



# LEARNER PRE-ENROLMENT INFORMATION

## About us

The Civil Contractors Federation SA is the peak industry body representing the civil construction industry in South Australia. We have a Registered Training Organisation (RTO) operating under the names of Civil Train South Australia, Civil Train NT, Civil Train Western Australia and Mining Train. Our RTO code is 40239. The information in this document is applicable across the entire RTO.

Civil Train South Australia (Civil Train SA) is one of the largest South Australian private training providers for Civil Construction and related industries, training more than 10,000 learners a year and almost 90% of the State's civil construction trainees.

Civil Train NT and WA deliver a range of training solutions across the Northern Territory and Western Australia, respectively.

Mining Train delivers qualifications and courses for the mining and quarrying sectors.

## Quality

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

Civil Train is the civil construction training arm of the Civil Contractors Federation SA (CCF SA), the peak body representing the civil construction industry in South Australia.

With its strong links to the civil construction industry through CCF SA, Civil Train ensures current, relevant and outcome driven training.

Civil Train is responsible for the quality of the training and assessment being delivered and is also responsible for issuing any AQF certification that the learner is entitled to.

## Access and Equity

Civil Train 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. Our Access, Equity and Fairness Policy is available at [www.civiltrain.com.au](http://www.civiltrain.com.au)

## Privacy

Civil Train is bound by the Australian Privacy Principles (APPs). Civil Train 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 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 [courses@ccfsa.com.au](mailto:courses@ccfsa.com.au). Our privacy policy is available at [www.civiltrain.com.au](http://www.civiltrain.com.au)

## Course Information

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

Each course identifies the requirements that learners must meet to enter and successfully complete the course. Course and qualification information is available in the relevant Course Information brochure, Learner Handbook and on our website.

For some courses, Civil Train may partner with a third party to provide some services, such as marketing or training and assessment in specialist areas. This will be clearly noted in the course information, where relevant.

For advice on the course appropriate for you please contact us at [courses@ccfsa.com.au](mailto:courses@ccfsa.com.au)

Please be aware that Civil Train does not guarantee that:

- You will successfully complete any course that you enrol in with us. We will provide all information, tuition and assistance within our capability; but in the end it will always be up to the learner to complete the necessary work in the 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 a 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 our Recognition & Credit Transfer Policy available at [www.civiltrain.com.au](http://www.civiltrain.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 document, the relevant course information brochure, Learner Handbook and on our website [www.civiltrain.com.au](http://www.civiltrain.com.au)

Learners may book a short course face to face, over the phone or online, and then complete the enrolment form on the first day of training. Enrolment into qualifications is available only face to face.

When you complete your enrolment you acknowledge that you have been provided with the information contained in this document, the course information brochure, Learner Handbook and Civil Train 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.

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](http://www.usi.gov.au) or ask Civil Train to apply on their behalf by sending an email to [usi@ccfsa.gov.au](mailto:usi@ccfsa.gov.au)

## Personal Protective Equipment

Civil Train 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 personal protective equipment and must present for training as advised.

## Language, Literacy and Numeracy (LLN) & Computer Literacy

Civil Train aims, at all times, to provide a positive and rewarding learning experience for all learners. Our short course registration form and 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 as a support requirement for the learner, a Civil Train representative will discuss next steps with the learner, which may include a diagnostic assessment.

Learners applying to participate in a qualification (whether funded or fee for service) will be required to undertake an LLN online assessment as part of the application process and a suitability interview.

All learners studying at Civil Train are required to have basic computer literacy to a level required to achieve satisfactory completion of the course 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 be expected to have 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.

## Appeal & Complaints

Civil Train 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 Appeals Policy and details on how to appeal or make a complaint are available at [www.civiltrain.com.au](http://www.civiltrain.com.au)

## Learner Support Services

Civil Train provides internal 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 who have specific needs, which may impact on their ability to complete the course, must discuss them 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 external support services, if required. Please refer to our Learner Support and Educational Services Policy for more information on support services, published on our website [www.civiltrain.com.au](http://www.civiltrain.com.au) Learners requiring support services not provided by Civil Train, or further support, will be referred to appropriate external support services. Costs directly associated with the support service are payable by the learner. Civil Train will assist the learner to access appropriate funding or medical benefit rebates as may be available from time to time.

## Issuance of SOA & Qualifications

Civil Train will issue certification documentation within 30 calendar days of the learner being assessed as meeting the requirements of nationally accredited training if the learner has successfully completed and been deemed competent in a national accredited training program, all course fees have been paid to Civil Train and their USI has been verified.

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 Record of Results of units completed. In case of partial qualification completion learners will be issued with a Statement of Attainment (SOA) of units of competency completed.

Upon successful completion of nationally accredited short courses learners will be issued with a Statement of Attainment.

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

## Fees and 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 government subsidy or CITB/CTF subsidy.

Details of fees charged for each training product are available in the Fee Schedule at [www.civiltrain.com.au](http://www.civiltrain.com.au) Fees and charges may be paid by cash, cheque, credit card, electronic funds transfer and/or direct debit arrangements.

Successful enrolment applications in Civil Train 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 of \$1,500 or less and for non -accredited Plant Training and Assessment courses are to be paid prior to course commencement.

A non-refundable Administration Fee applies to all qualifications and short courses at time of signup (except some government subsidised programs). Please refer to the Fee Schedule for non-refundable Administration Fees.

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

State and Territory subsidised training is subject to the learner meeting the required eligibility criteria and satisfying any enrolment conditions.

CITB subsidy is available only for South Australian resident learners and is provided upon provision of a valid CITB Identification Number prior to enrolment. Failure to provide valid CITB or 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](http://www.citb.org.au)

CTF subsidy is available for Western Australian resident learners who meet CTF eligibility requirements. Individual learners who believe they are eligible can seek a refund for completed training directly from CTF. For more details on CTF funding eligibility criteria and conditions please go to [www.ctf.wa.gov.au](http://www.ctf.wa.gov.au)

Selected short courses are offered at up to 10% discount to Civil Contractors Federation SA Members.

Civil Train may 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 cannot honour the transfer within a reasonable period and the learner prefers, full fees will be refunded.

**Short Courses** - Where a learner cancels training by giving minimum five (5) working days' notice prior to the course commencement all fees will be refunded, except the non-refundable Administration Fee. No refund is given if training is cancelled with less than five (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.

**Qualifications** - Where a learner cancels a qualification/training contract by giving minimum 10 working days' notice prior to the course commencement, all fees, excepting the non-refundable Administration Fee, will be refunded. No refund is given if a qualification/training contract is cancelled with less than 10 working days' notice prior to course commencement.

Late arrival for a course may result in you not being able to take part. This is at the discretion of the RTO, but as a guide we may allow for a 15 minute window. If you are refused entry to a course because of lateness, it counts as a non-attendance, with applicable fees due.

If you are unable to complete a course for whatever reason, full fees are due.

Full terms and conditions can be found in our Fees and Refund Policy and all fees are published in the Fee Schedule, available at [www.civiltrain.com.au](http://www.civiltrain.com.au)



## Learners Rights & Obligations

Learners who enrol in Civil Train 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'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 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 prior to commencement of the training of absenteeism;
- Informing Civil Train 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 the Civil Train enrolment form you acknowledge and understand the services available to you, the rights and obligations you have as a learner and agree to be bound by Civil Train policies.

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

### PRE-ENROLMENT CHECKLIST

Information you need before enrolling:

<input type="checkbox"/>	Course information, including content, outcomes prerequisites, equipment and material required and fees
<input type="checkbox"/>	Check your eligibility for government funded programs (if applicable)
<input type="checkbox"/>	Check eligibility for CITB or CTF subsidy (if applicable)
<input type="checkbox"/>	Provision for language, literacy and numeracy support
<input type="checkbox"/>	Learner rights and obligations
<input type="checkbox"/>	Complaints and appeals procedures
<input type="checkbox"/>	Recognition of prior learning arrangements and credit transfer

#### FOR FURTHER INFORMATION

For all course information enquiries: [www.civiltrain.com.au](http://www.civiltrain.com.au)

P: (08) 8111 8001 E: [courses@ccfsa.com.au](mailto:courses@ccfsa.com.au)

#### FIND YOUR NEAREST CIVIL TRAIN OFFICE

##### ADELAIDE

1 South Road, Thebarton,  
SA 5031

P: 08 8111 8001

E: [courses@ccfsa.com.au](mailto:courses@ccfsa.com.au)

##### ALICE SPRINGS

15/311 Stuart Highway,  
NT 0870

P: 08 8953 3515

E: [coursesnt@ccfsa.com.au](mailto:coursesnt@ccfsa.com.au)

##### DARWIN

c/o CCF NT, Development  
House, 76 The Esplanade, NT

P: 08 8953 3515

E: [coursesnt@ccfsa.com.au](mailto:coursesnt@ccfsa.com.au)

##### PERTH

70 Verde Drive, Jandakot  
WA 6164

P: 08 9417 1980

E: [courseswa@ccfsa.com.au](mailto:courseswa@ccfsa.com.au)



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