



RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138)
Type	Internal
Applicable standards	Standards for Registered Training Organisations 2015 State and Territory Funding Contracts
Authorised by	Compliance Officer
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Policy: Fully informed students and employers

Overview

City Wide Building and Training Services (CWBS) ensures that students and employers (where applicable) are fully informed prior to enrolment and throughout their course.

Pre-enrolment information

Workplace based students

Where employers are wishing to enroll students, CWBS will meet face-to-face or hold a phone conversation with the employer to outline the services that we provide, the courses that may be relevant and the expectations of the employer.

Once the employer makes the decision that he or she wishes to enroll their students, a CWBS representative will schedule an appointment and meet face-to-face with the employer representative and prospective students.

The CWBS representative will discuss the:

1. The course code, title and currency
2. Course outline
3. Proposed units
4. The modes of delivery
5. Commitment required by both student and employer (time, effort and workplace visits)
6. Timeframe for completion
7. Costs and funding eligibility (and implications on future funding entitlements)
8. Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
9. Where training and assessment will be undertaken
10. A broad overview of assessment methods used
11. Student requirements (eg. Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
12. Employer requirements (tools, equipment, types of activities, supervisory requirements etc)
13. Entry requirements (including language, literacy and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
14. Support services available (if required)
15. Course suitability for the student
16. That CWBS will issue a Certificate and Record of Results upon successful completion of a qualification, or a Statement of Attainment for short courses or where a student withdraws and has successfully completed one or more units
17. That CWBS is responsible for the quality of the training and assessment



In addition, employer handbooks and student handbooks are provided and other key policies are discussed including the complaints and appeals policy.

Enrolment paperwork may then be completed at this meeting or at a subsequent meeting depending upon the outcome of the meeting.

Group based students

Students who wish to enroll into a group based program will generally contact CWBT S directly or via our website.

A Student Services Representative will discuss with the student the following:

1. The course code, title and currency
2. Course outline
3. Proposed units
4. The modes of delivery
5. Commitment by student (including study time outside of course)
6. Timeframe for completion
7. Costs and funding eligibility (and implications on future funding entitlements)
8. Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
9. Where training and assessment will be undertaken
10. The duration of course and number of classes per week
11. A broad overview of assessment methods used
12. Student requirements (eg. Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
13. Entry requirements (including language, literacy and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
14. Support services available (if required)
15. Course suitability for the student
16. That CWBT S will issue a Certificate and Record of Results upon successful completion of a qualification, or a Statement of Attainment for short courses or where a withdraws and has successfully completed one or more units

A student may have completed part of their enrolment pack via an electronic expression of interest form or they will be sent a hardcopy enrolment form to complete. In addition, student handbooks are provided and other key policies are discussed including the complaints and appeals policy.



Post enrolment information

Once a student is enrolled, they will be provided with a finalized training plan outlining any credit transfers that have been granted and units eligible for consideration for RPL.

If eligible for funding, they may also need to sign a funding contract.

If the student is eligible for a traineeship or apprenticeship, both the employer and the student will need to complete paperwork through an Australian Apprenticeship Support Network (formerly known as an Australia Apprenticeship Centre or AAC). This may be done prior to enrolment.

If they are undertaking workplace based training, an initial workplace visit and provisional schedule will be provided.

If they are undertaking group based sessions, they will be provided with a timetable.

All students will undertake an induction on the first session (whether this is group based or workplace based) which reinforces student expectations, student commitments, student rights and responsibilities, CWBT S's obligations to the student, that CWBT S is responsible for the quality of the training, how the student will submit assessments and what to do if they need extension to assessment due dates as well as introducing the trainer and their background.

Notifying students and employers of changes

Where there are any changes to the agreed services, CWBT S will notify the student and employer (if relevant). This may include (but is not limited to):

1. Changes to venues
2. Changes to trainer
3. Changes to ownership of CWBT S
4. Changes to the course (for example, where the course has been superseded)

These changes will be provided in writing and may also be provided verbally.