropriate level to successfully complete your selected training course.

This is a one-time quiz and results will be saved to your learner file and referred to for all future enrolments.

All training and assessments are completed in English.

On enrolment, a link to a short LLN quiz will be emailed for learners to complete. The training admin staff will be in communication if there is a need identified so training strategies can be determined.

For qualifications, applicants will be required to sit the online LLN test prior to enrolment. In SA Traineeships and apprenticeships applicants are required to undertake the Upfront Assessment of Need process as determined by the SA Government.

Civil Train only carries out assessments in English. If English is your second language, you may engage a professional (accredited) and independent translator at your cost, for training

purposes only. However, you will be required to undertake the assessment in English without the aid of your translator.

In the event of LLN needs being identified by either the learner or by Civil Train, we will discuss with you the support mechanisms we can put in place to provide you with the best possible chance of success. If your needs are beyond our expertise, we may refer you to an external support service, that is more appropriate to assist you. This may result you completing the course at another time once you have received support.

Options available to learners requiring LLN support may include:

- A personalised training plan with additional coaching throughout the course to assist the learner in meeting the units of competency.
- Engagement of the services of a LLN specialist to determine the LLN level and degree of support required.
- The trainer may provide additional assistance provided to the learner by the relevant staff at Civil Train. This may be through peer support and or additional coaching during or after training sessions.

Computer Literacy

All learners studying at Civil Train are required to have basic computer literacy to a level required to achieve satisfactory completion of the program i.e., must be able to use the internet for research, access and completed assessments online and have word processing skills adequate to produce assignments as required.

Learners also need to evidence computer literacy to the level required by the industry for vocational competency.

Learners who do not meet the minimum computing skills requirements will be aided in locating an appropriate computing training course.

Special Needs

In line with Civil Train's Access and Equity practices, learners with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt reasonable adjustments for flexible learning and assessment methods as appropriate for the unit of competency.

To assist Civil Train to provide the best possible learning and assessment strategies we ask that potential learners requiring special assistance identify their needs prior to enrolment or on the enrolment form. Please refer to the Learner Support and Educational Services Policy available at www.civiltrain.com.au

Please note that Civil Train nor any of its representatives accept responsibility for either undisclosed conditions that are exacerbated during training or for unsuccessful learning where appropriate supports have not been identified.

Help Requests

On aXcelerate there is an option for learners to contact the Civil Train administration staff via the learner portals help request. The administration team will read the request and reallocate to relevant trainer or staff member to action. However, if there is any urgency and you require an immediate response, it is best to call head office on 08 8111 8000.

External Support

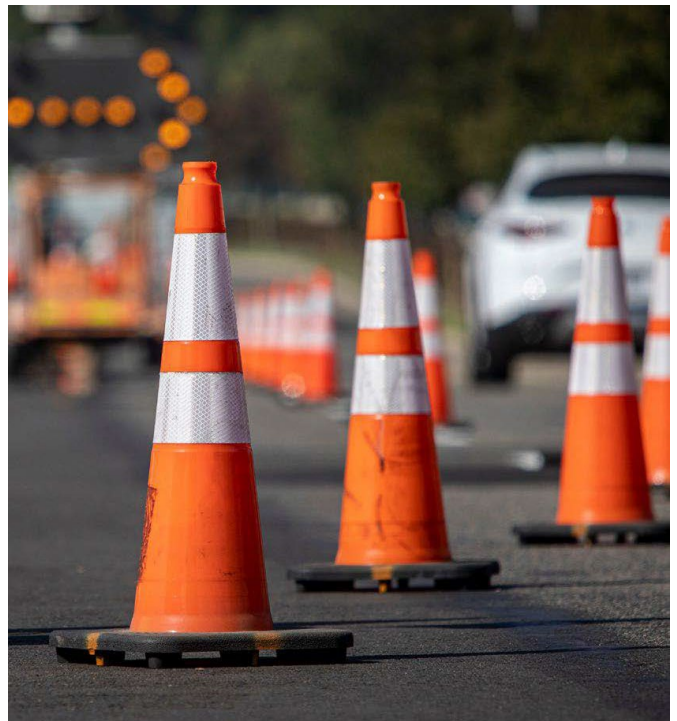
Learners completing a traineeship or apprenticeship, can seek support from the apprenticeship center that arranged their initial sign up. Other external services are available for LLN support. Please liaise with either your trainer or a Civil Train staff member for more information.

External LLN Services

- **SYC (SA only)**
www.syc.net.au/south-australia
- **English Language Centre SA (ELC)**
(08) 8313 4777
- **Skills for Education and Employment (SEE)**
1800 805 260

External Health Services

- **Emergency Services 000**
(ambulance, police, fire)
- **Lifeline 13 11 14**
(mental health and suicide 24/7)
- **Mates in Construction 1300 642 111**
(mental health and suicide 24/7)
- **Beyond Blue 1300 224 636**
(mental health 24/7)
- **Kids helpline 1800 551 800**
(support for young people aged 5-25 24/7)
- **13YARN 13 92 76**
(Aboriginal and Torres Strait Islander crisis support 24/7)
- **Headspace 1800 650 890**
(mental health 12-25 years)
- **Qlife 1800 184 527**
(LGBTQIA+ peer support)



FEES & REFUNDS

Fees

Our current fees are published within our Fee Schedule, available on our website www.civiltrain.com.au. Please also refer to our Fees and Refunds Policy also available on the website.

We do everything we can to ensure you are fully informed about the cost associated with undertaking a program of study prior to enrolment. If you have any questions about fees, please discuss with Civil Train as soon as possible.

Your learning may be subsidised by State/Territory government funding and/or the SA Construction Industry Training Board (CITB) or the WA Construction Training Fund (CTF).

The remainder of your fees may be paid by a third party such as your employer or Employment Service Provider.

You may be able to pay your fees in instalments.

Civil Train will never require a learner to pay more than \$1500 in prepaid fees for accredited training.

Fee Refund

The request for a fee refund must be made in writing to Civil Train. No refunds will be paid to a third party. All refunds will be made by Direct Bank Transfer to the account of the person who made the original payment(s) within 30 days of receipt of application for refund.

Please refer to Civil Train's Fees and Refunds Policy which can be found at <https://www.civiltrain.com.au/policies/fees-and-refunds-policy/>.

Cancellations

Civil Train might cancel a course due to low registrations. Reasonable notice of cancellation including an offer of transfer to another course will be given to learners or full refund. No administration fee will apply.

If CCF SA is unable to deliver or continue delivering a training session due to causes beyond its control, including but not limited to natural disaster, threat of security and/or power shortage, the training will be cancelled or ceased, and learners will be entitled only to be transferred to another training session and not be refunded.

If a participant cannot fulfill the entry requirements for the course, or if a Language, Literacy, or Numeracy (LLN) need is identified and surpasses Civil Train's capacity to address it all fees will be refunded.

Withdrawals

Withdrawal notices must be given in writing to courses@ccfsa.com.au for qualifications and short courses withdrawals.

Where a refund is determined to be payable:

- The Administration team will calculate the payment.
- The Administration Manager will check and authorise the payment.
- Accounts payable staff process the payment (EFT).

In exceptional circumstances such as illness and traumatic events may be considered as 'Exceptional Circumstances' for refund purposes. Learners will be required to provide evidence to support claims of exceptional circumstance e.g., Illness (doctor's certificate) or family crisis. Request for refunds must be made to CCF SA within five days of formal notification of cancellation and are approved at the discretion of CCF SA.

Qualification withdrawals where a learner withdraws from a training contract by giving a

minimum ten working days' notice prior to the course commencement, all fees excepting non-refundable administration fee (if applicable) will be refunded. No refund is given if:

- a training contract is cancelled with less than ten working days' notice prior to course commencement; or
- the learner withdraws from a training contract once they have commenced; or
- the learner does not commence the course.

For Short courses where learners withdraw from training by giving a minimum five working days' notice prior to the course commencement, all fees excepting a non-refundable administration fee will be refunded.

No refund is given if training is cancelled with less than five working days' notice prior to course commencement, this includes a "no show" on the day of training.

Late arrivals may not be permitted to enter the training session. This will be at the discretion of Civil Train and/or the trainer. If Civil Train determines that you are too late to be able to enter the training session, it will be classed as a non-attendance and full fees will be payable.



COMPLAINTS & APPEALS

It is the policy of Civil Train that all stakeholders will be treated in a fair and equitable manner, and receive quality service, always.

An appeal means a request for the review of a decision regarding:

- ✓ Assessment process and decision
- ✓ Learner progress and academic progress decision
- ✓ Any disputed decision e.g., regarding administrative decision or refund decision.

A complaint means a dissatisfaction or concern relating (but not limited) to:

- ✓ Course advice and enrolment
- ✓ Suspension/cancellation of enrolment
- ✓ Program delivery
- ✓ Marketing and promotional activity
- ✓ Personal safety
- ✓ Customer service and administration
- ✓ Issue of results, certificate, statement of attainment
- ✓ Learning resources
- ✓ Fees and charges
- ✓ Equity and access, discrimination, harassment, and bullying.

If the Learner believes that the mark is unfair, they have the right to appeal the mark of the assessment.

If a learner chooses to access our complaints and appeals processes, Civil Train will maintain the learner's enrolment while the complaints and appeals process is ongoing. Civil Train commits to a complaints process which is open, transparent, and accessible to everyone.

If you have concerns with your assessment outcome or reasonable adjustments were not provided as agreed, please contact our Administration team to arrange a consultation with a Trainer/Assessor. Contact details for our offices are as follows:

South Australia

Ph: 08 8111 8001 Email: courses@ccfsa.com.au

Northern Territory

Ph: 08 8953 3515 or 0416 439 090

Email: coursesnt@ccfsa.com.au

Western Australia

Ph: 08 9417 1980 or 0400 223 470

Email: courseswa@ccfsa.com.au

If the issue cannot be resolved directly, refer to our Complaints & Appeal Policy which can be found at www.civiltrain.com.au

CHANGE OF LEARNER DETAILS FORM

Please submit this form to notify us of a change to any of your details and send to:

SA – courses@ccfsa.com.au WA – courseswa@ccfsa.com.au NT – coursesnt@ccfsa.com.au

1. PARTICIPANT			
Name			
Address			
Suburb		Postcode:	
Phone Number		Email:	
Mobile Phone No		Date of Birth:	/ /
2. PARENT/GUARDIAN (If Participant is under 18 years of age)			
Name:			
Address			
Suburb		Postcode:	
Phone Number		Email:	
Mobile Phone No.		Fax No:	
3. EMERGENCY CONTACT			
Name			
Phone Number		Mobile Phone No:	
4. QUALIFICATION/SHORT COURSE DETAILS			
Course Title			
Course Code			
Commencement Date		Termination/Completion Date:	
Payment Method	Cash <input type="checkbox"/> Credit Card <input type="checkbox"/>		
5. Authorisations Completion of this section is mandatory			
I _____ authorise Civil Train (RTO 45621) to collect, store and use my personal information within the limitations of the Privacy Principles contained in the Privacy Act 1988.			
Signature:		Date:	/ /
Participant/Guardian signature (if under 18):		Date:	/ /
Office Use Only This section is only to be completed by Civil Train			
<input type="checkbox"/> SMS Updated		<input type="checkbox"/> Funded Training Account updated where applicable.	
Entered by:		Date:	

ACKNOWLEDGEMENT

Please read the declaration below carefully and ask your trainer or other Civil Train staff member for clarification of any item you do not understand. Please tick in the box next to the item you accept and sign the form below.

Tick	
<input type="checkbox"/>	I have read and understand the policies, procedures and guidelines referred to in the Learner Handbook, and I agree to abide by these and any other policies which are provided to me for the duration of my enrolment for courses including any applicable work experience through Civil Train.
<input type="checkbox"/>	I acknowledge and accept the conditions of the fees and refunds policies.
<input type="checkbox"/>	I have read and will abide by Civil Train's expectations for learner behaviour.
<input type="checkbox"/>	I acknowledge and accept that it is my responsibility to advise Civil Train of any change in my contact details or circumstances as soon as possible after the event. (Change of Details Form)
<input type="checkbox"/>	I give authorisation for Civil Train to exchange information as per my instructions. (as per enrolment form)
<input type="checkbox"/>	I give permission to Civil Train to take and electronically store images of me and produce one or more articles and/or advertisements about me, my business or other training/business related issues. (as per enrolment form and media/publicity consent form)
<input type="checkbox"/>	I understand that if I do not disclose a disability or medical condition which is later exacerbated or affected in any way during or due to the training program Civil Train, its representatives or employees or other stakeholders will not be liable. (as per enrolment form)
<input type="checkbox"/>	A Civil Train representative has been available for discussion and clarification of the contents.

Learner Name:

.....

Learner Signature:

.....

Date:

.....



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