

STUDENT HANDBOOK

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About Combined Skills Training Association

As a registered training organisation Combined Skills Training complies with the requirements of the Training Accreditation Council (TAC) and the Standards for Registered Training Organisations (RTOs) 2015 (Amendment 2024). CSTA delivers nationally recognised courses

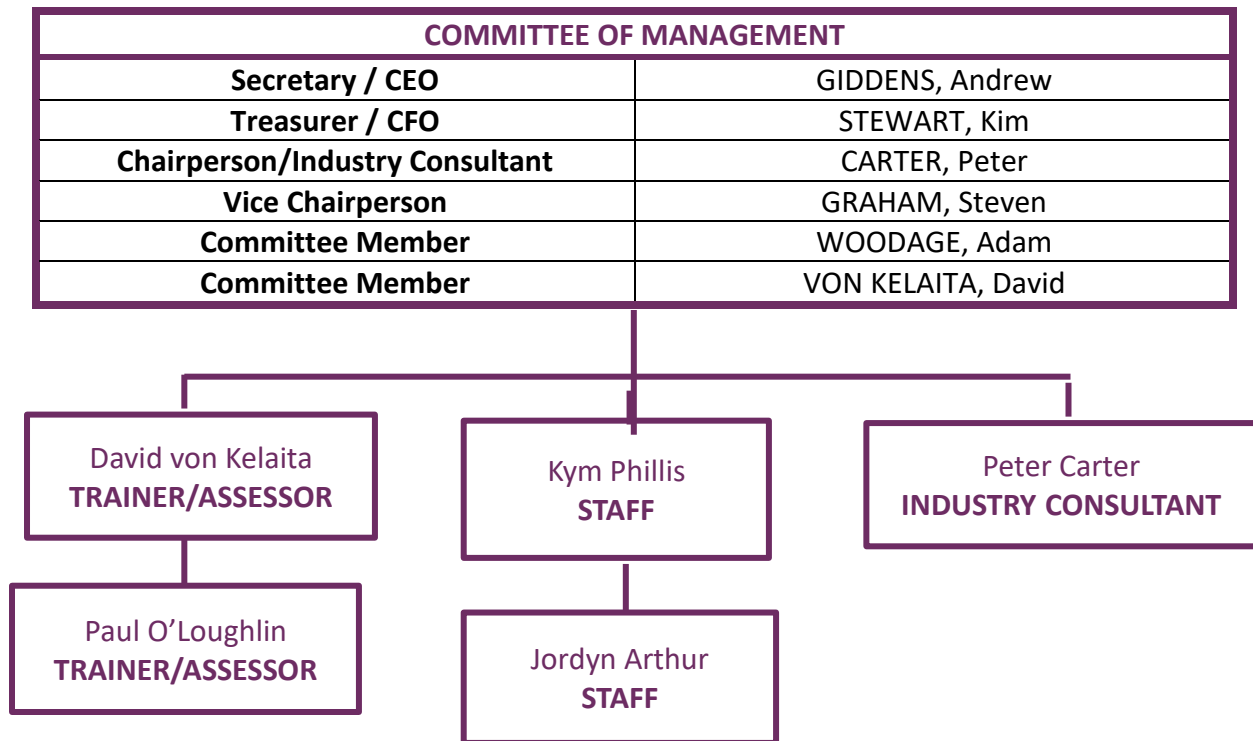
We provide an intensive and challenging learning pathway and assessment process that enables learner skills to be measured against nationally recognised standards. This means that learners will be entitled to the award of a Qualification or Statement of Attainment upon successfully completing their course or individual unit(s) of competency.

CSTA ensures that learner’s understanding and application of practical skills meet these national standards through identified performance and knowledge requirements and contexts of both theoretical and practical assessments.

Organisation Structure

This organization chart illustrates the lines of communication between the Committee of Management, trainers/assessors and staff which ensures the decision making of senior management is informed by the experiences of its trainers/assessors and the industry requirements.

ORGANISATION CHART



Course Information

As per Clause 5.1-5.4 of the *Standards for Registered Training Organisation (RTOs) 2015 (Amendment 2024)*, prior to enrolment, CSTA will provide current and accurate information to enable the learner to make informed decisions about undertaking training with CSTA and at a minimum will include the following content:

- a) Code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) Educational and support services that CSTA will provide to the learner including the:
 - i. estimated duration;
 - ii. expected locations at which it will be provided;
 - iii. expected modes of delivery;
- c) CSTA's obligations to the learner, including that CSTA is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the TAC certification documentation.
- d) all relevant fee information including:
 - i. fees that must be paid to the CSTA; and
 - ii. payment terms and conditions including deposits and refunds;
- e) Learner's rights, including:
 - i. access to CSTA's complaints and appeals process required by Standard 6; and
- f) Learner's obligations:
 - i. any requirements that CSTA requires the learner to meet to enter and successfully complete their chosen training product; and
 - ii. any materials and equipment that the learner must provide; and
- g) Information on any funding available for the learner

Enrolment Process

CSTA's enrolment practices are ethical, responsible, and consistent with the requirements of courses and adhere to the principles of equity and accessibility.

Prior to enrolment into any of the CSTA courses, learners are able to assess their eligibility against the unit specifications either online or requesting the unit brochure. If unsure a consultation with the experienced trainers at CSTA or staff can advise you on the requirements for the unit.

Eligibility will be assessed based on the review of the below documents:

- Previously attained qualifications
- Trade qualifications or licenses, to verify prerequisites prior to course commencement

If eligible then the below steps will follow:

- Completion of CSTA Enrolment form either online/in person/email.
- Full payment for the unit is required prior to commencement.

Once enrolment is finalised, the learner will be issued with a Confirmation of Enrolment letter and the accompanying learner documents. This letter will contain all the required course related information and reference to the policies and procedures learners need to be aware of the time and place of the training unit will be conducted.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process that enables a person to have competencies developed through formal learning, non-formal learning, informal learning, and experience to be assessed and certificated by a training provider. RPL is therefore a formal assessment process where all unit requirements are addressed, and the judgement is made using evidence that meets all the rules of evidence.

CSTA offers RPL to all students prior to enrolment in a course or program. Skills and experience already held by individuals can be formally assessed against the units of competency in the Training Package, and will be recognised after successful assessment, regardless of how, when or where they were achieved. Prospective applicants should contact CSTA to discuss RPL options and arrangements, prior to enrolling. RPL is assessed against the units of competency in a program based on the completion of a combination of the following:

- ❖ Review of evidence including relevant formal qualifications
- ❖ Confirmation of testimonials
- ❖ Skills/Challenge testing
- ❖ Written/Oral interviews.

Application Process for RPL

To apply for RPL, the prospective learner must provide current and authentic evidence of their competency against the relevant unit(s) of competency. As with all assessment, the assessor must be confident that the learner is currently competent against the endorsed unit(s) of competency. Application for RPL can be made by:

- submitting RPL form and
- submitting a portfolio of evidence and/or
- demonstrating skills in workplace performance.

Step 1

Before CSTA offers RPL to an individual, it must be established that the learner is likely to be ready for RPL. This is achieved by the applicant conducting a self-assessment of their skills and knowledge relevant to the unit(s). Learner can contact CSTA if require assistance with self-assessment.

Step 2

CSTA will use the evidence gathered from their past and conduct face to face interview (if necessary), or advise the learner via email, or telephone to decide whether to go ahead with the full assessment process or advise the learner to undertake the training.

If RPL is to go ahead, then the learner will need to gather a comprehensive portfolio of documented evidence mapped to each of the unit's requirements.

Step 3

Once the learner has prepared their portfolio of evidence, a CSTA assessor will need to review each item of evidence provided by the learner to determine if it meets each of the rules of evidence and can contribute to the judgement of competence. An interview with the individual may be conducted or employers may be contacted for third-party reports to ensure that the evidence is authentic, current, valid and sufficient. If the evidence meets those requirements, then CSTA can make the assessment decision and the learner would not need to undertake any further assessment. CSTA will ensure that the outcome of the RPL assessment and decision is fully documented relating the evidence provided to the unit requirements.

Step 4

If any of the evidence provided by the learner does not meet all the rules of evidence, CSTA will then implement formal assessment tools and processes to address any gaps.

Step 5

Application outcome - Once it has been established that the learner has demonstrated all the competency requirements, CSTA will then award the unit of competency, a statement of attainment or qualification. The combination of evidence from the past together with any necessary new evidence gathered through RPL assessment processes will meet the requirements of the rules of evidence of validity, authenticity, sufficiency, and currency.

Step 6

If assessment successfully demonstrates competency, the assessor then forwards the results to CSTA Administration and recommends appropriate certification or credit for the unit(s).

The assessor will record the evidence considered, assessment outcomes and the competencies confirmed, as well as sufficient summary of evidence for third parties and in case of appeal.

National Recognition (Credit Transfer)

CSTA recognises TAC Qualifications and Statements of Attainment issued by other registered training organisations (RTOs) if enrolling in a course with pre-requisite units.

The learner must provide copies of original certificates (qualifications and/or Statements of Attainment) and academic transcripts or records of results issued by the issuing RTO.

- ❖ CSTA will assess the original documentation to determine if it is applicable to the unit the learner is requested RPL and advise the learner of the outcome.
- ❖ Where necessary the authenticity of qualifications or Statements of Attainment will be verified with the issuing RTO. Once verified the sought-after competency will be recognised by CSTA.
- ❖ A copy of the documentation will be retained as part of CSTA's records of assessment.
- ❖ Where the TAC qualification or Statement of Attainment applies to an award which no longer exists the learner will be asked to provide copies of their résumé (where possible attested to by a supervisor) to determine the equivalence and currency of the qualification compared with the latest Training Package requirements.

Student Fee Protection

CSTA does not require prospective or current learners to prepay fees in excess of \$1500 (being the threshold prepaid fee amount for non-funded students only, so is not required to meet the requirements for fee protection outlined in the Standards for RTOs 2015 Amendment 2024).

Each course attracts a different fee structure depending on the length and complexity of the course. Fees are based on the course of study and reduced fees may apply when multiple courses are undertaken.

Learner is issued with an authentic CSTA receipt when payment (full or partial) for a course is made. The receipt issued will have the below details:

- Invoice (Receipt) Number
- Student Name
- Details of the course
- Payment type (partial or full payment)
- Amount paid in Australian dollars.

All fees paid in advance by students for CSTA courses are protected in accordance with the requirements of the *Standards for Registered Training Organisations (RTOs) 2015 (Amendment 2024)*, as specified in *CSTA Students Fees and Refund* policy and procedure.

Course Delivery

CSTA will make all reasonable efforts to deliver the course as outlined on the website.

However, CSTA reserves the right to:

- Cancel proposed classes prior to commencement, if the minimum number of students required has not been met – any cancellation notification will be sent 7 working days prior to the advertised commencement of the training.
- Make reasonable adjustment to the timetable, location or presenters specified for a course; and
- Make reasonable amendments to the contextualised content and syllabus of a course to meet the special site equipment and group needs as and when deemed necessary.

CSTA guarantees that once the course has commenced it will complete the delivery and assessment of the course unless unforeseen circumstances occur in which case CSTA will assist with transfer to other RTOs so that the remainder of your course can be completed.

Cancellation and Refund Procedure

Where fees have been paid in advance, the below will apply in case of cancellation requested by the learner:

Should a participant wish to reschedule their course to another date any payment made will be accepted as payment to the new course dates with no penalties.

REFUNDS

- Cancellations received fourteen (14) working days or more prior to the commencement of a course will not incur cancellation fee. All fees paid will be fully refunded.
- Cancellation request received seven (7) to thirteen (13) working days prior to course commencement 90% refund of fees paid.
- Cancellation requested less than seven (7) days prior to course commencement or after the course has commenced No refund of fees will be issued.

All refunds will be processed within five (5) working days, upon receipt of written request for cancellation. All payment of refunds will be credited to the nominated bank accounts provided by the learner.

All requests for course cancellation and/course rescheduling must be made in writing to CSTA (mail or e-mail) for it to be considered. Verbal requests or requests made by a third party will not be considered.

OVERPAYMENT

If a participant has paid more than the required fees, the CSTA will refund payment of the excess to the participants preferred payment method bank account/stripe/credit card within five (5) working days.

SPECIAL CIRCUMSTANCES

If a participant experiences an unexpected event that significantly impacts their ability to study or attend a course, you may be eligible for a refund or remission of fees. This could include medical issues, family circumstances or employment changes. You will be asked to provide evidence that the circumstances were beyond your control and prevented you from completing the unit.

Language, Literacy, Numeracy (LLN) and other Support Services

To meet English language, literacy, and numeracy (LLN) requirements learners must be able to read, write and interpret documents. All training and assessment at CSTA are conducted in English and will require learners to complete both the theoretical and practical tasks such as reading complex standards, producing written assessments, and answering questions in English. All technical courses require numeracy skills to use mathematical formulae or algebraic equations and physical parameters to calculate values for comparison against actual readings.

To maximise the chance of learners successfully completing their training, CSTA will:

- identify any support individual learners need prior to their enrolment or at commencement (whichever is the earliest); and
- provide access to that support throughout their training.

At CSTA each learner will be required to undertake an LLN assessment so their language, literacy and numeracy skills can be assessed prior to course commencement. If it is noted the learner's LLN skills are below average then, CSTA will identify suitable support mechanisms to assist the learner without the learner incurring any additional cost.

The below table contains contact numbers of organisations that provide LLN support, welfare, and guidance services for those needing additional support or visit the CSTA Website www.combinedskills.com.au FAQ has the ACSF Indicators.

The Reading Writing Hotline	1300 655 506
Mission Australia	9225 0400
Australian Dyslexia Association	wadyslexia@gmail.com
Read Write Now	9427 1393 or 1800 018 802
Utilities, Engineering, Electrical and Automotive (UEEA) Training Council	(08) 9240 2688
Engineers Australia	1300 653 113
Equal Opportunity Commission	1800 198 149
Translating & Interpreting Service (TIS)	13 1450 or 1300 655 082
Alcoholics Anonymous	(08) 93253566

CSTA offers customised support services and solutions for any concerns that you may have in relation to enrolments, payments, training, and delivery, RPL of previous education and/or work experience, learning difficulties or disabilities and training around busy work schedules.

Learners can contact CSTA office via email info@combinedskills.com.au or phone (08) 9440 3600 to discuss options that are right for them and/or to receive a copy of the ASCF Indicators.

Student Records

CSTA has effective administrative and records management processes in place to assure the integrity, accuracy, and currency of all learner records. All learners who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. We ensure that information provided to us remains private and protected from misuse, loss, unauthorised access, modification, or disclosure. We safeguard all confidential information whether obtained by us or by individuals/organisations acting on our behalf.

Privacy of Student Records

CSTA respects learner privacy and is committed to protecting the personal information provided to us. Any information gathered will only be used for the purposes of delivery of training and assessment services and the compliance requirements of the *Standards for Registered Training Organisations (RTOs) 2015 (Amendment 2024)*. Except as required by law, learner information will not be disclosed to a third party without written consent from the learner.

Access to Personal Records

Learners will have access to their course progression overview sheet in the student resource materials that will show their progress during the course. On request (verbal or written) made to CSTA Training Coordinator, learner(s) can access their personal records on participation and progress in the course. All attempts will be made to verify the identity of the learner before records are released.

Retention of Records

CSTA retains up-to-date records of:

- verified qualifications, competencies, and experience (where applicable), enrolments and participation, including student progress, assessment records and results; and fees paid, and refunds given.

In accordance with the requirements of the *Standards for Registered Training Organisations (RTOs) 2015 (Amendment 2024)*, CSTA retains:

- Completed learner assessments for a period of six (6) months from the date on which the judgement of competence was made
- Student records of attainment of units of competency and qualifications for a period of thirty (30) years. This enables CSTA to re-issue an award in the future if needed.

RTO Closure Process

If CSTA ceases operation (closes the Registered Training Organisation) all learner records will be provided to the regulator (in digital format) for any qualifications and/or Statements of Attainment issued to the learners. In an event as such, learners can approach the regulator to access record of their results and statement of attainment.

Learner Resources/Learning Materials

At CSTA, learners are provided with resources that includes all learning materials, reference materials, and assessment materials required to achieve the unit(s) of competency. This includes course manuals covering the subject areas that relate to the unit(s) of competency in the course.

Laptops and/or computers/notepads are also required to complete a variety of exercises for online courses. Laptops and access to the Wi-Fi are provided to students for all in class face to face courses. Learners are expected to have a working knowledge of MS Word, MS Excel and browsing through the internet and log on the online assessment at CSTA learning management system.

All requirements are explained in pre-course information provided to learners. Learners must come prepared with the below resources for their training:

- Own stationery (paper, pencil etc.)
- Calculator
- Safe clothing: enclosed shoes, long-sleeved shirts, full-length trousers, and safety glasses, so that they are ready to observe or perform any demonstration that may be required.

Assessment Processes

The trainers/assessors at CSTA will use performance assessment and contextualised activities to ensure assessment is accurately linked to the unit of study. Assessors will use a combination of knowledge-based short answers, activities, demonstrations, and practical assessment methods. At a minimum learners will be required to demonstrate their knowledge and skills in two ways.

Assessment methods may include:

- ❖ Review of a Portfolio of Evidence including relevant formal qualifications and experience (typically used during the RPL process)
- ❖ Confirmation of testimonials
- ❖ Validated Workplace Logbooks and Record books (typically used for courses requiring work placements)
- ❖ Skills/Challenge testing (may be used initially to confirm competency required for enrolment or blended with delivery sessions involving discussion on conclusion of delivery of a topic, to clarify the concepts explained and respond to queries)
- ❖ Written/computer/online activities
- ❖ Observation/demonstration/Interviews

Assessment Validation

Clause 1.8 of the *Standards for Registered Training Organisation (RTOs) 2015 (Amendment 2024)* requires all RTOs to have a process in place to validate the assessments used in the training at least once a year. This is to ensure, that the assessments are valid and meet the training package. As such CSTA has a systematic five-year validation of assessment plan in place that includes all the training products on CSTA's scope of delivery.

Issuance of Qualifications

CSTA has controls in place to ensure qualifications, Statements of Attainment and records of results are not issued unless the learner has completed all requirements and full payment has been made. We have systems in place to ensure certification is only issued to learners after they have fully demonstrated competence and where evidence of this is in place.

When issuing certification, CSTA ensures that:

- TAC certification documentation is issued within 30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid
- TAC certification documentation is issued directly to the learner, not to another party, such as an employer.
- Learners who have completed all units or modules in a qualification are issued with a testamur and a record of results.
- Learner who has completed one or more units/modules (but not a full qualification) and has finished their training with CSTA is issued with a Statement of Attainment. A record of results may also be issued along with the Statement of Attainment in this case; and
- All learners who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. In addition, CSTA will retain records of qualifications and statements of attainment issued for 30 years. If CSTA ceases being an RTO, all records will be provided to the regulator in digital format.

Re-issuing of Qualifications

CSTA will issue learners with a copy of their original certificate/s and Statement/s of Attainment on request, subject to verification of their identity. The copy will indicate that it is a re-issue of the original and contain both the date the original was issued and the date of re-issue.

Incorrect Issuance of Qualification or Statement of Attainment

CSTA takes all care to ensure that qualifications and Statements of Attainment are verified and checked prior to issue, however there is always a risk that an administrative error could allow the wrong award to be issued – a Statement of Attainment instead of a qualification, or vice versa.

Should this occur, CSTA will notify the learner immediately and will cancel the invalid document and immediately issue the correct award as a replacement.

Learners have an obligation to alert CSTA if an incorrect award has been issued to them. If a qualification is issued instead of a Statement of Attainment, CSTA will depend on the learner to notify CSTA of the mistake so that the correct award is issued. Accepting an invalid qualification without notifying CSTA of the error is of no benefit to the learner and may be detrimental in the future.

Complaints and Appeals Procedure

As per Clauses 6.1-6.6 of the *Standards for Registered Training Organisations (RTOs) 2015 (Amendment 2024)*, CSTA has in place a policy and procedure for dealing complaints and addressing appeals.

Complaints could be about CSTA as a training provider, CSTA staff, or other learners. There is also an effective appeals policy should there be cases to reconsider a decision made on an assessment or about the support services. Both policies are available on CSTA's website and learners can access hard copies from the CSTA office.

CSTA has an open-door policy where learner(s) can speak to their trainers and/or CEO about any issue or complaint. Learners are encouraged to engage with the training or professional staff of CSTA about any concerns they have, to avoid minor issues becoming larger. Potential complainants are encouraged to seek resolution before the issue escalates. CSTA endeavours to quickly resolve conflicts to the satisfaction of both parties before formal complaints and appeals process need to be undertaken.

Complaints Resolution

If learners are unhappy with any aspect of their training experience at CSTA, they may lodge a complaint. Among other things, complaints can relate to CSTA trainers/assessors, or other CSTA staff; another organisation that provides a service on behalf of CSTA; or one or more of the fellow students in the course. Complaints might also be about assessment methods or outcomes, access and equity, or any kind of harassment – sexual/racial/cultural. Learners are encouraged to lodge their complaint as soon as possible but no later than within twelve (12) months of the reason for the complaint occurring. (Refer to the *Complaints & Appeals Policy*)

CSTA will endeavour to promptly resolve the conflict and will arrange a meeting with the complainant within ten (10) working days of the complaint being received and will seek to resolve the issue within fifteen (15) working days. Should the time required to resolve the conflict exceed sixty (60) calendar days, the complainant or appellant will receive a written explanation as to why this is the case and will be updated regularly on the progress of the complaint's investigation.

CSTA follows the principles of natural justice and procedural fairness by ensuring that all parties to the complaint or appeal have full access to the relevant evidence and have the right to a personal hearing and allowing anyone subject to a decision by CSTA, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

The complainant will be advised of the outcome of the investigation in writing and will be provided with a copy of the outcome. Complainant can appeal CSTA's decision on the complaint within ten (10) working days, should they wish to take the matter further and review the evidence and the decision. Following a failed appeal, complainant can pursue the matter further by taking their grievance to an independent body such as the Ombudsman.

CSTA will conduct investigations of complaints in an open manner, free from prejudice and bias. Students are reminded that complaints cannot be 'vexatious', that is they cannot be made without any evidence or simply to damage the reputation of other students, trainers/assessors or other CSTA staff. Such complaints are unlawful and CSTA will refer them to the appropriate authorities.

Academic Appeals

At CSTA if a learner is not satisfied with the outcome of their assessment result, they have the right to appeal. The appellant will have a maximum of one (1) month within which an appeal against a result of 'not yet competent' can be lodged.

All appeals regarding assessments decisions will be treated seriously, investigated thoroughly, and dealt with according to the merits of the appeal. Grounds for appeal may include:

- misinterpretation of evidence.
- inappropriate, incomplete, or incorrect assessment procedures; and
- alleged assessor bias or misjudgment.

The pathway for appeals in the first instance is consultation with the CSTA assessor. If unresolved, the appellant may submit a formal academic appeal form to the CEO, within seven (7) working days of consultation with the CSTA assessor concerned. This will be acknowledged in writing. The time frames for dealing with an academic appeal are the same as those for a complaint. (*Refer to Complaints & Appeals Policy*)

The CEO will convene an Appeals Panel which will consist of two people – the CEO and a qualified CSTA trainer/assessor other than the assessor who assessed the appellant's assessment. Appellant can present their own case in person with the assistance of a support person if they so wish. Neither the appellant nor the support person may be present during the deliberations of the Appeals Panel.

Both the appellant and the Appeals Panel may call significant people to give information/ evidence to assist in reaching an outcome.

The decision of the Appeal Panel may be to:

- uphold the original decision of the CSTA assessor
- recommend another assessment is undertaken with a new CSTA assessor
- uphold the appeal and award successful completion of the competency(s)

Both the appellant and the CSTA assessor will be notified of the outcome of the investigation in writing. A copy of the decision will be placed on the appellant's file.

If appellant feels that after this process, the issue is still not resolved, the matter will be referred to an external adjudicator agreed to by both the appellant and the CEO.

Code of Practice – Access and Equity

The policy of CSTA is to prohibit discrimination against any group or individual, either in the form of direct or indirect discrimination.

CSTA is committed to practicing fairness and providing opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of their age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy of numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. CSTA ensures that its practices are as inclusive as possible and not unreasonably prevent any clients from accessing its services.

CSTA will make reasonable adjustments to facilities and program delivery to maximise access and participation by all learners provided the integrity of the unit being studied is not affected.

CSTA may adjust its learning and assessment programs to accommodate learner needs such as designing different assessments more suitable for the learner within the framework and requirements of the Training Package or qualification. Different circumstances will be considered on application.

Support may be arranged to assist with specific requirements such as access to computers, an interpreter or a coach or mentor for additional tutoring, on application.

Learner Rights & Responsibilities

All active learners at CSTA will have below rights:

- Have access to course information, CSTA policies and procedures, prior to enrolment, to ensure that learners can make an informed decision about their study;
- Study in a course that meets both the current industry standards and accreditation requirements;
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular feedback on their progress;
- Be treated fairly and respected by fellow learners and training staff;
- Be trained in an environment free from any form of discrimination and harassment;
- Have their personal records kept private and secure and only made available to authorised users;
- Have access to an appeals/complaint process;
- Learn in a safe and supportive environment

At the same time, learners at CSTA will have the below responsibilities:

- To manage their own learning and assessment requirements (e.g. participate in activities, complete any pre-course work that is required etc);
- To complete all assessments within set time periods (as advised);
- To complete all assessments on their own and without plagiarising;
- To treat all CSTA training staff and other learners with respect and fairness;
- Not to discriminate or harass other learners at CSTA or CSTA staff;
- To follow all health and safety procedures in the learning environment;
- Not to undertake courses while under the influence of drugs or alcohol;
- To advise CSTA staff of any changes to their personal details; and
- To advise CSTA staff if they will be withdrawing from the course
- Inform CSTA Management of any hazards or risks to their personal safety
- Ensure the safety and health of other learners
- Use personal protective gear (PPE) provided in the nominated areas during the training
- Learn the locations of fire extinguishers, first aid facilities and emergency exit
- Follow all directions of the CSTA trainer/assessor in the event of an emergency evacuation

Legislative Requirements

CSTA staff and students are bound by a number of State and Commonwealth Acts and Regulations covering a range of areas. These include:

- NVR Act 2011(with amendments in 2012, 2015, 2024)
- VET Act 1996
- Commonwealth Work Health and Safety Act 2020
- WA Occupational Safety and Health Act 1984 and Regulations 1996
- WA Environmental Protection Act 1986 and Regulations 1987
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1993
- WA Equal Opportunity Act 1984
- Privacy Act 1988/Australian Privacy Principles
- Copyright Act 1968

Under the Privacy legislation, CSTA cannot:

- Divulge learner's personal information to others without their consent
- Advertise learner comments without their consent
- Provide a copy of learner certificate to others without their consent.

Disciplinary Action

The trainer/assessor(s) at CSTA reserve the right to refuse any learner from continuing the course under certain circumstances such as but not limited to; under the influence of alcohol/drugs, inappropriate/disruptive behaviour in class, etc. Any person coming to the training under the influence of alcohol or drugs will be immediately reported to the management and will be asked to leave the programme immediately.

CSTA will counsel in private, disruptive students or anyone displaying a reluctance to participate or who attempts to involve other students in obstructive behaviour. If following such counselling, disruptive or obstructive behaviour continues, the offenders will be warned and if they are from a client organisation, the contact person will be advised. If such behaviour continues, then the offender shall be asked to leave the course. This action may be taken if a particular individual is abusive, under the influence of banned substances or threatens other students.

Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTO's. The online system provides each student with a USI.

The USI scheme provides a national online authenticated record of student's training attainment and services as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

Plagiarism

Plagiarism is a type of intellectual theft when someone takes or uses someone else's ideas, writing, inventions, etc without acknowledgement, and presents them as their own work. The following practices constitute acts of plagiarism:

- Where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly from a source, and are not enclosed in quotation marks and appropriately referenced
- Where direct quotations are not used but are paraphrased or summarised, and the source of the material is not acknowledged by referencing within the text
- Where an idea which appears elsewhere in any form is used or developed without reference being made to the author or the source of that data.

Plagiarism may not apply to all units in the training packages delivered by CSTA. This could apply to those that require learners to undertake research to complete an assessment. An example would be development of an energy sector report.

Sighted/proven plagiarism will lead to the CSTA trainer/assessor alerting the learner and CSTA Management. The learner will be given an opportunity to re-sit a revised assessment (single opportunity only). If plagiarism is sighted again, the learner will be found not competent for that unit of competency. Learner may not be able to appeal this decision if found guilty of plagiarising.

Work Health and Safety

CSTA is committed to providing a safe and healthy environment for all learners. Learners are required to participate in all training activities and carry out any tasks required by the CSTA trainer to the best of their ability.

Learners are required to wear enclosed footwear all the time during the training. Learners with no enclosed footwear, shall not be permitted to remain in the practical training and/or simulation area.

There is a requirement for learners to wear appropriate PPE including enclosed footwear during detailed inspection exercises conducted on a live plant during technical units.

All hands-on practical training at CSTA training facilities will require a JSA to be completed prior to start of practical. If the JSA requires additional controls to be put in place e.g. ear muff or barricade etc. the controls would be put in place prior to start of practical work.

All CSTA employees and learners are responsible not only for their own health and safety but also the health and safety of others within the training environment (under WHS/OHS requirements). Any unsafe working conditions, faulty equipment and accidents in the workplace/training environment must be immediately reported to the trainer/assessor or CSTA staff.

List of relevant policies and procedures in the CSTA Policy Manual

- Access and Equity Policy and Procedure
- Training and Assessment Policy
- Client/Student Feedback Policy and Procedure
 - ✓ Client Evaluation Form
- Complaints and Appeals Policy and Procedure
 - ✓ Complaint/Appeal Form
- Enrolment Policy and Procedure
- Records Management Policy and Procedure
- Student Fees and Refunds Policy and Procedure