

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 Apprenticeship and Traineeship Act 2001
Authorised by	General Manager - Quality & Compliance
Effective date	10 May 2021
Version	1.3

Policy: Fully Informed Students and Employers

Overview

City Wide Building and Training Services (CWBT S) 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 enrol Students, CWBT S 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.

CWBT S will inform the employer regarding the availability of Subsidised Training under Smart and Skilled and advised that eligibility can be checked for individual students. Once the Employers makes the decision that he or she wishes to enrol their Students, a CWBT S representative will schedule an appointment and meet face-to-face with the Employer representative and prospective Students.

The CWBT S 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. For Smart and Skilled approved qualifications, advise that “This training is subsidised by the NSW Government” and provide information regarding this
8. Students who may be reasonably considered to be eligible to receive Subsidised Training are properly informed about availability of Subsidised Training under Smart and Skilled
9. Costs and funding eligibility (and implications on future funding entitlements)
10. Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
11. Where Training and Assessment will be undertaken

12. A broad overview of assessment methods used
13. Student requirements (e.g. Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
14. Employer requirements (tools, equipment, types of activities, supervisory requirements etc)
15. Entry requirements (including language, literacy and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
16. Deferral or discontinuation of training
17. Support services and assistance available
18. Course suitability for the Student
19. That CWBTS 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
20. Provide info on USI advising students they will need one to complete enrolment.
21. That CWBTS is responsible for the quality of the Training and Assessment

In addition, other key policies are discussed including the Grievances, Complaints and Appeals Policy and they are provided with the following information via the Student handbook or may access the information directly from the CWBTS website under the key links and document tab:

- Consumer protection information
- Recognition of Prior Learning and Credit Transfer information
- Information of what you students should do if they wish to defer or discontinue training
- How to access support during training
- Fees, charges and refund information
- Details for any support services provided

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

CWBTS will not communicate information about the training or engage in other conduct that may have the effect of encouraging employers or students to choose CWBTS based on price or other inducement (including financial or any other benefit). Refer to the Marketing and Sales policy.

Group Based Students

Students who wish to enrol into a group-based program will generally contact CWBTS 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. For Smart and Skilled approved qualifications, advise that “This training is subsidised by the NSW Government” and provide information regarding this
8. Students who may be reasonably considered to be eligible to receive Subsidised Training are properly informed about availability of Subsidised Training under Smart and Skilled
9. Costs and funding eligibility (and implications on future funding entitlements)
10. Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
11. Where Training and Assessment will be undertaken
12. The duration of course and number of classes per week
13. A broad overview of assessment methods used
14. Student requirements (e.g. Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
15. Entry requirements (including language, literacy and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
16. Support services and assistance available
17. Course suitability for the Student
18. That CWBTS 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
19. Provide info on USI advising students they will need one to complete enrolment.

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, other key policies are discussed including the Grievances, Complaints and Appeals Policy and they are provided prior to enrolment with the following information via the Student handbook or may access the information directly from the CWBTS website under the key links and document tab:

- Consumer protection information
- Information of what you should do if you wish to defer or discontinue training
- How to access support during training
- Fees, charges and refund information
- Details for any support services provided

CWBTS will not communicate information about the training or engage in other conduct that may have the effect of encouraging students to choose CWBTS based on price or other inducement (including financial or any other benefit). Refer to the Marketing and Sales policy.



Post Enrolment Information

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.

Training Plan –

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

The training plans will be issued:

- within 12 weeks of commencement for non-traineeship/apprenticeship students and
- within 12 weeks of Training Contract approval for Apprentices/Trainees).

Students will be required to sign this training plan. Where a Student is an apprentice or trainee the training plan will also be provided to the employer and require a signature from the Employer.

Training Plans for apprenticeship/traineeship students will be developed in consultation with the Employer and Student.

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)
5. Changes to training plan

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

Where the student is a trainee/apprentice, their employer will also be advised of changes