

EMPLOYER HANDBOOK

City-Wide Building & Training Services Pty Ltd (Trading as 'CWBT S', RTO ID 91138)

PO Box 546 Coolangatta Qld 4225

16/25 Ourimbah Road Tweed Heads NSW 2485

Telephone: 1300 429 287

Email: cwbts@cwbts.com.au

Facsimile: 07 5536 1800

Web: www.cwbts.com.au

DISCLAIMER

This Employer Handbook has been developed to inform current and potential Employers of Apprentice/Trainees studying with City-Wide Building & Training Services Pty Ltd (CWBT S) of the relevant services provided and the rights and responsibilities of parties involved in the Apprentice/Traineeship training program.

Although the information presented in the resource is accurate to the best of their knowledge, CWBT S cannot guarantee that every statement is without flaw of any kind.

Therefore, CWBT S disclaim all liability for any errors, or for any loss or other consequences resulting from any individual relying on or acting upon any information in this Employer Handbook.

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FEEDBACK

CWBT S welcomes feedback on its Information booklets and overall course services. If you have any feedback regarding this student handbook, please pass this on to your trainer/assessor, or email directly to cwbts@cwbts.com.au

Contents

Welcome to CWBTS 6

 Introduction 6

 About us 6

 CWBTS Commitment to Equity 6

 Code of practice 7

 Legislation 7

 Student Safety 8

 Benefits of your Apprentice/Trainee studying with CWBTS 9

 Who studies with us? 9

 Why choose us to train your Apprentice/Trainee? 9

Role of the Employer 10

General Enrolment Information 11

 Pre-Enrolment Information 11

 Student advice and selection 12

 Student entry procedure 12

 Academically Suited 12

 Student Identification Requirements 12

 Student Enrolment Information Collection 12

 Students’ Needs 13

 Non-Acceptance of Enrolment Application 13

 Unique Student Identifier (USI) 14

 Government funding, subsidy or other support 14

 Training Plans 15

Apprentice/Traineeships 15

 Applying for an extension to a Training Contract 15

 Secondary School Students Undertaking an Apprenticeship / Traineeship 15

Apprentice/Traineeship Based Training 16

 Training with CWBTS 16

 What you need to know about Training 17

 Service Standards 18

Responsibilities 20

 CWBTS 20

 Students 20

 Employer / Workplace Supervisor 21

Additional Responsibilities under Apprentice/Traineeship Arrangements22

Discontinuation, abandonment or deferral from studies.....22

Structured Training Withdrawal (STW) – Withdrawal from routine Work Duties22

ReadySkills..... 24

Employers Using ReadySkills..... 24

Apprentice/Trainee Course Progression Summaries and Employer Sign Off24

Assessment 25

 Competency Based Assessment..... 25

 Methods of Assessment..... 26

 “What happens if I am deemed ‘Not Yet Competent’?”26

 Student Assessment Submission..... 27

 Plagiarism and Collusion 27

 Recognition of Prior Learning (RPL) and Credit Transfer (CT)..... 27

General costs..... 27

Tuition Fees..... 27

 Fee for Service Student Fees and Charges28

 Material and Incidental Fees..... 28

Funded Student Tuition Fees 28

 Student Contribution 28

 New South Wales: Smart and Skilled Funding 29

 Queensland: User Choice Funding 29

 Australian Capital Territory: User Choice Funding..... 29

 Funded Student Fee Concessions 29

 Reassessment fee..... 29

Fee Protection 30

Fee Collection and Payment Terms 30

Payment terms..... 30

 Fee for Service Student Payment Conditions 30

 Funded Student Payment Conditions 30

 Employer Payment Conditions..... 30

Payment Methods..... 30

Overdue Fees 31

Refunds 31

Obtaining Your Qualification Certificate 31

Re-Issue of Qualification Certificates and Statements of Attainment..... 31

Service Guarantee 32

Discipline Policy 32

Student Support Services 32

 Language, Literacy and Numeracy (LLN) 33

 Student Safety 33

Qualification Certificates and Statements of Attainment 34

 Issuing of Qualification Certificates and Statements of Attainment 34

 Non- Completion of the Training 34

 Obtaining Your Qualification Certificate 34

 SBAT Apprentice or Trainees 34

Complaints and Appeals 35

Client Surveys 35

NCVER Surveys 35

State and Federal Government Surveys 36

Continuous Improvement 36

Records and Information Access 36

How CWBTS protects your Privacy 36

 Consumer Protection 37

 Guarantee 37

 Consumer Protection Strategy 38

 Consumer Protection Complaints 38

Further Enquiries and Assistance 39

 Sources of Further Information 39

Frequently asked questions 40

 “How can I get the most out of my training?” 40

 “What does competency mean?” 40

 “How long does it take for me to receive my Statement of Attainment or Certificate?” 40

 “What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?” 40

 “ What is the difference between a Statement of Attainment and a Certificate?” 40

Welcome to CWBTS

Introduction

This student handbook is designed to provide you with information about the services provided by City-Wide Building & Training Services Pty Ltd (CWBTS) and our approach to providing you with a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by CWBTS. This information is contained in the Course Brochure which is supplied separately.

About us

CWBTS is a Registered Training Organisation with the Australia Skills Quality Authority (ASQA) for the delivery of training and assessment services in the Civil and General Construction Industry, Australia wide.

Our goal is to be the No 1 training provider for new and existing workers in the Civil and General Construction industry, in the delivery of Apprenticeships and Traineeships.

We are committed to a high standard in the provision of vocational education and training and client services. CWBTS prides itself on a long standing reputation and ability to deliver excellent customer service in training and assessment.

Here at CWBTS we live and breathe building and construction. We intimately understand the industry and have strong relationships within the building and construction community and the education sector.

The CWBTS team is made up of qualified trainers and leaders from a variety of industries. Our team has employer and management experience and understands all facets of training delivery in the construction industry.

CWBTS Commitment to Equity

All CWBTS employees will adhere to the principles and practices of equity in education and training; they will treat you fairly and without discrimination. CWBTS has procedures in place to ensure your concerns are dealt with promptly and appropriately. CWBTS will not engage in discrimination towards any group or individual in any form, inclusive of, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of CWBTS. CWBTS will make reasonable adjustments to training and assessment strategy, and services to assist people with special learning needs, or those facing particular difficulties so that they receive the best possible help in achieving the competency outcomes.

Although CWBTS will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct we will not enrol a student if it becomes clear that it would be impossible for the student to successfully complete the course. In those circumstances, CWBTS will assist the student in choosing a suitable alternative to ensure that the training needs are met.

Please see our Fair Treatment and Equal Opportunity Policy located on our website: CWBTS Key Links and Documents

If you believe you or your Apprentice/Trainee have been treated unfairly by a CWBTS representative, please contact CWBTS Student Support Services CWBTS@CWBTS.com.au

Code of practice

The commitments set out in the CWBTS Code of Practice underpin the operations of the organisation. All employees will abide by its provisions. Our Code of Practice outlines our operational policies and our commitment to our clients, CWBTS:

- Is committed to the continuous improvement of its training delivery and assessment services
- Liaises with industry bodies such as Office of Fair Trading and Workcover
- Complies with all State and Territory regulatory and legislative requirements
- Advertises and markets its training delivery services openly, honestly and with integrity
- Provides accurate, relevant and up-to-date information on enquiry
- States its fees and charges on enquiry
- Outlines its fees refund policy in the student handbook and on our website
- Enrols applicants to its courses on the basis of access and equity
- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Prohibits discrimination in any form towards any group or individual
- Employs suitably qualified and experienced employee
- Conducts fair, flexible, valid and reliable competency-based assessments
- Provides an assessment appeals procedure and opportunities for re-assessment
- Provides academic support to students or referral to external agencies for additional learning support
- Refers students to external expert advice for personal and financial support
- Encourages feedback and evaluation from its stakeholders
- Maintains accurate, confidential and secure training and financial records
- Provides timely and accurate information to government agencies and funding bodies

Legislation

CWBTS ensures it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. Our operations are subject to a variety of legislation related to training and assessment, as well as general business practice.

This includes, but is not limited to, compliance with:

- The National Vocational Education and Training Regulator Act 2011, and the legislative instruments it enables;
- Workplace health and safety legislation and regulations;
- Anti-discrimination legislation and regulations; and
- Consumer protection requirements
- Anti-discrimination and Equal Opportunity legislation
- Privacy legislation
- Child safety legislation

CWBTS ensures our employees and clients are informed of any changes to legislative and regulatory requirements that affect services delivered, through internal communication activities.

Student Safety

CWBTS has an obligation under the Work Health and Safety Act 2011 to ensure the health and safety of each of its employees, and to ensure that students and visitors are not exposed to risks to their health and safety arising out of its activities.

Students and visitors are required to:

- comply with CWBTS health and safety policies and procedures when on site at offices
- conduct their activities in a manner which prevents personal injury or injury to others, and/or damage to property
- cooperate with and actively participate in CWBTS safety practices

Emergency evacuation procedures are displayed in CWBTS' reception area, these procedures must be followed in the event of an emergency that causes CWBTS' fire alarm system to be activated, or if you are otherwise directed to evacuate.

CWBTS complies with all relevant Work Health and Safety legislation including the provisions of the Work Health and Safety Act 2011.

Trainer / Assessors will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the Trainer / Assessor will take action to remove or control these hazards and will report the hazard to the appropriate onsite representative.

Where practicable, students must take responsibility for their own health and safety, and that of their fellow students. This means students must follow all safety rules, procedures, and the instructions of their Trainer / Assessor while attending a training session.

Alcohol and other drug awareness

CWBTS is committed to supporting the prevention and minimisation of drug and alcohol problems in the community.

Child Safety

All students under eighteen (18) years of age who are supported by CWBTS have a right to feel and be safe. CWBTS is committed to the safety and well-being of young people accessing our services.

CWBTS complies with relevant child safety legislation across jurisdictions of operations and commits to establishing and maintaining child safe environments following the Keep Them Safe: A Shared Approach to Child Wellbeing framework.

All CWBTS trainers and assessors are required to undertake, as a component of the recruitment process, a National Criminal Check to ensure suitability in meeting CWBTS's legislative and contractual obligations. Relevant state jurisdiction Working with Children Checks are also completed as required on a state-by-state basis.

Benefits of your Apprentice/Trainee studying with CWBTS

Quality

Our Trainers / Assessors develop and maintain trusting and mutually beneficial relationships with you and your Employer by working to ensure all training needs are met. You can count on our Trainers / Assessors to provide the assistance and support that you need to ensure that your Apprentice/Trainee is successful in completing their Apprenticeship/Traineeship.

Experience

Our team of Trainer /Assessors are qualified and highly tradespeople and bring with them a broad range of experience and expertise. Their aim is to help you and your Apprentice/Trainee reach their goals and ensure all parties are satisfied with the training experience. They will apply their experience and knowledge to ensure that you and your Apprentice/Trainee get the most out of the training.

Passion

Our team is passionate about Apprenticeship/Traineeship training. We believe in our delivery model, and it shows through our proactive nature to get the job done. We will work with you and your Apprentice/Trainee to ensure that they receive the highest standard of training and achieve their goals.

Support

Much like our passion for the business here at CWBTS, we believe a strong support network is key to achieving the right learning outcomes. Our team is here to support you and your Apprentice/Trainee throughout their Training Program. Our extensive range of student and Employer support services ensure that all Apprentices/Trainees and their Employers are provided with the highest level of support and assistance throughout the duration of their Apprenticeship/Traineeship.

Who studies with us?

We have a wide-ranging student base which includes but is not limited to:

1. Pre-Apprentice/Trainees and Apprentice/Trainees;
2. Tradespeople wanting to start their own business or develop their skills;
3. Non-tradespeople who work within the building and construction industry.

We cater for both individuals wanting to develop their skills and Employers wanting to develop the skills of their staff.

Why choose us to train your Apprentice/Trainee?

- Your Apprentice/Trainee will be trained by a qualified trainer who has recent and relevant experience in what you will be learning and will be able to give you real world insights.
- We are owned by Australia's fourth largest homebuilder and have strong industry networks.

Role of the Employer

As the Employer, you have a legislative obligation to:

- a. arrange for their Apprentice/Trainee to be enrolled with a Registered Training Organisation; and
- b. have a Training Plan signed within three months of the date of commencement of the Training Contract.

As the Employer of an Apprentice/Trainee, you will work with the nominated CWBTS Trainer / Assessor to develop and implement the Training Plan. Your role is to support your Apprentice/Trainee to develop the skills and knowledge required to be competent in all units contained in the Training Plan.

You are also agreeing to provide on-job training, supervision, and hands-on experience in the workplace. Either you or another staff member needs to be nominated as a Workplace Coach/Supervisor to mentor and guide your Apprentice/Trainee through their studies.

You or your nominated Workplace Coach/Supervisor will be required to provide feedback to the CWBTS Trainer / Assessor about your Apprentice/Trainee's competence and sign-off on the workplace logbook records and training plan as your Apprentice/Trainee progresses through the qualification.

Under the Training Agreement with CWBTS, as an Employer, you have the following responsibilities:

- Provide a Workplace Supervisor who has responsibility to ensure your Apprentice/Trainee completes the structured on the job training.
- Release your Apprentice/Trainee to participate in structured training and/or assessment for a minimum of 3 hours per week. This is referred to as withdrawal from routine work duties.
- Allow the CWBTS Trainer / Assessor access to the Apprentice/Trainee for on-the-job training or assessment.
- Work in conjunction with the CWBTS Trainer / Assessor by informing them of when the Apprentice/Trainee will be attempting specialist skills/tasks.
- Provide the CWBTS Trainer / Assessor with information about the structured on the job training undertaken by signing and dating your Apprentice/Trainee's completed Logbook and completing, signing, and dating the Supervisor Report for each Unit of Competency – this will be done through ReadySkills.

Under the Training Contract you signed with your Australian Apprentice/Traineeship Support Network (AASN) you have an obligation to release your Apprentice/Trainee to attend structured training activities - theory and practical training assessment for a minimum of 3 hours per week (1 hour per week for SBAT Apprentice/Trainees). This may occur either through a scheduled block release program or through workplace-based training and assessment. This is referred to as withdrawal from routine work duties.

There are times when for one reason or another, your Apprentice/Trainee will not be able to attend a scheduled off-site training session. In these cases, it is expected that they will be released to attend the next available session. However, where there is a pattern of non-attendance due to you not releasing your Apprentice/Trainee, CWBTS will:

1. Make every attempt to contact you to discuss and resolve the issue.
2. Send a written notification requesting you to contact us to resolve the issue.
3. If there is no response to our written notification, CWBTS will advise the Administration Team who will investigate the issue.

General Enrolment Information

CWBTS offers a range of study and delivery modes to suit various pathways. You can enrol with CWBTS under a fee for service arrangement or alternatively if eligible you can enrol with Government funding which may include an apprenticeship/traineeship arrangement with an employer.

It is important that you read this student handbook and some of our policies and procedures before you finalise your enrolment. As you progress through the student handbook you can click on the policy links located in each section on the handbook for more information. You will find details of policies and procedures under the 'Key Links & Documents' tab on our website and also the most up to date student handbook.

Pre-Enrolment Information

CWBTS ensures that students and employers (where applicable) are fully informed prior to enrolment by providing general course specific information.

Students who contact CWBTS directly or via our website will discuss with a CWBTS Representative the following information:

- The course code, title and currency
- Course outline
- Proposed units
- The modes of delivery
- Commitment by student (including study time outside of class)
- Timeframe for completion
- Costs and funding eligibility (and implications on future funding entitlements)
- Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
- Where and how training and assessment will be undertaken
- The duration of course and number of classes per week
- A broad overview of assessment methods used
- Student requirements (e.g., Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc.)
- Entry requirements (including language, literacy and numeracy; prior qualifications / courses / units required, age, physical health requirements etc.)
- Support services available (if required)
- Course suitability for the student
- Fees, charges and refund information
- That CWBTS will issue a Certificate and Record of Results upon successful completion of a qualification, or a Statement of Attainment for short courses or where a withdraws and has successfully completed one or more units
- CWBTS procedures and processes

Student advice and selection

Student entry procedure

On application for enrolment, CWBTS ensures that all students are able to seek admission to a course program on the *same basis*. Where students have particular needs, these are discussed in open consultation with the student, and where appropriate, reasonable adjustments will be made in order to facilitate the student's enrolment.

CWBTS provides high quality course services, including training and assessment that is suitable and appropriate for each student.

To maximise the chance of students successfully completing their training, CWBTS:

- Identifies any support individual students need prior to their enrolment; and
- Provides access to that support throughout their training.

CWBTS focuses on supporting a prospective student to understand how their options may affect their future and, ultimately, helping them to choose the right training. This includes being prepared to suggest, in some instances, that none of its offerings are right for an individual. Where this is the case, CWBTS refers prospective students to relevant government websites in their jurisdiction as a good place to start to determine more suitable course options.

Academically Suited

CWBTS has implemented this student entry procedure to ensure that students are confirmed to be academically suited to undertake the particular course they wish to study. To ensure students are academically suited, CWBTS's student application and enrolment processes include the requirements that:

1. The student satisfies minimum academic admission requirements; and
2. The student satisfies any other specified entry requirements for the particular VET course of study; and
3. CWBTS reasonably believes that the student is academically suited to undertake the VET course of study.

Student Identification Requirements

CWBTS requires student identification to be confirmed and verified identification evidence to be retained on file on admission to any nationally recognised course program. This may include:

- Evidence of student identity (drivers licence and Medicare card)
- Evidence of student eligibility to participate (for example, citizenship)
- Evidence of pre-requisites being met (for example, previous qualifications/study)
- Evidence of residency where State government subsidies are being sought.

Student Enrolment Information Collection

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application. This includes relevant AVETMISS data collection information and relevant student identifiers including the USI.

The *Enrolment Application Form* is signed by the student as a part of the enrolment process, to confirm that the information being provided is a true and accurate record relating to their individual situation. This confirms the application process but does not constitute formal acceptance of the student’s enrolment into the course.

Students’ Needs

As part of the enrolment process, CWBTS determines the amount of training it will provide to each student with regard to:

- The existing skills, knowledge and the experience of the student;
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

CWBTS provides a range of educational and support services to its students that include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace; and
- Any other services that CWBTS considers necessary to support students to achieve competency.

Support services are made available either directly or via arrangements with a third party.

CWBTS’s individual needs process includes:

- Identifying particular requirements such as literacy, numeracy, English language or physical capabilities students would need to complete each course;
- Student learning styles and identification of any special learning needs; and
- Developing strategies to make support available where gaps are identified.

Please see our Fully Informed Students and Employers Policy for further information located on our website:

[CWBTS Key Links and Documents](#)

Non-Acceptance of Enrolment Application

Should a prospective student not be accepted into the course program they have applied for, the individual will be provided with formal notice of this non-acceptance:

- In writing;
- With reasons provided for this non-acceptance;
- With any alternate options or actions recommended by CWBTS; and
- With relevant information on how the prospective student may raise a complaint or seek to have the decision reviewed.

Unique Student Identifier (USI)

From 1 January 2015 students enrolling in nationally recognised vocational education and training in Australia need a Unique Student Identifier (USI).

The USI gives students access to their online USI account which is made up of ten numbers and letters. The USI account will link students to their training records and results which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, CWBTS will be able to see their students' entire nationally recognised training record with records collected commencing in 2015. CWBTS will find it easier to assess prerequisites and credit transfers and assess students' eligibility for government funded training places.

Government funding, subsidy or other support

Where students would be accessing government subsidies such as NSW Smart and Skilled funding, Queensland User Choice funding or ACT User Choice funding CWBTS provides details of these arrangements.

Details include:

- Any costs associated; and
- Any loss of entitlement from the student undertaking a course at CWBTS.

This includes, in the cases of limited entitlement schemes, where students are only able to access one course or there are restrictions on what courses may be subsidised after completing their study at CWBTS.

For further information on state specific funding please see details below:

NSW Smart and Skilled (Ph: 1300 772 104) - <https://smartandskilled.nsw.gov.au/>

Queensland User Choice - <https://training.qld.gov.au/training/incentives/userchoice>

ACT User Choice - <https://www.cmtedd.act.gov.au/skillscanberra>

As a component of the enrolment process, CWBTS undertakes an eligibility assessment on particular government subsidy or support initiatives that the student may be eligible to access.

Training Plans

Provisional Training Plans are developed after initial discussions with the CWBTS trainer, Employer, and the Apprentice/Trainee. Training Plans are then prepared for distribution to the Employer, Apprentice/Trainee, and the designated CWBTS Trainer/Assessor for consideration.

After consultation with the designated Trainer/Assessor and the Employer, if required, revised training plans will be prepared and distributed to the Employer, Apprentice/Trainee, and the designated CWBTS Trainer/Assessor. All Training Plans will be signed by all parties and are available as a live document in ReadySkills.

Employers can monitor the progress of their Apprentice/Trainee against the units of competency required to achieve the qualification by viewing the Apprentice/Trainee's training plan live at any time on ReadySkills. Employers may also use ReadySkills for information on tasks/activities their Apprentice/Trainee may require further experience in to complete their units of competency.

Apprentice/Traineeships

An Australian Apprentice/Traineeship can be undertaken on a full time or part time basis and can be used as a valuable mechanism for ensuring the skills of employees meet industry standards. Current Secondary School students can also commence an Australian Apprentice/Traineeship via a School Based Apprentice/Traineeship Program.

If you employ an Apprentice/Trainee, they will combine work for you with structured off-the-job training organised through CWBTS using a workplace-based delivery model and receive a nationally recognised qualification which may be subsidised by the Government. A special feature of Apprentice/Traineeships and traineeships is that a formal contract of training exists between the Employer and the Apprentice/Trainee, which sets out the responsibilities of the Employer and the Apprentice/Trainee.

Apprentice/Traineeships and traineeships are not just for students leaving school. They are suitable for people of all ages who are interested in jobs that have career prospects in particular industries.

Apprentice/Traineeships and traineeships may also be a way for existing workers to gain formal recognition for any skills they have attained and to consolidate these skills by undertaking off-the job training.

More information on Australian Apprentice/Traineeships and traineeships is available by contacting CWBTS on 1300 4CWBT S.

Applying for an extension to a Training Contract

If an Apprentice/Trainee is currently undertaking an Apprentice/Traineeship and believe that they will be unable to complete the Structured Training by the nominal completion date of the Training Contract, an application for an extension to the term of the Training Contract must be made. This application is lodged via the relevant Australian Apprentice/Traineeship Support Network (AASN).

Secondary School Students Undertaking an Apprenticeship / Traineeship

A School Based Apprenticeship or Traineeship (SBAT) offers school students the option of combining their senior secondary education with part-time employment and skills training via an RTO.

School Based Apprenticeship or Traineeship (SBATs) and are arranged by a number of parties, including the student and their parent/guardian, the employer, CWBTS, the school and the Apprenticeship Network Provider (ANP).

These programs are delivered by CWBTS with a ‘workplace based’ training model with the same requirements to have workplace visits and withdrawal from training however the hours required differ as detailed in the following sections.

The vocational training components of SBATs may also contribute credit towards a Senior Secondary Certificate. CWBTS provide unit of competency results to the student’s School.

Apprentice/Traineeship Based Training

Training with CWBTS

Training with a Registered Training Organisation (RTO) such as CWBTS is an integral part of ensuring your employee gains a nationally recognised qualification. CWBTS uses a workplace-based training model to deliver training where a traineeship/Apprentice/Traineeship arrangement is selected. This model combines on-the-job, work experiences and structured training relevant to the student, Employer, and enterprise. The workplace training model may also be selected for students not undertaking a formal Apprentice/Traineeship program, but who are still actively supported by their Employer during the course of their study.

The knowledge and skills gained through undertaking this workplace training model underpins what is learnt at your workplace and the applied approach rounds off the training. This is primarily achieved by you, your employee and the CWBTS Trainer / Assessor developing and following a training plan which measures and records the student’s competency achievement and progress of their qualification.

What you need to know about Training

- See the workplace as a classroom. The resources needed to develop skills are found in colleagues and the equipment and facilities of the workplace.
- A student should actively participate in training by asking questions to help with their training and by practicing what they learn so that they can become competent in the skill.
- A student needs to self-manage their training by regularly ensuring they are learning what needs to be learned. The training plan will help in this regard.
- A student must participate in their learning experience by using opportunities such as busy times and special projects to provide them with new and improved skills.
- People within and outside the workplace should be made available to the student to maximise their learning opportunity.
- Professionalism and pride in their work should be practiced by students. It will improve their job performance and further advance their quest for learning.
- The learning that occurs on the job that is related to the training program should be documented and recorded.
- Timeframes set on the training plan must be met.
- Students must get to know their supervisor and Trainer / Assessor and their roles and responsibilities. Their role is to support the student and also to seek guidance from the student as to what they need. They can meet with the Trainer / Assessor at any time to work on any aspects of their training, as can you if you have any queries or concerns.

Service Standards

To ensure the ongoing quality service to you and your Employer, CWBTS will:

- Conduct a Language, Literacy and Numeracy Assessment and determine the levels of your Apprentice/Trainee's LLN skills according to the guidelines in the Australian Core Skills Framework (ASCF). If needs are identified, your Apprentice/Trainee will be provided support. See the Language, Literacy and Numeracy section within Student Support.
- Monthly, or during scheduled block release sessions, CWBTS will conduct a variety of the following:
 - Conduct site-visits
 - Monitor progress
 - Review Logbooks
 - Conduct assessments
 - Plan future training and assessment activities
 - Update Training Plans.
- Notify you and your Apprentice/Trainee of upcoming onsite visits (date and time).
- Conduct a hazard assessment of the assessment venue prior to each assessment session, rectify any minor issues, notify the Training Manager immediately of any major issues and re-schedule the session as directed by the Training Manager.
- Provide course materials (Unit Guides, Logbooks, and Supervisor Reports) on the day of commencing each unit.
- Undertake site visits as required to conduct training and assessments to ensure your Apprentice/Trainee is progressing according to their Training Plan.
- Provide training and assessment in accordance with Australian Quality Training Framework standards.
- Provide your Apprentice/Trainee timely feedback regarding their assessments and notifying them of Satisfactory/Not Satisfactory outcomes.
- Return you and your Apprentice/Trainee's phone calls, texts and/or emails promptly, and provide guidance and direction regarding training and assessment between site visits.
- In the event your Apprentice/Trainee is unable to complete the training and assessment prior to the nominal completion date, you and your Apprentice/Trainee will be notified. An application for an extension to the terms of the Training Contract must be made via the relevant Australian Apprentice/Traineeship Support Network (AASN).

CWBTS expects your Apprentice/Trainees to:

- Be on time and in a fit and proper state when meeting with their CWBTS Trainer / Assessor
- If your Apprentice/Trainee is not in a fit and proper state, you will be notified. You will also be notified if your Apprentice/Trainee is late or does not attend scheduled meetings with their CWBTS Trainer / Assessor
- Dressed in appropriate attire for their scheduled meetings with your CWBTS Trainer / Assessor; this includes Personal Protective Equipment.
- Actively participate when requested by the Trainer / Assessor.
- Show respect to their Trainer / Assessor.
- Demonstrate respect for others at all times.
- Not cause damage to their learning environment.
- Switch off or silence their mobile phone(s) prior to commencing training and/or assessment. Limit phone use to break times unless urgent.
- Tell their Trainer / Assessor no later than the start of training and/or assessment if they have an appointment during the scheduled meeting.
- Return on time from each break (morning tea, lunch, and afternoon tea).
- Not smoke on CWBTS premises.
- Comply with the CWBTS Behaviour Misconduct Policy.
- Follow all emergency procedures and exit plans. When attending training and/or assessment, if they hear an alarm or CWBTS staff advises them of an emergency, they must leave the building, leave their personal belongings, and go immediately to the Evacuation Point.
 - Do not leave the evacuation point until a CWBTS Staff member gives them permission to do so.
 - Do not return to the building unless a CWBTS Staff member confirms it is safe to do so.

Failure to abide by the rules may result in the suspension of your training. This can lead to the cancellation of your Apprentice/Traineeship Contract and withdrawal from your qualification.

Responsibilities

CWBTS

CWBTS delivers training which leads to a nationally accredited qualification. We negotiate a Training Plan with the Employer and student which confirms the qualification to be delivered, the delivery pathway and the date that training will commence and complete. The Training Plan will be customised to ensure that the competencies that make up the qualification are most relevant to the business in which a student is employed.

In meeting this responsibility, the Trainer / Assessor will ensure that the student is correctly enrolled into their nominated training program by undertaking and processing various reviews, i.e., recognition of prior learning and the assessment of language, literacy, and numeracy competency levels.

The Trainer / Assessor is responsible for the facilitation and management of training and assessment and will assist students in the completion of their training program. They will keep in contact with the student at least once a month (more if required) and will answer all queries and attempt to solve all training related problems within a short space of time.

They will provide pastoral care to students whilst they are undertaking training and will respond promptly to any training concerns the student and/or their Employer/supervisor may have. They will also direct students to appropriate welfare agencies and guidance counsellors as deemed appropriate and in line with CWBTS policy.

Students

Students are encouraged to take responsibility for their training by self-managing the training program and becoming actively involved in their training. They must attend pre-arranged meetings with the Trainer / Assessor and prepare for these meetings by completing any work requirements as per the training plan and by taking with them any relevant training materials. As an active participant in their training program, they should:

- **Ask Questions:** questions demonstrate interest and provide the student with further information or confirmation.
- **Practice:** practicing skills can improve performance and maximise success for assessment.
- **Commitment:** committing to a training program is essential. It is the student's responsibility to complete the training program within the training plan's timeframe.
- **Stay on Track:** keep track of dates on the training plan.
- **Complete assessments:** complete assessments as scheduled – if there are problems with any of the questions or understanding what is required the Trainer / Assessor should be kept advised. The Trainer / Assessor will organise to collect the assessments, however if the student falls behind, they may be asked to complete assessments at a faster pace.

Employer / Workplace Supervisor

It is very important that this “Employer Handbook” which outlines Employer responsibilities is read and understood.

The Employer is required to provide the Apprentice/Trainee with support and training time as per the formal training agreement so that training requirements can be met. It is also the Employer’s responsibility to organise a suitable workplace supervisor or supervisors.

It is very important the Employer Information Handbook supplied by CWBTS which outlines Employer obligations is read and understood. It is also important that Employers and/or supervisors read and understand “A Guide to the Supervision of Apprentice/Trainees”, an additional publication which provides information on how best to actively support trainees and Apprentice/Trainees in their training.

It is important that the Employer and/or nominated supervisor discuss training progress and any related issues regarding the Apprentice/Trainee with the CWBTS Trainer / Assessor. It is also important they assist in developing the training plan and scheduling of required workplace visits.

The Employer and/or supervisor should regularly discuss training plan progress and work requirements with the Apprentice/Trainee so that they remain informed about their program.

Mentoring and/or on-the-job instructions that relate to the training program should be provided and recorded as requested. Attendance at pre-arranged meetings with the CWBTS Trainer / Assessor and the support of scheduled workplace visits is vital.

The specific responsibilities of the workplace manager/supervisor are to:

- Provide workplace guidance, advice, and support to the Apprentice/Trainee as per their job role, including providing on the job training as required
- Ensure the participant is made available at agreed times for training and assessment activities
- Allow the participant time on the job to complete training and assessment activities
- Provide feedback to the CWBTS Trainer / Assessor regarding the program on scheduled monitoring visits and/or assessment visits
- Provide feedback to CWBTS about the training and assessment program when requested

For School Based Apprentices and Trainees, it is the Employer’s legal obligation to ensure that:

- the student is placed in a safe work and training environment
- is given duties appropriate to the qualification, and
- is supervised by a staff member who is a ‘fit and proper’ person and has the competencies the student is required to develop.

Additional Responsibilities under Apprentice/Traineeship Arrangements

Trainers / Assessors will provide Apprentice/Trainees and their workplace with a suitable and flexible means and materials to support training in required competencies and provide feedback on any assessment tasks completed.

CWBTS Trainers / Assessors will regularly liaise with the Employer and/or supervisor to discuss the Apprentice/Trainee's progress.

In addition, they will complete the requirements associated with government incentives. They will also ensure that all units of competency results are recorded and that the Apprentice/Trainee graduates with a formal certificate upon the successful completion of their training program.

Apprentice/Trainees will have monthly contact with their Trainer / Assessor and be visited by them in the workplace a minimum of four times during the course of the Apprentice/Traineeship program.

SBAT Apprentice/Trainees will be visited on-site by their Trainer every six weeks.

Discontinuation, abandonment or deferral from studies

CWBTS recognizes that sometime circumstances can reduce a student's capacity to complete their course, therefore students may withdraw. CWBTS also recognizes that there may also be times where students want to transfer from one RTO to another or would like to defer their training due to personal reasons. CWBTS will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

Students who wish to withdraw from a course must do so either by:

- Phone: 1300 429 287
- Email: cwbtsc@cwbtsc.com.au
- Advising their trainer

Students will be required to state the reason for withdrawal and the date training is expected to end. CWBTS will contact training market services or the employer to confirm a student's withdrawal request, confirming the end of employment / change of employer date with the employer.

If the reason for withdrawal is due to the performance of CWBTS then CWBTS employee will make reasonable efforts to address the concerns of the student in order to assist them in completing their studies.

Students are also required to contact their Australian Apprenticeship Support Network (AASN) and advise of their cancellation date and complete any necessary forms with their employer if they are an apprentice or trainee.

Structured Training Withdrawal (STW) – Withdrawal from routine Work Duties

Where the workplace training model is followed under a Traineeship/Apprentice/Traineeship arrangement, the Government requires the workplace to provide time withdrawn from normal or routine duties for the purpose of training.

There are set guidelines for the time allocation and this information is presented by the Australian Apprentice/Traineeship Support Network (AASN) performing the sign up. This time allocation is known as Structured Training Withdrawal (STW). CWBTS is required to monitor the training withdrawal on a monthly basis. The following table details Structured Training Withdrawal guidance:

Certificate 2 level withdrawal requirements: 1.5hrs per wk.			Certificate 3 level withdrawal requirements: 3hrs per wk.		
HRs Employed per WK	STW WK	per STW Mth	HRs Employed per WK	STW WK	per STW Mth
38 (full time)	1.5	6	38 (full time)	3	12
27 (4 days)	1.2	4.8	27 (4 days)	2.4	9.6
21 (3 days)	0.9	3.6	21 (3 days)	1.8	7.2
17 (2.5 days)	0.75	3	17 (2.5 days)	1.5	6
14 (2 days)	0.6	2.4	14 (2 days)	1.2	4.8

Structured training withdrawal for a School Based Apprentice/Trainee is set to 1hr per week. This 1-hour minimum is averaged over a 4-week cycle.

Where an Employer/supervisor does not allow the Apprentice/Trainee to be withdrawn from routine work duties for the applicable minimum specified time, there is a requirement for CWBTS to report this within 14 days if initial consultation with the Employer/supervisor does not resolve the issue.

ReadySkills

CWBTS has introduced an electronic tool called 'ReadySkills' to support the learning of Apprentice/Trainees. ReadySkills is used to gather evidence of Apprentice/Trainee activity in the workplace as a requirement of an Apprentice/Traineeship.

Employers Using ReadySkills

Employers will be required to use ReadySkills to:

- View the live Training Plan of their Apprentice/Trainee
- Verify Apprentice/Trainee Weekly on-the-job activities
- Verify Apprentice/Trainee Weekly on-the-job activities
- Verify Apprentice/Trainee Weekly Structured Training Withdrawal
- Support your Apprentice/Trainee's ability to undertake activities in the workplace

Employers can monitor the progress of their Apprentice/Trainee against the units of competency required to achieve the qualification by viewing the Apprentice/Trainee's training plan live at any time on ReadySkills. Employers may also use ReadySkills for information on tasks/activities their Apprentice/Trainee may require further experience in to complete their units of competency.

Apprentice/Trainee Course Progression Summaries and Employer Sign Off

CWBTS at a minimum makes four contacts per year with the Employer to discuss the Apprentice or Trainee's progress against the Training Plan. The Employer and Apprentice are sent a detailed Apprentice/Trainee Course Progression Summary which is then signed by the Employer and Apprentice/Trainee.

This Course Progression Summary covers the following:

- Progress against the Training Plan
- Structured Withdrawal activities undertaken and logged to date
- Summary of open units, outstanding items and actions required for Employer Sign off
- Summary of site visits and upcoming scheduled site visits

As per current information available within the ReadySkills portal, Employers and students always have access to an up-to-date, live Training Plan documenting the dates of all planned, current, and completed training for an Apprentice /Trainee.

CWBTS will maintain all details in this Training Plan as a live document in the portal, to reflect the current progress of your Apprentice's or Trainee's training at all times. Employers will be able to review this with their Apprentice or Trainee to discuss their progress and ensure that Employers have signed off any outstanding 'confirmation of competency' requirements within the portal.

Assessment

Assessment will meet the National VET regulator Assessment Standards including the recognition of prior learning and current competencies. All assessment processes will be valid, reliable, flexible, and fair. Suitable and appropriate learning materials will be provided, and physical resources utilised to ensure the competencies can be achieved.

The purpose of the assessments is for the Apprentice/Trainee to demonstrate competency against current industry standards (as outlined in the Unit of Competency) through application and demonstration of knowledge and skills

Student assessment is a vital part of the learning process. Assessment is the process whereby student learning outcomes are determined, feedback is given to students on their progress and a final result grade is awarded.

It is the responsibility of students to:

- Engage actively in the learning process and participate according to unit and assessment requirements;
- Complete assessment tasks diligently and honestly to provide evidence of learning achievements in a unit;
- Meet assessment requirements as specified in the unit outline, including submission of work by the due date; and
- Discuss any concerns they have regarding their progress in coursework and assessment as early as possible with relevant trainers and / or a Training Manager. If you are experiencing a welfare issue than you may be referred to the Student Welfare Coordinator.

Please note that if your course is partially or fully subsidised by state, territory or federal funding, that you are obliged to undertake assessments as part your eligibility to receive this funding.

Competency is built over time; as such you will be assessed at various points as you gain knowledge and master skills. Each assessment task is reviewed by a CWBTS Trainer / Assessor and an outcome of Satisfactory/Not Satisfactory is determined for each completed assessment task.

To demonstrate competency in a Unit, you must satisfactorily meet the requirements for all assessment tasks and be deemed competent at the completion of assessment. For students who are deemed not yet competent in a Unit they will have the ability to complete the assessment again.

Competency Based Assessment

Students will be assessed through a process of evidence collection and judgements made as to whether they are able to demonstrate the competencies identified by industry as essential for satisfactory performance in the workplace.

Methods of Assessment

To assess competency five (5) basic methods of assessment may be used. The methods are:

1. Questioning

Methods – oral, written assignments and case studies

Type – short answer, multiple choice, matching, true/false, identification and completion

2. Simulations

Methods – simulation, role play, observation of performance, product, and process Type – case studies, simulated clients, simulated workplaces

3. Skill tests

Methods – work sample, skill sample, practical project, structured problem, and task Type – checklist, assignments

4. Direct observation

Methods – performance, product and processes on the job, 3rd party reports Type – checklist, research tasks, logbooks, peer assessment and skill books

5. Evidence of prior learning

Methods – examination of evidence

Type – portfolios, logbooks, qualifications, testimonials, and supervisor reports

Where possible, an approach which involves grouping elements of a competency together will be used to develop a holistic, meaningful assessment system.

Competency is built over time; as such the student will be assessed at various points as they gain knowledge and master skills. Each assessment task is reviewed by a CWBTS Trainer / Assessor and an outcome of Satisfactory/Not Satisfactory is determined for each completed assessment task.

To demonstrate competency in a Unit of Competency, the student must satisfactorily meet the requirements for all assessment tasks.

“What happens if I am deemed ‘Not Yet Competent?’”

CWBTS provide end-to-end learning and assessment support to students. After 2 coaching and reassessment attempts, if a student is still unable to demonstrate competency, we may recommend that the student re-enrol in that unit(s).

In the VET sector, or competency based training like the one you are enrolling into, there is no pass or fail. Put simply:

a) You are deemed “competent” and therefore granted the certificate, or

b) You are seen to be “not yet competent”, hence more evidence needs to be provided, and can be continued to be provided, until you have ticked the boxes to be seen as competent, based on the parameters given to us.

It is important to us that you understand there is no ‘fail’ in our industry. There are no exams or ‘just one shot’ at it. It is a partnership where together, through coaching from us and effort on your part to demonstrate you have understood the content – a certificate is not far away.

Student Assessment Submission

Student assessment is a vital part of the learning process. Assessment is the process whereby student learning outcomes are determined; feedback is given to students on their progress and final result grades are awarded.

For further information on student assessment submission please see the CWBTS Student assessment submission policy located on our website www.buildersacademy.com.au under the 'Key Links & Documents' tab.

Plagiarism and Collusion

Plagiarism occurs when a student passes off as the student's own work, or copies without acknowledgement as to its authorship, the work of any other person. Collusion occurs when a student obtains the agreement of another person for a fraudulent purpose with the intent of obtaining an advantage in submitting an assignment or other work.

Students are required to complete a declaration when submitting assignments that certifies the work is entirely their own except where quoted or acknowledged in the text. If plagiarism is detected the consequence may be failure in the course/program or withdrawal/cancellation from the program.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

CWBTS offers all participants a skill assessment through the recognition of prior learning and current competencies. This skill assessment or pre-training review formally identifies your existing skills as well as your skill gaps and what training is needed to complete a qualification.

CWBTS is committed to providing up to date and relevant information regarding Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students prior to enrolment and whilst enrolled with CWBTS.

CWBTS actively promotes RPL and will conduct RPL assessment in accordance with the principles of assessment and the rules of evidence.

CWBTS has qualified RPL Assessors who are responsible for a fair, equitable and consistent RPL process. For further information on RPL and Credit transfers please see the CWBTS Recognition of prior learning and credit transfer policy located on our website www.buildersacademy.com.au under the 'Key Links & Documents' tab.

General costs

You are likely to incur general costs in the course of your study. These are not costs that CWBTS will charge you, nor are they items that you purchase from CWBTS.

Tuition Fees

A list of all indicative fees by state / territory is available on our website www.cwbts.com.au on the 'Fees' page for each state.

Tuition fees are applied over the course duration set by CWBTS and detailed at the qualification level. We will confirm in writing the fees that you will be charged before commencement of your training.

Fee for Service Student Fees and Charges

CWBTS charges a tuition fee for all courses. A materials fee (also known as an incidentals fee) may also be charged where resources are required or available to be purchased from CWBTS in order to undertake the course.

Tuition fees are applied over the course duration set by CWBTS and detailed at the qualification level. We will confirm in writing the fees that you will be charged before commencement of your training.

Material and Incidental Fees

Material and incidental fees refer to fees that are not covered by your tuition fees.

Material fees

Material fees cover specific resources that you will need in the course of your study, such as: text books, protective clothing, specific tools and other items relevant to your course that you will purchase from us. We charge a separate fee for these as you may be able to source these elsewhere, buy them second hand, may already own them or be they be an optional cost. An example of an optional cost is where you request for us provide printed copies of courseware that is made available to you online and that you could print yourself.

Material fees do not apply to all courses – if it applies this will be specified to you before enrolling.

Any applicable material fees are listed with our tuition fees our website www.cwbts.com.au on the ‘Fees’ page for each state.

Reassessment fee

If a student does not pass a unit, they are entitled to a second attempt at no cost.

If the student is not deemed competent after a minimum of two attempts and wish to continue, CWBTS will charge you a reassessment fee to reattempt a unit. Additional assessment attempts may be permitted without charge at CWBTS’ discretion. **The current reassessment fee is located on our website at: [CWBTS Website](http://www.cwbts.com.au) on the ‘Fees’ page for each state.**

Funded Student Tuition Fees

Student Contribution

Enrolments in a Government subsidised training program may require a student contribution to cover the full costs of the program. All participants will be required to pay a student contribution fee for government funded programs as detailed in the CWBTS Fee Schedule and the course service agreement supplied prior to enrolment. These fees are applicable for the course duration as set by CWBTS, after which time changes to fees may apply. Students enrolling in subsidised training are charged in line with the above information and in line with subsidised rates. Concessions, exemptions and fee waivers may be available.

A list of all indicative fees by state / territory is available on our website www.cwbts.com.au on the ‘Fees’ page for each state.

Details of funding available and the eligibility requirements are included within the Enrolment Process published for each state, located on the CWBTS website on the Key Links and Documents page.

New South Wales: Smart and Skilled Funding

Student eligibility will be assessed during the enrolment process. Student contribution fees are calculated using the Provider Calculator as per Smart and Skilled Requirements. CWBTS does not waive the student contribution fees however students may be eligible for fee waivers under Smart and Skilled. CWBTS does not charge any additional fees aside from the mandatory student contribution.

Fees are payable at course commencement however should a student withdraw from the course or should the course for any reason be cancelled by CWBTS, all unused fees will be refunded.

Queensland: User Choice Funding

Student eligibility for funding will be assessed during the enrolment process. Students are required to pay a contribution fee as set by the Queensland government.

Indicative Student Contribution fees for each funded program are published in the QLD Fees Listing on the Key Links and Documents page of the CWBTS website. CWBTS calculates the individual student contribution fee for each student during the enrolment process. Student contribution fees under this program are set at \$1.60 per nominal hour for each unit of competency/module to be undertaken by the student and are calculated at the commencement of the unit of competency/module.

CWBTS is unable to waive the student contribution fee however students may be eligible for an exemption from the Student Contribution fee via the “Free Apprenticeships” initiative. Students may be eligible for partial exemption of Student Contribution fees (fees are reduced to 40% of the Student Contribution fee). Units granted Credit Transfer do not incur a Student Contribution Fee.

These fees may be paid on behalf of the student by their employer or a third party unrelated to CWBTS, but cannot be paid or waived by the CWBTS (whether directly or indirectly), unless approved in writing by the department.

CWBTS does not charge any additional fees aside from the mandatory student contribution.

Fees are payable at course commencement however should a student withdraw from the course or should the course for any reason be cancelled by CWBTS, all unused fees will be refunded.

Australian Capital Territory: User Choice Funding

Student eligibility for funding will be assessed during the enrolment process. Students are required to pay a contribution fee as set by the ACT government. The student contribution fee can be found in the ACT Fees Listing. CWBTS is unable to waive the student contribution fee however students may be eligible for fee waivers under the User Choice program. CWBTS does not charge any additional fees aside from the mandatory student contribution.

Funded Student Fee Concessions

Fee concessions and exemptions apply to a range of publicly funded vocational education and training course services provided by CWBTS across jurisdictions. Fee concession and exemption arrangements do vary depending on the jurisdiction and government support program available. Please discuss your particular situation with your CWBTS representative for further information.

Refer to the Enrolment Process for the applicable state for more information.

Reassessment fee

If the student does not pass a unit, they are entitled to a second attempt at no cost.

Fee Protection

CWBTS does not collect more than \$1,500 in prepaid fees (fees in advance) from students at any time for any course. As such, no further fee protection arrangements are required.

Please see our Fees, Charges and Refund Policy for further information located on our website: [CWBT S Key Links and Documents](#)

Fee Collection and Payment Terms

Tuition fees are applied over the course duration and due and payable as per terms detailed on the tax invoice. Tuition fees are charged at commencement of the training program. Training resource material charges are charged to the person nominated and the invoice supplied with the materials. Payment for materials is to be made on the day materials are supplied using one of the optional payment methods. Short courses and single unit enrolment fees are charged and collected in advance.

Payment terms

Prior to course commencement, confirmation of fees and payment terms will be provided in writing.

If payments are not made by the required due date, CWBTS will send a reminder notice. Where the due date has passed by more than 30 days, CWBTS may elect to cease training until payments are recommenced. If payments are not recommenced CWBTS may elect to formally withdraw the student. For students who are unable to meet the current payment arrangements, they should contact CWBTS to request a new payment arrangement.

Fee for Service Student Payment Conditions

Tuition and Resource Material fees are due and payable upon receipt of invoice/s according to the terms of the invoice.

Funded Student Payment Conditions

Student contribution fees are due and payable upon receipt of invoice/s according to the terms of the invoice.

Employer Payment Conditions

Payments made by Employers are negotiated in line with our fees and charges and due and payable upon the terms detailed on the tax invoice. Payments must be adhered to, and payment made by the due date or CWBTS reserves the right to suspend or withdraw the student from their training program. Payment for training resource materials is to be made on the day the resource materials are supplied using one of the optional payment methods listed on the reverse side of the invoice.

Payment Methods

Payment methods include direct debit, EFT transfer, cash, cheque (please ensure that it is made payable to CWBTS) or credit card payment or a direct bank deposit. A direct debit application is included in the enrolment pack and where this method is used the application must be completed and returned prior to commencement of training along with a signed copy of the “Statement of Fees”. CWBTS reserves the right not to commence training if this payment method option is requested and the Direct Debit form is not signed and returned promptly. Direct

debit payments up to a maximum 6 x monthly instalments for Tuition fees are available. Direct debit arrangements must be adhered to with payment made by the due date or CWBTS reserves the right to suspend or withdraw the student from their training program.

Overdue Fees

Where payment terms are not adhered to CWBTS reserves the right to suspend or withdraw training. Overdue fees may be referred to a debt collection agency for recovery.

Refunds

Refund of tuition fees is granted under specific circumstances where a student has withdrawn from a course.

Timeframe and payment

A refund will generally be provided within 28 days from withdrawal. Please note that course fees are not transferable to another person (unless a Memorandum of Agreement or Service Level Agreement with an employer or other third party states otherwise).

Refunds will generally be paid via electronic funds transfer (eft) but a cheque may be requested.

For students, the outcome of the refund assessment will be provided by written notice to the refundee's registered address or email (where the refund is not to be paid to a government body).

You will receive confirmation in writing of the total amount paid and the refund amount

Please see our Fees, Charges and Refund Policy for further information located on our website: [CWBTS Key Links and Documents](#)

Obtaining Your Qualification Certificate

Upon the successful completion of your training program and/or apprenticeship/traineeship you will receive a formal qualification certificate. Qualification certificates are issued under the AQF guidelines. Upon the successful completion of a qualification training program, students are provided a client survey to complete either at their last training session, workplace visit or forwarded by mail. This should be completed and returned to CWBTS. Please ensure that the address we have on record for you is correct; as your certificate will be posted by mail.

No responsibility is taken for certificates discovered missing in the mail where the address of the student is different to the address recorded and where confirmation of the mail dispatch has been established and mail is lost/missing at destination.

Re-Issue of Qualification Certificates and Statements of Attainment

Where a Qualification Certificate or Statement of Attainment is requested to be re-issued a minimum charge of \$65.00 will apply. We suggest that students keep their certificate(s) in a safe place to avoid losing or misplacing them and that you ensure we have their correct address on record for forwarding your certificate(s).

Service Guarantee

With the full cooperation of all parties in meeting their respective responsibilities and full payment of all due fees, CWBTS guarantees to complete the training and assessment once the student has commenced study in their qualification or course.

Discipline Policy

It is the policy of CWBTS to work collaboratively with all stakeholders in providing training and assessment services. Unfortunately, there are occasions where disciplinary action may be taken as a result of failure to comply with the requirements of the training process as outlined and agreed to at the commencement of training. Instances requiring disciplinary measures by CWBTS can include the following:

- student failure to meet program timeframes
- Employer failure to provide and record Structured Training Withdrawal as required in Apprentice/Traineeship programs
- failure to pay tuition and/or materials fees
- In summary, the following actions may be taken with respect to the above instances
- Regular failure of a student to meet program assessment timeframes may result in withdrawal from a program. Re- enrolment and re-invoicing may result if enrolment periods are exceeded.
- Failure of an Employer under an Apprentice/Traineeship training agreement to allocate Structured Training Withdrawal may result in intervention by an Apprentice/Traineeship Support Officer. In addition, the student's training program cannot be completed as program requirements will not be met.
- Certificates will not be forwarded where training program fees remain outstanding.

If there are difficulties in paying fees or meeting program timeframes and requirements, it is the responsibility of the student and/or Employer to renegotiate alternative arrangements with the CWBTS Accounts Department. As the Trainer / Assessor is in touch with the student on a monthly basis, there are regular opportunities to identify and discuss any difficulties as they arise and seek solutions and effective strategies to address them.

Student Support Services

CWBTS is committed to protecting and promoting the welfare of our students. CWBTS recognises that individual students have individual needs, and some may need additional support.

CWBTS is committed to giving every student an opportunity to successfully complete their chosen course and recognises that our students come from a diverse range of backgrounds and have a diverse range of work and life experiences.

Student welfare and support aspects includes, but is not limited to:

1. Academic support
2. Non-academic support
3. Providing additional support to students who may have special needs (i.e., Students with specific health issues, students with disabilities and students needing support with Language Literacy and Numeracy)

Please see our Student Support and Welfare Policy for further information located on our website: CWBTS Key Links and Documents

Language, Literacy and Numeracy (LLN)

Where the language, literacy, and numeracy (LLN) evaluation indicates that there may be an LLN issue, the Student Services Officer who reviews the application will refer the application to the LLN Committee.

The Committee will review the LLN evaluation document and identify whether there may be a requirement for:

1. Low level support
2. Higher level support and / or reasonable adjustment
3. Potentially not suitable for the course

Where support requirements are identified, the LLN Coordinator or other member of the LLN Committee will liaise with the Trainer and Assessor to identify the support strategy.

Where a student is identified as potentially not having the required LLN skills for the course, the student is asked to come in and undertake another LLN evaluation.

A determination is then made by the LLN Coordinator and if the student is deemed not to have the required LLN skills to undertake the course, the Coordinator will suggest other education pathways and may assist the student in locating LLN support services.

Please refer to the Language, Literacy and Numeracy policy for further details.

Student Safety

CWBTS has an obligation under the Occupational Health and Safety Act 2004 to ensure the health and safety of each of its employees, and to ensure that students and visitors are not exposed to risks to their health and safety arising out of its activities.

Students and visitors are required to:

- comply with CWBTS health and safety policies and procedures when on site at offices
- conduct their activities in a manner which prevents personal injury or injury to others, and/or damage to property
- cooperate with and actively participate in CWBTS safety practices

Emergency evacuation procedures are displayed in CWBTS' reception area, these procedures must be followed in the event of an emergency that causes CWBTS' fire alarm system to be activated, or if you are otherwise directed to evacuate.

CWBTS complies with all relevant Occupational Health and Safety legislation including the provisions of the Work Health and Safety Act 2011. This legislation outlines the expectations for the health, safety and welfare of employees and other people at work, eliminate risks at the source, involve Employers, employees, and organisations in the implementation of health and safety standards.

Trainer / Assessors will actively take steps to identify hazards that could cause harm to Apprentice/Trainees in the learning environment. Where possible, the Trainer / Assessor will take action to remove or control these hazards and will report the hazard to the appropriate onsite personnel.

Where practicable, Apprentice/Trainees must take responsibility for their own health and safety, and that of their fellow Apprentice/Trainees. This means Apprentice/Trainees must follow all safety rules, procedures, and the instructions of their Trainer / Assessor while attending a training session.

Qualification Certificates and Statements of Attainment

Issuing of Qualification Certificates and Statements of Attainment

Qualification Certificates and Statements of Attainment will only be issued if the student has paid all outstanding fees in relation to their training program. This includes tuition and material fees.

We reserve the right to withhold the issuing of formal results relating to the training program undertaken if any accounts remain outstanding.

Non- Completion of the Training

If the Apprentice/Trainee or their Employer notifies CWBTS that they will not be completing the qualification/withdrawing from study, a Statement of Attainment for any completed units is issued as per the standard process.

Obtaining Your Qualification Certificate

Upon the successful completion of your training program and/or Apprentice/Traineeship you will receive a formal qualification certificate. Qualification certificates are issued under the AQF guidelines. Upon the successful completion of a qualification training program, students are provided a client survey to complete either at their last workplace visit or forwarded by mail. This should be completed and returned to CWBTS. Please ensure that the address we have on record for you is correct; as your certificate will be posted by mail.

No responsibility is taken for certificates discovered missing in the mail where the address of the student is different to the address recorded and where confirmation of the mail dispatch has been established and mail is lost/missing at destination.

If an Apprentice/Trainee successfully completes the structured training the words "achieved through Australian Apprenticeship arrangements" will be used on the Certificate.

If an Apprentice/Trainee successfully completes the structured training while continuing to be unemployed, CWBTS omits the statement "achieved through Australian Apprenticeship arrangements" from the Certificate before issuing it to the Apprentice/Trainee and informs them that this will occur, before completing their training.

SBAT Apprentice or Trainees

It is anticipated that Secondary School students undertaking a Traineeship would be able to fully complete the Traineeship in a two-year SBAT program. Students undertaking an Apprenticeship typically take longer, so it is anticipated that school students undertaking an Apprenticeship would be able to complete or make significant progress in the Apprenticeship component of their program while still at school. If an Apprenticeship continues after Year 12, the student's school will support students to transition to a full-time Apprenticeship at the completion of school, so they can gain their trade qualification.

Complaints and Appeals

CWBTS is committed to providing the highest quality training services and to ensuring that all students and clients have a positive experience when dealing with us. However, we recognise that there may be times that we do not live up to your expectations. We view grievances and complaints as an opportunity to review continuous improvement opportunities. CWBTS has a Complaints committee which reviews all complaints and grievances formally lodged. The Complaints committee consists of the following CWBTS staff members:

- General Manager Quality and Compliance
- Student Welfare Officer
- Training Manager

If a **Smart & Skilled Subsidised Student** cannot resolve their complaint with CWBTS they can contact Training Services NSW by:

- Applying online
www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html
- Phone: 1300 772 104
- In person at a Training Services NSW regional office (see http://www.training.nsw.gov.au/about_us/sts_contacts.html)

CWBTS will address any and all complaints in a fair, constructive and timely manner. ***Please see our Grievances, complaints and appeals policy located on our website:*** CWBTS Key Links and Documents

Client Surveys

CWBTS strives to provide a high quality, flexible training service. Gaining feedback is extremely valuable in assisting CWBTS to achieve and maintain this goal. It is, therefore, our intention to regularly collect and analyse stakeholder and client feedback and satisfaction data on the services we provide.

To assist CWBTS in providing an ongoing, efficient service, students and employers may be asked to complete a survey at various stages of the training program. The results of these surveys are used to provide valuable feedback on the services we provide. They assist CWBTS in meeting a range of quality standards that we aim for, and which are required of Registered Training Organisations.

Your feedback, obtained through the completion of such surveys, further helps us to improve our level of service and maximize the opportunities and benefits our students can enjoy.

Results and comments made within surveys may also be used in marketing material produced by or on behalf of CWBTS. Where this occurs, consent is sought prior to use and a signed agreement is used to document the consent process.

NCVER Surveys

There is also a possibility you will receive a survey by the National Centre for Vocational Education and Research (NCVER) which collects data to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. The NCVER may also invite you to participate in a Department endorsed project or you may be contacted the Department (or authorised persons) for audit purposes.

State and Federal Government Surveys

You may also be selected to complete an annual government survey issued either via a state or federal Government Body.

Continuous Improvement

CWBTS collect feedback from employers, students, Facilitators/Assessors and other employee members on a systematic and regular basis. We are committed to continuous improvement, seeking to enhance our services the best we can to meet collective expectations.

Records and Information Access

Records and information relating to each student are held in confidence. Should access to these records and information be required by the participant, disclosure can be granted upon application. Please refer to the How CWBTS Protects Your Privacy section of this handbook for this and additional information.

The statistical information collected on your enrolment form will be used at a state and national level to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. Strict privacy and confidentiality precautions are taken by the relevant State Training Authority and NCVET to ensure no collected data can be associated with an individual.

How CWBTS protects your Privacy

As a valued client of CWBTS, we want you to know that we are committed to protecting your privacy. It is our policy to protect your personal information and ensure confidentiality.

How we collect information

The personal details we collect include information required for your enrolment into a training program of choice. These details are sourced from the enrolment form or details are provided by the Department of Education and Early Childhood Development.

Details are also collected which relate to your progress through a training program or Recognition of Prior Learning application. These details are primarily obtained from you to fulfil unit requirements but may also include second- and third-party contributions related to the training program requirements.

How we store your information

All your personal details are stored electronically in a secure database and physically in a secure location on our premises. Access to this database is controlled and limited to employee that manage enrolments, results, certification, accounts, training and assessment. CWBTS takes responsibility for the storage and maintenance of your information and records seriously. All records are stored in line with the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing privacy Protection) Act 2012.

Ensuring accuracy of information

We make every effort to keep student and client details accurate and up to date. Information is immediately updated if errors or changes are brought to our attention, which is why we recommend that you:

- let us know straight away if you find errors in your personal information
- keep us informed of changes to such personal information as your name, address or telephone numbers or any anomalies in enrolment

Disclosure and protection of information

No personal information is taken off-site or otherwise disclosed to a third party except as required to report statistical and program progression information, i.e., completion details of training programs for Apprentice/Trainees. In such cases, information is protected by confidentiality principles practiced by government authorities.

Accessing your personal information

It is your legal right to know exactly what personal information and training program records we hold. Client information is available at all times either over the telephone or in writing. To protect the privacy of clients, our staff will confirm personal details before providing any information over the telephone.

Consumer Protection

Australian Consumer Law

CWBTS maintains compliance with the national *Competition and Consumer Act 2010* and associated *Australian Consumer Law (ACL)* requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

CWBTS has implemented this *Consumer Protection Policy* and aligned *Consumer Protection Strategy* to protect the needs and interests of all clients. A designated *Consumer Protection Officer* has also been implemented:

NSW / QLD / ACT Operations Manager

cwbts@cwbts.com.au

Phone: 1300 429 287

Guarantee

As a course services provider, CWBTS supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

CWBTS ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Consumer Protection Strategy

CWBTS Obligations

CWBTS ensures it:

- Provides the training and support necessary to allow students to achieve competency;
- Provides a quality training and assessment experience for all students;
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers' personal information
- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides clients with details of these pathways for resolving or escalating complaints.

Clients' Rights and Obligations

CWBTS clients have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access CWBTS's consumer protection complaints process.

Clients' obligations include:

- Providing accurate information to CWBTS; and
- Behaving in a responsible and ethical manner.

Consumer Protection Complaints

If an individual feels that CWBTS or one of its third-party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their CWBTS representative in the first instance, before making a complaint.

If a **Smart & Skilled Subsidised Student** cannot resolve their complaint with CWBTS they can contact Training Services NSW by:

- Applying online
www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html
- Phone: 1300 772 104
- In person at a Training Services NSW regional office (see http://www.training.nsw.gov.au/about_us/sts_contacts.html)

Please see our consumer protection policy on our website: CWBTS Key Links and Documents

Further Enquiries and Assistance

If you require further information or assistance with any aspect of your training program, please ask a CWBTS staff member. They will assist and provide you with information and guidance. Course information is a free and confidential service.

Our Trainers / Assessors are available to provide information and direction to individuals, groups and organisations regarding courses offered through CWBTS. Our Trainers / Assessors are available to assist you with:

- support in the enrolment process including advice on fees and concessions
- information sessions tailored to individual needs
- pathways to higher education and university

Our Trainers / Assessors are available to all current and prospective students. Groups or individuals who require information sessions on course, details and workplace-based training options should also contact our office for further information.

Sources of Further Information

- City-Wide Building & Training Services Pty Ltd www.cwbts.com.au
- Australian Apprenticeship and Traineeship Information Centre www.aatinfo.com.au
- NSW Smart and Skilled <https://smartandskilled.nsw.gov.au/>
- QLD Government Training <https://training.qld.gov.au/training/incentives/userchoice>
- ACT – Skills Canberra <https://www.cmtedd.act.gov.au/skillscanberra>
- Australian Skills Quality Authority (ASQA) <https://www.asqa.gov.au/>
- Fair Work <https://www.fairwork.gov.au/>

Frequently asked questions

“How can I get the most out of my training?”

- Prepare for each training session and actively participate in all scheduled activities
- Complete all training and assessment requirements including classroom activities and workplace tasks
- Access the student support services made available to you during the classroom session and while completing the assessment at the workplace
- Participate in survey activities and offer constructive feedback regarding the course
- Expect that CWBTS Trainer / Assessors and other employee members will treat you with respect
- Treat employee members of CWBTS and your fellow students with courtesy
- Talk to your Trainer or call our office if you experience any difficulties and we will assist you

“What does competency mean?”

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages or accredited course curricula consist of units of competency covering a wide range of topics, for example OHS, technical skills, communications, quality control and many other aspects of a vocation/job.

“How long does it take for me to receive my Statement of Attainment or Certificate?”

We will issue your Statement of Attainment or Certificate within a month after you are deemed competent. We sign off on your competency after we have adequate evidence such as satisfactory completion of all assessment tasks and receipt of the required supporting documentation. After you submit to us the completed assessments and supporting evidence, we will email you an acknowledgement of receipt or request further information.

“What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?”

We keep your assessment documentation in our secure storage for 6 months to 7 years from the date you are deemed competent. Please make copies of your documents before sending them to us, as we will not return the original documentation to you after marking is completed.

“What is the difference between a Statement of Attainment and a Certificate?”

A Statement of Attainment is issued when a student has been deemed competent in 1 or more unit(s) of competency from a qualification. A Certificate is issued when a student has been deemed competent in all units that make up a full qualification.