



STUDENT
HANDBOOK

CORE CREW
TRAINING

WELCOME!

The aim of Core Crew Training (CCT) and the courses offered is to provide you with the knowledge and skills to enable you to work safely and identify possible risks in the workplace.

You are advised to read this handbook thoroughly. We attempt to make this course as enjoyable as possible, but your participation and input is essential to help make it so. This training will be of even greater value if you are aware of what is expected of you.

Your rights as a learner are outlined throughout this handbook, but should you require further information please contact Core Crew Training directly.

Please read all sections of this handbook carefully. It is filled with vital information on your rights and responsibilities as a student, as well as the responsibilities and policies of this training organisation. Keep this handbook in a safe place for future reference.

We trust you will enjoy the induction training and welcome any comments and suggestions that may improve the course content and its implementation.

We hope your learning experience is an enjoyable one!

Ruan Brown

Chief Executive Officer

Core Crew Training



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Web : www.corecrewtraining.co

Important Information for Students

Change of details

If you decide to withdraw or modify your enrolled course or program, or if there are changes to your personal information such as name, address, or contact details while you are actively engaged in your studies, please advise us as soon as possible. This will enable us to promptly update your records. Maintaining accurate information is crucial to ensure that essential communications and your academic results reach the appropriate address.

Enrolments & enquiries

Students must complete an enrolment form and provide all relevant information (e.g. correct name, date of birth, proof of pre-requisite study) prior to commencing a course or program. Payment of training fees is required before the course commences. All fees are set at the discretion of the Chief Executive Officer.

Fees & Charges

Pre-enrolment and conditions information

Refer to the information you were provided with pre-enrolment regarding payment, fees, refunds, cancellations, withdrawals and other charges. This information is also downloadable on our website.

Location & Facilities Details

Administration

Our office offers a range of services to students, including:

- photocopying
- learning support
- student services and support.

Office and training facility

CCT office and training facility is located at Lot 9, Bruce Highway, Babinda.

Important dates

CCT is closed for all statutory holidays, including the Christmas/New Year break and Cairns Show Holiday.

Food

CCT has kitchen facilities available for students, including a microwave and fridge if you wish to bring your own lunch with you. The main street of Babinda has a supermarket where you can purchase food or refreshments as an alternative.

Parking

There is plenty of parking available at our training facility.

Hire of facilities/equipment

Equipment/machinery hire is available in special circumstances — contact administration for more information.

Student support services

CCT offers a range of services to assist students in reaching their personal, educational, and employment objectives. Guidance and referrals are available to support you whenever you require assistance with

- disabilities support
- career options
- job seeking
- further studies
- accommodation
- grief counselling
- financial difficulties
- family problems
- relationships
- health
- job vacancies

Study and Assessment

Competency-Based Training

Competency-Based Training (CBT) is a flexible form of vocational education and training that aims to produce a workforce with the skills and knowledge required by industry. Competency is achieved when students can appropriately perform and apply a combination of skills and knowledge to the standard required in a range of situations in the workplace. CBT focuses on the achievement of competencies and what a person can do as a result of their education and training. Consequently, the duration of a CBT program may vary from person to person. Students are able to progress at their own speed, moving on as milestones are achieved. In some cases, the length of the program

can be reduced if the student receives credit through Recognition of Prior Learning (RPL) or accelerated learning.

CBT programs are structured to achieve levels of competency. Competency standards have set outcomes, conditions of performance and benchmarks for measuring that performance. Under CBT, students cannot progress to a new level of competency until the preceding competency is achieved. The majority of programs develop competency through a combination of off-the-job and on-the-job learning. Programs that do not have a specified on-the-job component expect that the learner will continue competency development in the workplace.

Your assessment will be recorded with results as follows:

C = Competent

NYC = Not Yet Competent

Should you receive a result of NYC, your assessor will provide you with feedback and support to help you to gain a result of 'C' at a later date.

It is your responsibility to attend and participate in scheduled assessments. If you cannot attend a scheduled assessment, you must notify the Assessor before the assessment. If you do not sit/resit your assessment item on the arranged date, you will be given an unsatisfactory result for the assessment item. No resits are permitted after the final result for the competency has been issued unless agreed to by the Assessor for exceptional circumstances. A fee of \$500 is payable for any re-assessment.

Skills Recognition or Recognition of Prior Learning

An Explanation of RPL

Recognition of Prior Learning (RPL) is about recognising the knowledge you have gained through life or work experiences and any formal training received. The RPL process takes into consideration experience from either of or all of these 3 areas. That is:

1. Formal Qualifications

You may have received from such institutions as school, university, correspondence school, TAFE, etc.

2. Work Experiences

Whether a 'toolbox' talk, formal 'in-house' course or just experience gained throughout the years in your chosen field.

3. Life Experiences

For example, being on the local sports committee as secretary or treasurer, being able to balance your own or the family budget, travelling overseas, etc., gives you experience. Even various sports you were/are involved with could be used as supporting evidence if they relate to the competencies and learning outcomes. Any previous training undertaken is also taken into consideration. The whole process focuses on you and the knowledge you have gained. RPL does not exclude you if your evidence does not include a recognised course. In fact, the RPL process is about gathering evidence from the 3 main areas of formal, work and life experiences to help support your claims. The evidence may take various forms, including

certification, references from past employees, testimonials from clients and work samples. RPL is about ensuring that training is not repeated, and a course participant is not doubling up on information they already have.

RPL and CBT - What's the Connection?

As stated, RPL concentrates on evidence gathering, which is aligned to the course outcomes, whereas CBT (Competency-Based Training) can serve the same purpose by pre-testing a student in the competencies of a course. This will determine how much of that course the participant will need to complete.

Who is Involved in the RPL Process?

1. There is the RPL Assessor (a trainer who has knowledge of the subject).
2. The RPL Facilitator who acts as an impartial party to the whole process and ensures that all procedures are fair.
3. You, i.e. the person applying. You may ask that a 'referee' accompanies you who has the knowledge of your abilities.
4. This 'referee' acts in a support role only and could be, for example, your supervisor from a current or past place of employment.

The Assessor must ensure the evidence is authentic, valid, reliable, current and sufficient. Applying for RPL

The first and most important step is determining exactly what you want to be assessed on. At this stage, a decision should be made as to whether you are applying for one or more units of competency. Gather as much evidence to support your application. Your evidence must match up with that particular unit's competencies.

Language, Literacy and Numeracy

- CCT is particularly aware of the requirement to evaluate the clients in their Language, Literacy and Numeracy (LLN) skills.
- It is the onus of the Assessor and/or the course coordinator to determine the LLN skills of the learner, identify shortfalls and take whatever action is necessary to address the shortfall.
- However, if a student has a concern regarding their LLN skills, this concern must be expressed to CCT personnel, where possible, prior to course commencement, and the necessary steps will be put into place to address the problem and provide assistance.
- All information provided in relation to a student's LLN skills is kept strictly confidential.

Pre-requisites

Specific entry requirements vary based on the selected course (refer to the course information documentation for specifics) Candidates must be over 18 years of age to meet licensing regulations within their jurisdiction. In certain instances, trainees under this age may apply to Management for exemption (conditions apply).

Resources

As part of the course fee, Core Crew Training will supply each client with the books and documents required to undertake the training. Where applicable, CCT will provide any learning aids to assist the learner.

Accelerated progression

Should you already possess some of the skills necessary for a course/program, you have the option to discuss and negotiate an accelerated learning path with your course coordinator/teacher.

Articulation and credit transfer

Please see your trainer/assessor if you wish to consider this option.

Results document

You will receive a plastic competency card (where appropriate) and a Statement of Attainment or a Statement of Results of the course after successfully demonstrating competency in all of the elements listed in this course. If an entire qualification or unit of competency is delivered and assessed in any language other than English, it will be noted on the statement of attainment or qualification issued.

Verification of competency

A Verification of Competency certificate is issued to a student who has been deemed current in a task or operation. This certificate is used in various situations where the client/employer requires validation of competency in a particular field. Upon successful completion of the training/assessment, the student is issued a Verification of Competency certificate and a CCT competency card. Verification of competency is not an accredited course and is not recognised within the Australian Qualifications Framework.

Replacement documents

A replacement Statement of Attainment or competency card can be provided if required. Statement of Attainments will be issued as a certified copy of the original document. The replacement cost of a card is \$40.00 each, and the replacement cost of the Statement of Attainment \$30.00 each.

Plagiarism and cheating

Plagiarism means taking and using another person's ideas and passing them on as their own. This includes but is not limited to work published or not published, printed material, information on the internet, recordings and work of other participants. Cheating is the practice of deceptive acts for the purpose of obtaining competency results in any assessment. Cheating includes assisting another student to deceptively obtain a competency result. Contravention of CCT's plagiarism and cheating policy will result in participants being penalised.

Should a student be found to have plagiarised or cheated, their trainer will allow them an opportunity to respond to the allegation. If, following a discussion with the student, the trainer forms the opinion that the student has plagiarised or cheated, the trainer may take the following appropriate action at their discretion:

- explain to the student that they would need to resubmit the assessment
- provide the student with another form of assessment
- failing the assessment in question
- failing the unit of competency.

Staff obligations and responsibilities:

- Develop and maintain knowledge of the legislation and policy concerning plagiarism and cheating.
- Comply with the legislation and policy relating to plagiarism and cheating and demonstrate compliance through their own actions.
- Provide information to participants regarding their obligations and potential ramifications in relation to plagiarism and cheating legislation and policy.
- Be diligent in the detection of plagiarism and cheating.
- Ensure participants know the requirements for their assessments, working independently of other participants.

Participant obligations and responsibilities:

- To read, understand and comply with information and obligations relating to plagiarism legislation and policy.
- Appropriately acknowledge work that has been sourced from others, e.g., referencing.
- Take reasonable steps to avoid work being reproduced by other participants.

Code of Practice

As a Registered Training Organisation, CCT has agreed to operate within the Standards for Registered Training Organisations (SRTOs) 2015 under the VET Quality Framework (VQF). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

a) Educational Standards

CCT adopts policies and management practices that maintain high professional standards in delivering education and training services and safeguard participants' interests and welfare. CCT maintains a learning environment that is conducive to the success of all participants. CCT ensures that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved under its scope of registration. CCT maintain systems for recording and archiving participant enrolments, attendance, completion, assessment outcomes, recognition of prior learning, complaints and appeals, qualifications and statements of attainment issued. CCT treats all personal records of clients confidentially.

b) Course Delivery

CCT prior to course commencement provides participants with all relevant information about the course content, availability of learning resources, assessment requirements and appropriate support services. CCT ensures that training and assessment occur in accordance with the requirements of the accredited course or endorsed training package.

c) Staff

CCT ensures that the responsibility for the Management and coordination of training delivery, assessment (including the recognition of prior learning), staff selection and professional development are clearly identified and undertaken by a person or persons with relevant qualifications and experience. CCT ensures that all those involved in training and assessment have:

- The minimum training and assessment credential at least required by Clause 1.14 of the Standards for Registered Training Organisations (SRTOs) 2015;

In addition, staff shall have:

- Vocational competencies are at least at the level being delivered and assessed.
- Current industry skills directly relevant to the training and assessment being provided.
- Current knowledge and skills in vocational training and learning that inform their training and assessment.

Industry experts may also be involved training and in the assessment judgement, working alongside the Trainer and/or Assessor to conduct the assessment.

CCT ensures that all Trainers and Assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment, including competency-based training and assessment.

d) Training & Assessment

All Nationally Recognised Training conducted by CCT is undertaken according to the relevant Training Package. Training and assessment strategies have been designed to provide participants with the skills and knowledge required to meet the industry's needs.

e) VET Quality Framework

We ensure that all activities undertaken abide by the requirements of the VET Quality Framework including:

- the Standards for National VET Regulator (NVR) Registered Training Organisations
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements
- the Australian Qualifications Framework.

f) Access & Equity Policy

Based on the Access and Equity Policy for the Vocational Education and Training System, CCT will provide training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training.
- Provides equal opportunity for all people.
- Provides access for all to appropriate, quality vocational education and training programs and services.
- Provide support services that enhance the achievement of positive outcomes.

g) Training Environment

CCT will comply with all laws relevant to the operation of the training premises, including:

- occupational health and safety
- fire safety regulations
- ensure that the training premises are of adequate size and have adequate heating, cooling lighting and ventilation

CCT will ensure that training facilities, equipment, and other resource materials are adequate for the courses being delivered and maintained in good order and repair.

h) Qualifications and Statements of Attainment

CCT only issues qualifications and/or statements of attainment within the scope of registration to participants who satisfactorily complete all requirements. Qualifications and statements of attainment include:

- the RTO's name and RTO code
- the name of the person receiving the qualification/statement of attainment
- the date issued and the signature of the Training Director
- the Nationally Recognised Training logo.

Qualifications

- Industry descriptor, e.g. Civil Construction.
- Occupational or functional stream, in brackets (e.g. Plant Operations).
- The words, "the qualification certified is recognised within the Australian Qualifications Framework".
- Qualifications are issued within 5 working days of the participant successfully completing all units required.

Statement of Attainments

- List of competencies achieved and national code for each unit.
- AQF qualification partly completed (if appropriate, e.g. skillset).
- The words "These competencies are recognised within the Australian Qualifications Framework".
- Statements of attainment are issued to participants who enrol in units of study only and those participants who do not complete full qualifications. Statements of attainment will be issued within 5 working days of the participant completing the units of study in which they have enrolled.
- Participants who elect not to continue their studies will be issued with a statement of attainment for units successfully completed within 5 working days of informing CCT of their withdrawal.

CCT accepts and recognises the qualifications and statements of attainment awarded by all other registered training organisations after verifying the authenticity of students' testamurs.

i) Quality Assurance and Improvement

CCT is dedicated to providing a high standard of service, complying with relevant legislation and finding new ways to improve the level and quality of service offered to clients. To achieve this, CCT has a documented policy for managing and monitoring all training operations and reviewing participant/client satisfaction.

j) Marketing

Marketing activities undertaken by CCT must clearly state training and assessment services leading to AQF qualifications and/or statements of attainment. Nationally recognised training must be independent of any other training services offered. All marketing conducted by CCT will be undertaken with integrity and accuracy to provide clients with sufficient information to make an informed decision.

k) Recruitment and Selection

CCT provides accurate, relevant and up-to-date information to participants prior to commencement. This includes, but is not limited to:

- scope of registration
- certification to be issued to the participant on completion or partial completion of the course
- competencies to be achieved during training
- assessment procedures
- arrangements for the recognition of prior learning, including credit transfer
- appeal procedure
- facilities and equipment
- participant support services

- application process and selection criteria
- fees and costs involved in undertaking training
- fee refund policy

Recruitment of participants is conducted at all times ethically and responsibly. CCT ensures that participant application and selection processes are explicit and defensible and comply with access and equity principles.

l) Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through formal study, work experience and other 'life' experience. CCT aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place. CCT has developed a system offered to all participants to ensure there is no unnecessary duplication of training or assessment and to ensure maximum recognition of current skills and knowledge. These processes are detailed in the student handbook under 'recognition of prior learning'.

m) General

CCT:

- Maintains adequate and appropriate insurance, including public liability, WorkCover, professional indemnity and contents.
- Advises the regulating authority in writing within 10 working days of any change to registration.
- Allows the regulating authority or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration.
- Supplies the regulating authority with delivery details for each course and unit in the scope of registration, including participant information in accordance with AVETMISS reporting requirements.
- Resolves any complaints conveyed by participants fairly and equitably.
- Retains participant results and a record of qualifications/statement of attainments issued for a period of 30 years.
- Retains completed assessment items for each student for a minimum of 6 months from completion for the appeal period.
- In the event of CCT ceasing operations, all records of participant results will be sent to the regulating authority for archiving.

n) Compliance with all relevant legal requirements

CCT complies with all relevant legislative and regulatory requirements, including but not limited to compliance with:

- the National Vocational Education and Training Regulator Act 2011 and the legislative instruction it enables
- legislation, regulations and standards related to the delivery of training to overseas students (if applicable)
- workplace health and safety legislation and regulations
- anti-discrimination legislation and regulations, and
- consumer protection requirements

CCT also ensures staff and clients are informed of all relevant requirements and changes to legislative and regulatory obligations that may impact the training and assessment services provided.

o) Sanctions

CCT accepts that failure to meet the obligations of this code, the conditions of registration as a private provider of vocational education and training, may have their registration as a registered training organisation withdrawn.

Complaints and Appeal Policy

Our complaints and appeal policies are integral to CCTs quality management system. In most cases, issues with course content or the attitude of trainers and assessors are communicated and resolved informally during the debriefing at the end of the course as part of the feedback process. Students are encouraged to discuss any issues with their Trainer/Assessor first. If the Trainer/Assessor cannot resolve the concern, then the complaint should be directed in writing to CCT management. Management will appoint a person or persons to deal with the complaint. Students who feel they have a genuine complaint have the right to a fair hearing at which they may state their concerns. Management will inform students of receipt of the complaint within 48 hours and advise the complainant of the requirement for natural justice principles to be afforded to the other party (if applicable). Students will be advised of the resolution and outcome within 7 days of receiving the complaint. If the student accepts the outcome/resolution, the matter is considered resolved, and the complaint is finalised. If the student does not accept the decision, they must submit an appeal in writing to the CEO within 7 days of the decision by Management. After reaching a decision, the student will be notified in writing within 7 days of the review (and hearing if applicable). The CEO's decision is final. Clients who are not satisfied with the complaint process and outcome may refer the matter to an independent arbitrator acceptable to both parties at their own cost.

Appeals against the assessment decision

Appeals against the Assessor's assessment decision should be verbally lodged with the Assessor when informed of the decision. The Assessor will review the evidence and decide the outcome within 7 days. If the Student, because of a non-attainment of a competency, lodges a written appeal against the decision, it may be necessary to re-assess the competency with another Assessor. The Training Director will manage this process. If, after further assessments, the Training Director determines that the student has not reached competency, but the student does not agree with that decision, then they may submit their further appeal, in writing, to the Chief Executive Officer. The appeal is to be

lodged no later than 7 days after the initial decision by the Training Director. The CEO will appoint a chairperson of the Academic Appeals Committee to review the student's appeal. The student will be invited to attend a hearing where they can put their case forward. After reaching a decision, the student will be notified in writing within 7 days of the hearing. The committee's decision is final. Students unsatisfied with the appeal process and outcome may refer the matter to an independent arbitrator acceptable to both parties at their own cost.

Access and Equity Policy

CCT will meet the needs of individuals and the community as a whole through the integration of access and equity guidelines. We will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. We will endeavour to increase opportunities for people to participate in the vocational education and training system. We will strive to target market segments' specific needs to enhance the organisation's economic development. All staff are provided with information that ensures they are aware of and understand their obligations under legislation, and students are provided with information regarding legislation that may affect their training during the delivery of their course including:

Commonwealth legislation:

- *Privacy Act 1988*
- *Sex Discrimination Act 1984*
- *Racial Discrimination 1975*
- *Age Discrimination Act 2004*
- *Workplace Health and Safety Act 2011*

Queensland legislation:

- *Anti-Discrimination Act 1991*
- *Fair Trading Act 1989*
- *Further Education and Training Act 2014*

Roles and responsibilities

All staff are responsible for fostering the implementation of access and equity best practices by ensuring that:

- The organisation's mission statement and corporate goals clearly define its role in meeting the vocational needs of equity target groups.
- Equal opportunity policies are in place, dispersed and understood.
- Barriers to access and participation are identified, and strategies are developed to overcome them.
- All CCT policies and procedures are non-discriminatory and inclusive.
- All staff are provided with information and training about access and equity issues and CCT complaint resolution processes.
- All students are provided with information about access and equity issues and the CCT complaint resolution processes
- All components of the education process are evaluated to ensure that they are inclusive and value students from diverse backgrounds.
- Levels of participation and attainment by equity target groups are monitored by study and participation levels across a full range of programs.
- All staff are aware of progress in the participation and outcomes for equity target groups, and action plans are developed and put in place to meet any deficiencies.
- Students are responsible for behaving courteously, sensitive and non-discriminately when dealing with staff, other students and clients.
- No form of discrimination, harassment or bullying will be tolerated while training with CCT and the information handed to students prior to course commencement outlines both our commitment and our position.

Procedures

CCT will ensure the establishment of non-discriminatory student selection procedures that encourage fair access for members of underrepresented groups.

In the context of access and equity, we must improve the participation of the following priority target groups in VET programs:

- women
- Aboriginal and Torres Strait Islanders
- people from non-English speaking backgrounds
- people with a disability
- rural and regionally isolated communities
- people in transition, and other special groups (sole parents, long-term unemployed, etc.).

CCT will consider access and equity issues during course development. CCT will also provide access to staff development to assist Trainers/Assessors who deliver courses to underrepresented groups. Learners wishing to know their rights in relation to access and equity and other Government legislation should access the Queensland Government website: <http://www.legislation.qld.gov.au>

Privacy policy

CCT will not disclose any information we gather about our staff or clients to any third party. We use the information collected only for the services we provide. No staff or client information is shared with another organisation. If a third party requires staff or client information, we will obtain written consent from the relevant staff or client before releasing any information. Should staff or clients seek access to their information, we have a documented procedure requiring authorisation before this can occur. As a registered training organisation, CCT is required to comply with legislative and regulatory requirements to ensure secure protection of personal information.

Personal information and records

As a participant, you have the right to access any and all information and records held on your behalf by CCT at any time. To access this information, your first point of contact will be your Trainer/Assessor.

If you experience problems during the assessment, either with the subject matter or a problem of a personal nature that may affect your performance, please advise the Trainer/Assessor. In cases where the learner is attending training as part of a company training initiative, the learner will also need to inform their immediate Supervisor of any problems.

The use and evaluation of contractors

Contractor refers to using personnel outside the company who can be utilised as Trainers and Assessors as the need arises. It particularly applies when the company is required to conduct training in more than one location. A number of highly qualified people are available CCT for this purpose. These people come from a similar background in that they have vast industry experience, a genuine concern for safety in the workplace and a minimum training credential at least required by the Standards for Registered Training Organisations (SRTOs) 2015.

Evaluation procedure

It is the company's policy to only consider those people that we have worked with in the past, are experienced, or come highly recommended. Conducting regular checks to align the assessment procedures in both locations is a mandatory aspect of our internal audit program. It is imperative that if and when CCT has a second training location, regular checks are carried out to ensure the assessment process is identical in both locations. It is a requirement of our internal audit program that this be carried out.

Evaluation of services

CCT values the opinions of its clients and welcomes any suggestions and comments in relation to the training we conduct, as well as the abilities of our trainers. These suggestions and comments often aid us in improving our services/products.

Workplace Health and Safety

Accidents can result in loss of life, injury to people, and damage to property, equipment and materials. Safety is everybody's responsibility, and students have an important role in maintaining a safe training and working environment while learning with CCT.

Protective clothing and equipment (PPE)

The CCT training facility is considered to be a work/construction site; therefore, students are required to wear the following:

- Steel-capped work boots, long sleeves, long pants, wide brim hat and high visibility clothing. Some courses additionally require hard hats and gloves. Please refer to the course information documentation or ask CCT staff for PPE requirements for individual courses. It is advisable that students bring sunscreen, sunglasses, and a water bottle if they are training outdoors.

Electrical equipment

Students have a duty of care concerning the use of any electrical appliance or equipment within their work environment. If the appliance or equipment is identified as defective, unserviceable, or carries out of date in section tags (applies to electrical appliances), students are NOT to attempt to reconnect or operate the device. Students must report these identified items to their immediate trainer/supervisor, who will isolate the items, obtain danger tags, apply these to the identified equipment, and report the equipment to the Training Director for immediate repair.

Injury/incidents

All injuries/incidents that occur on CCT premises/property must be reported. Students injured or involved in an incident must:

- Advise their Trainer/Assessor of the incident.
- Seek first aid/medical help where applicable.
- Complete a report to be signed by the Trainer/Assessor and handed to the Training Director for investigation within 3 days of the occurrence.

First aid

A number of CCT staff are trained first aid officers. Any person requiring health services should advise their trainer/assessor so they can be directed to the nearest first aid officer. If required, transportation to the nearest public medical facility will be arranged by CCT.

Insurance

CCT carry comprehensive public liability insurance under which it is covered against negligence as required in Standard 7 (7.4) of the Standards for Registered Training Organisations (SRTOs) 2015.

Rules and Regulations

The rules at CCT are designed to protect the safety, health and security of all students and staff while on its premises. All staff, visitors, contractors, and subcontractors are expected to show respect for other persons and property in accordance with CCT policies and procedures. CCT rules and regulations include the following:

- Students are not permitted to harass other individuals. Harassment can take many forms, such as wolf whistles and derogatory comments, as well as physical conduct that is less than assault but still unwelcome and persistent. If harassment is alleged, each incident will be thoroughly investigated, with the Training Director making a final determination.
- Smoking is prohibited inside CCT buildings, in doorways or any area that could interfere with other people – such as near windows, air conditioners or other ventilation systems.
- Food and drink are permitted only in specially designed areas and are not to be taken into any classroom.
- Alcohol is prohibited on CCT premises except under special circumstances approved by management.
- Students agree to be randomly tested for drugs and alcohol to ensure safety precautions are kept.
- Acts of vandalism, including graffiti, will be dealt with by the police, where appropriate.
- CCT prohibits the use of illegal drugs on the premises and during other CCT activities. Appropriate action will be taken against individuals who break this rule. Learners must inform CCT of any medications that they are taking while in training due to WHS considerations.
- Refuse (e.g. food scraps, paper, cans, cigarette butts) must be placed in the bins provided.
- It is required that reasonable standards of dress be maintained. It is recommended that covered footwear be worn at all times. For safety purposes, thongs must not be worn. Safety footwear is required for specified work areas.

CCT property

- Tools and equipment are provided in many CCT facility areas. You are responsible for caring for, appropriately using and returning tools and equipment to the store at the end of each class.
- Students must be aware that wilful damage to CCT property or damage caused by negligence will be deemed to be the responsibility of the person causing the damage, and the cost of repair or replacement may be recovered from that person.

Removal of client from a course by CCT

CCT reserves the right to remove a client from a course at any time for the following reasons:

- Student fails a drug and alcohol test*
- Student is behaving in an unsafe or dangerous manner*

- Student displays disruptive behaviour such as racism or abuse to others*

** Refunds will not be granted in these instances.*

Unique student identifier

Students undertaking Nationally Recognised Training are required to have a Unique Student Identifier (USI). Students are advised that they will need to provide their USI number on their first day of attendance. Those students who require CCT to register for a USI number on their behalf will be advised of the application process and the ID they will need to present on their first day of attendance. Any student unable to provide the required ID will be required to apply to override the USI system using a DVS override form. It is a requirement that CCT submit your personal information to ICARE so that you may obtain your USI. Your consent is required for us to use your information for this purpose. Your declaration of consent is located on the Student Enrolment Form.

Students are required to have a valid and verified USI before CCT can issue a qualification or statement of attainment. A few exemptions from the Unique Student Identifier (USI) scheme and an amendment to the National VET Provider Collection Data Requirements Policy have been agreed upon. Only where an exemption applies will CCT be able to issue qualifications or statements of attainment to students who do not have a USI.

CCT secures students' personal information in a locked, purpose-built records room; only authorised staff can access student files. Data stored in our student management system is secured by passwords, and only authorised staff can access this information.

Harassment

CCT considers harassment a serious offence, and it will not be tolerated. Harassment is behaviour that is unwelcome and unsolicited and which the targeted person considers to be offensive, intimidating, humiliating or threatening. Even if the harassment is unintentional, students have the right to ask those responsible for the behaviour to stop.

Harassment may include:

- bullying, including physical maltreatment of an individual or their belongings
- verbal abuse
- humiliation in front of peers
- teasing, including name-calling and ridicule
- leaving offensive messages on the telephone or email
- spreading malicious gossip or rumours about a person.

Sexual harassment

Sexual harassment is against the law in Queensland. Consequently, CCT consider it an offence that will not be tolerated. Sexual harassment is any form of unwelcome sexual attention that is likely to offend, humiliate or intimidate another person. The behaviour does not have to be deliberate or repeated to be considered sexual harassment.

It may involve:

- Verbal comments, including unwelcome comments or questions about your body, your personal life or sexual habits.
- Making inappropriate or suggestive jokes
- Non-verbal actions, like leering, staring or gesturing of a sexual nature, displays of offensive print material, or following someone home.
- Physical contact, including touching, patting, pinching or kissing, deliberately brushing past another person or putting an arm around another person.

Anti-discrimination

CCT is steadfast in our commitment to fostering an inclusive, respectful, and equitable learning environment. We understand the profound impact discrimination can have on an individual's educational experience and well-being. To uphold the principles of fairness and equity, we adhere strictly to the Queensland Anti-Discrimination Act, ensuring that no member of our community faces discrimination based on sex, relationship status, pregnancy, parental status, breastfeeding, age, race, impairment, religion, political belief, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities, or association with a person identified by these attributes.

If you experience discrimination

Document the Incident: Keep a detailed record of the incident(s), including dates, times, locations, and any witnesses. Documentation can be crucial for understanding and addressing the issue effectively.

Seek Support: You are encouraged to seek support from a trusted member of our staff or a support person of your choosing. This person can provide you with advice, assistance, and accompany you through the complaint process if desired.

Report the Incident: We urge you to report any incidents of discrimination directly to a CCT representative. This can be done through a formal complaint form available on our website or through a direct email or meeting request. Our staff are trained to handle these matters with sensitivity, confidentiality, and impartiality.

Resolution Process: Upon receiving your complaint, CCT will initiate a transparent investigation process. This process is designed to understand the incident thoroughly, ensure fairness, and determine appropriate actions in line with our anti-discrimination policy.

External Resources: If you prefer to seek advice or support outside our organisation, or if you are dissatisfied with the resolution, you are entitled to contact the Anti-Discrimination Commission of Queensland at 1300 130 670 for further assistance or to file a complaint.

Confidentiality and non-retaliation

CCT guarantees confidentiality to the fullest extent possible throughout the complaint process. We also strictly prohibit retaliation against anyone who, in good faith, reports an incident of discrimination or participates in an investigation.

The information contained in this book was correct at the time of printing and is subject to change without notice. Changes to information, rules, regulations and policies may occur at any time. If you require any information not contained in this document, contact CCT with your enquiry.

THANK YOU FOR SUPPORTING CORE CREW
TRAINING AND WE HOPE YOU ARE SATISFIED
WITH OUR SERVICE TO YOU.