

CIVIL TRAIN

The Training Division of the CCF



CIVIL TRAIN SOUTH AUSTRALIA
LEARNER
PRE-ENROLMENT
INFORMATION

www.civiltrainsa.com.au

About us

Civil Train South Australia (Civil Train SA – RTO Code 40239) is one of the largest South Australian private training provider for Civil Construction and related industries. Civil Train SA is registered with the Australian Skills Quality Authority (ASQA) and is a Skills for All Training Provider.

Quality

Civil Train SA has a quality assurance and continuous improvement program in accordance with ASQA requirements and the pursuit of excellence and innovation.

Access and Equity

Civil Train SA is an equal employer and training provider. All people are treated equally, regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age and ethnicity. Civil Train SA's Access, Equity and Fairness Policy is available at www.civiltrainsa.com.au.

Privacy

Civil Train SA is bound by the Australian Privacy Principles (APPs). Civil Train SA collects personal information for the purpose of providing training and assessment services. We are required by law to collect certain personal information which may be disclosed to relevant governments/agencies and or organisations that work cooperatively with us in providing training. If you do not provide us with all of the information requested, we may not be able to provide you with the service you have requested. You may access your personal information in accordance with the APPs by contacting us at privacy@ccfsa.com.au. Civil Train SA privacy policy is available at www.civiltrainsa.com.au.

Course Information

Civil Train SA offers a wide variety of short courses as well as a range of qualifications in Civil Construction, Horticulture, Arboriculture, Rural Operations, Local Government and WHS. Training is offered at Thebarton (SA), Port Augusta (SA) and Alice Springs (NT). As the training division of Civil Contractors Federation SA Branch (CCF SA), Civil Train SA engages closely with CCF SA members to ensure currency, relevance and outcome driven training for its learners. Some courses are designed for learners willing to enter into the Civil Construction Industry and allied industries, while others are more suitable for learners 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. Course and qualification information is available in the relevant Course Information Sheet, Learner Handbook and on Civil Train SA's website www.civiltrainsa.com.au.

For advice on the course appropriate for you please contact us at courses@ccfsa.com.au.

Please be aware that Civil Train SA 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 time lines requested;
- You will obtain an employment outcome when you successfully complete a course with us.

Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Credit Transfer (CT)

RPL is the acknowledgement of current skills and knowledge which learners may have acquired through previous training, work or life experience, which may be used to grant status or credit in a unit. It can lead to a full qualification in the VET sector.

RCC is the assessment of learner's skills. It applies if a learner has previously successfully completed the requirements for a unit of competency or a module and is now required to

be reassessed to ensure that the competence is being maintained. In this case no extra skills or competencies are nationally recognised. RCC may be required for trade licensing purposes.

CT gives you credit for learning outcomes you have already achieved which may reduce the time required to complete a qualification.

Learners might apply for RPL, RCC and CT by submitting a RPL/RCC Application or CT Application. Fees apply. For further information on RPL, RCC and CT refer to Civil Train SA Recognition & Credit Transfer Policy available at www.civiltrainsa.com.au.

Enrolment

Before enrolling you must carefully read about and understand the training, assessment and support we provide. This information is available in this brochure, relevant course information sheet, Learner Handbook and on Civil Train SA website www.civiltrainsa.com.au.

Learners might book a short course face to face or online and then complete the enrolment form on the first day of training. Enrolment in qualifications is available only face to face.

When you complete your enrolment you will be acknowledging that you have been provided with the information contained in this brochure, course information sheet, Learner Handbook and on the Civil Train SA website. Please ensure that you complete all enrolment sections so that we may support any specific study requirements you have. You are enrolled in a course once you have been selected, completed enrolment and arranged payment of fees, and we have confirmed your enrolment.

You are encouraged to disclose any disability or ongoing health/medical condition that may require support.

Unique Student Identifier (USI)

Learners undertaking Nationally Accredited training are required to provide a Unique Student Identifier (USI). A Statement of Attainment (SOA) or qualification cannot be issued until a USI is provided. Learners can apply for a USI themselves at www.usi.gov.au or ask Civil Train SA to apply on their behalf by sending an email to usi@ccfsa.com.au.

Personal Equipment

Civil Train SA is committed to ensuring the health and safety of trainers, assessors and learners.

Some of our training 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 information sheet learners have an obligation to provide for themselves any materials, personal protective equipment and must present for training as advised.

Language, Literacy and Numeracy (LLN) & Computer Literacy

Civil Train SA aims at all times to provide a positive and rewarding learning experience for all learners. Our enrolment form asks you to provide information regarding LLN requirements or any other special learning needs. In the event of LLN needs being identified by either the learner or by Civil Train SA as a support requirement for the learner, the accountable officer will discuss options with the learner.

All learners studying at Civil Train SA are required to have basic computer literacy to a level required to achieve satisfactory completion of the program they enrol in i.e. must be able to use the internet for research 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 provided assistance in locating an appropriate computing training course. This may incur an additional cost.

Learner Support Services

Civil Train SA provides internal or external support services to learners. Internal support services include: RPL and RCC, study skills and assignment preparation, employment guidance and mentoring and computer literacy. Fees may apply to some internal support services. Learners having specific needs that may impact on their ability to complete the course, should discuss

with us prior to enrolment so we can advise as to any reasonable adjustment we may be able to make for them.

Potential learners who are identified as not meeting course entry requirements will be assisted with referral to appropriate support services. Please refer to Civil Train SA Learner Support Services for more information on support services. Our full Learner Support Policy is also published on our website www.civiltrainsa.com.au.

Learners requiring support services not provided by Civil Train SA or further support, might receive referral to appropriate external support services. Costs directly associated with the support service are payable by the learner. Civil Train SA will assist the learner to access appropriate funding or medical benefit rebates as may be available from time to time.

Appeal & Complaints

Civil Train SA provides a process for advocacy, internal mediation and external independent mediation to resolve disputes, appeals and complaints in a confidential, impartial, transparent and timely manner. Our Complaints and Appeal Policies and details on how to appeal or make a complaint are available at www.civiltrainsa.com.au.

Fees & Refunds

Each training product has an established fee which varies depending on the nature of the training product and your circumstance, such as eligibility for *Skills for All* support or Construction Industry Training Board (CITB) subsidy. Details of fees charged for each training product are available in the course information sheet and in the Fees Schedule at www.civiltrainsa.com.au. Fees and charges may be paid by cash, cheques, credit card, electronic funds transfer and/or direct debit arrangements. Successful enrolment applications in Civil Train SA short courses and qualifications cannot be guaranteed until course fees (if any) are paid and receipts must be retained to verify payments. Fees for courses are to be paid prior to course commencement.

A non-refundable Administration Fee applies to all qualifications

(qualifications other than those listed 'fee free' under *Skills for All*) and short courses at time of signup. Please refer to the Fees Schedule for non-refundable Administration Fee.

The issuance of a qualification or SOA may be withheld until all fees are paid.

Skills for All funding is subject to the learner meeting the required *Skills for All* eligibility criteria and satisfying any *Skills for All* enrolment conditions. For more details on *Skills for All* funding eligibility criteria and conditions please go to www.skills.sa.gov.au

CITB subsidy is provided upon provision of a valid CITB Identification Number prior to enrolment. Failure to provide valid CITB and to successfully complete the course will result in full fees being payable. CITB subsidy can be varied at any time at the discretion of the CITB. For more details on CITB funding eligibility criteria and conditions please go to www.citb.org.au

Short courses are offered at up to 10% discount to CCF SA members.

Civil Train SA might cancel programs due to low registrations. Reasonable notice of cancellation including an offer of transfer to another program will be given to learners. If Civil Train SA cannot honour the transfer within a reasonable period and the learner prefers or Civil Train SA cannot deliver any of the units of competency scheduled in a particular training program, full fees will be refunded.

Qualifications - Where a learner cancels a training contract by giving minimum 14 day notice prior to the course commencement all fees excepting non-refundable Application/Administration fee will be refunded. No refund is given if training contract is cancelled with less than 14 day notice prior to course commencement.

Short Courses - Where learners cancel training contracts by giving minimum 5 working days' notice prior to the course commencement all fees will be refunded. No refund is given if training is cancelled with less than 5 working days' notice prior to course commencement.

Request for refunds must be made to Civil Train within 5 days of formal notification of cancellation.

Civil Train SA Fees and Refund Policy is available at www.civiltrainsa.com.au.

Issuance of SOA & Qualifications

Civil Train SA will issue certification documentation within 30 calendar days of the learner being assessed as meeting the requirements of a nationally accredited training if the learner has successfully completed the training program and all course fees have been paid to Civil Train SA. Learners who have successfully completed a qualification will be issued with a Certificate in the appropriate field of study for the relevant qualification level and a Transcript of Results of units of completed. In case of partial qualification completion learners will be issued with a SOA of units of competence completed.

On completion of short courses learners will be issued with a SOA.

On completion of non-nationally accredited courses learners will be issued a Statement of Attendance.

Learners Rights & Obligations

Learners who enrol in Civil Train SA courses have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- 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) and Civil Train SA's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints 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 within twenty days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions.

Learners who enrol in Civil Train SA courses agree at all times during their enrolment period to:

- 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 SA prior to commencement of the training of absenteeism;
- Informing Civil Train SA if they have any concerns or need for support related the successful completion of the course;
- Follow dress rules and a good standard of personal presentation and personal hygiene at all times;

- Treat staff and fellow learners with respect and fairness;
- Ensure personal details are current and correct;
- Not to smoke in non-smoking areas, including not to use electronic cigarettes;
- Not to be under the influence of alcohol or illicit drugs;
- Turn off mobile phones off whilst engaged in training and assessment activities;
- Follow normal and reasonable safety practices; and
- Not discriminate, harass, abuse, threat or take violent behaviours of any kind whether physical or verbal.

By signing Civil Train SA 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 SA policies.

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

PRE-ENROLMENT CHECKLIST

Information you need before enrolling:

<input type="checkbox"/>	Course information, including content, outcomes prerequisites and equipment and material required
<input type="checkbox"/>	Check <i>Skills for All</i> website to check eligibility for funding (if applicable)
<input type="checkbox"/>	Check eligibility for CITB subsidy (if applicable)
<input type="checkbox"/>	Provision for language, literacy and numeracy support
<input type="checkbox"/>	Learner Rights & Obligations
<input type="checkbox"/>	Complaints and appeals procedures
<input type="checkbox"/>	Recognition of prior learning arrangements and credit transfer

Civil Train SA
1 South Road, Thebarton SA 5031

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