



# STUDENT HANDBOOK

City-Wide Building & Training Services Pty Ltd (Trading as 'CWBS', RTO ID 91138)  
PO Box 546 Coolangatta Qld 4225  
16/25 Ourimbah Road Tweed Heads NSW 2485

Telephone: 1300 429 287

Email: [cwbs@cwbs.com.au](mailto:cwbs@cwbs.com.au)

Facsimile: 07 5536 1800

Web: [www.cwbs.com.au](http://www.cwbs.com.au)



## **COPYRIGHT**

© City-Wide Building & Training Services Pty. Ltd. (trading as CWBTS, RTO ID 91138) - All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any way or by any means, electronic, mechanical, photocopying, recording, or otherwise without the prior permission of CWBTS.

For example, taking copies of pages of this resource, for distribution to Students enrolled in a course would be deemed to be contravention of copyright regulations, unless prior permission is obtained from CWBTS.

This copyright excludes information cited from primary sources and acknowledged as such in the resource text and reference list.

## **FEEDBACK**

CWBTS welcomes feedback on its Information booklets and overall course services. If you have any feedback regarding this student handbook, please pass this on to your trainer/assessor, or email directly to [cwbts@cwbts.com.au](mailto:cwbts@cwbts.com.au)

## Table of Contents

Welcome to CWBTS .....	6
Introduction .....	6
About us .....	6
Code of practice .....	7
Benefits of studying with CWBTS.....	7
Course information .....	8
General Enrolment Information .....	9
Legislation .....	9
Student Safety.....	9
Records and Information Access.....	10
How CWBTS protects your privacy .....	10
CWBTS Commitment to Equity .....	11
Complaints and Appeals .....	12
Consumer Protection .....	12
Australian Consumer Law .....	12
Consumer Protection Policy and Strategy .....	12
Guarantee .....	13
Consumer Protection Strategy.....	13
CWBTS Obligations.....	13
Clients’ Rights and Obligations .....	13
Consumer Protection Complaints.....	13
Government funding, subsidy or other support.....	14
NSW Funding.....	14
QLD Funding.....	15
ACT Funding .....	15
Pre-Enrolment Information .....	16
Student advice and selection .....	16
Student entry procedure .....	16
Academically Suited .....	17
Student Identification Requirements.....	17
Student Enrolment Information Collection .....	17
Students’ Needs .....	17
Non-Acceptance of Enrolment Application .....	18
General costs.....	18

Fee for Service Student Fees and Charges.....	18
Material and incidental fees .....	18
Government Subsidies Available and Student Contribution Fees.....	19
New South Wales: Smart and Skilled Funding .....	19
Queensland: User Choice Funding .....	19
Australian Capital Territory: User Choice Funding.....	20
Reassessment.....	20
Funded Student Fee Concessions and Exemptions .....	20
Payment terms.....	20
Fee Protection.....	20
Unique Student Identifier (USI) .....	21
Commencement of studies.....	22
Student Support Services.....	22
Recognition of Prior Learning (RPL) and Credit Transfer (CT).....	23
Attendance.....	23
Assessment .....	24
“What happens if I am deemed ‘Not Yet Competent’?” .....	24
Plagiarism and collusion.....	25
Discipline .....	25
Discontinuation, abandonment or deferral from studies.....	25
Refunds .....	26
Post Completion Information .....	27
Obtaining Your Qualification Certificate.....	27
Re-Issue of Qualification Certificates and Statements of Attainment.....	27
Surveys.....	27
NCVER Surveys .....	27
State and Federal Government Surveys .....	28
Continuous Improvement.....	28
Further enquiries and assistance .....	28
Sources of further information .....	28
Frequently asked questions .....	29
“How can I get the most out of my training?” .....	29
“What does competency mean?” .....	29
“How long does it take for me to receive my Statement of Attainment or Certificate?” .....	29



“What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?” ..... 29

“What is the difference between a Statement of Attainment and a Certificate?” ..... 29



# Welcome to CWBTS

## Introduction

This student handbook is designed to provide you with information about the services provided by City-Wide Building & Training Services (CWBTS) and our approach to providing you with a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by CWBTS. This information is contained in the Course Brochure which is supplied separately.

## About us

CWBTS is a Registered Training Organisation with the Australia Skills Quality Authority (ASQA) for the delivery of training and assessment services in the Civil and General Construction Industry, Australia wide.

Our goal is to be the No 1 training provider for new and existing workers in the Civil and General Construction industry, in the delivery of Apprenticeships and Traineeships.

We are committed to a high standard in the provision of vocational education and training and client services. CWBTS prides itself on a long standing reputation and ability to deliver excellent customer service in training and assessment.

Here at CWBTS we live and breathe building and construction. We intimately understand the industry and have strong relationships within the building and construction community and the education sector.

The CWBTS team is made up of qualified trainers and leaders from a variety of industries. Our team has employer and management experience and understands all facets of training delivery in the construction industry.

## Code of practice

The commitments set out in the CWBTS Code of Practice underpin the operations of the organisation. All employees will abide by its provisions. Our Code of Practice outlines our operational policies and our commitment to our clients, CWBTS:

- Is committed to the continuous improvement of its training delivery and assessment services
- Liaises with industry bodies such as Office of Fair Trading and Workcover
- Complies with all State and Territory regulatory and legislative requirements
- Advertises and markets its training delivery services openly, honestly and with integrity
- Provides accurate, relevant and up-to-date information on enquiry
- States its fees and charges on enquiry
- Outlines its fees refund policy in the student handbook and on our website
- Enrols applicants to its courses on the basis of access and equity
- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Prohibits discrimination in any form towards any group or individual
- Employs suitably qualified and experienced employee
- Conducts fair, flexible, valid and reliable competency-based assessments
- Provides an assessment appeals procedure and opportunities for re-assessment
- Provides academic support to students or referral to external agencies for additional learning support
- Refers students to external expert advice for personal and financial support
- Encourages feedback and evaluation from its stakeholders
- Maintains accurate, confidential and secure training and financial records
- Provides timely and accurate information to government agencies and funding bodies

## Benefits of studying with CWBTS

### Experience

Our team of Trainer /Assessors are qualified and highly skilled tradespeople and bring with them a broad range of experience and expertise. Their aim is to help you reach your goals and ensure all parties are satisfied with your experience. They will apply their experience and knowledge to ensure that you get the most out of your training.

Our trainer's industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

### Passion

Our team is passionate about training. We believe in our delivery model, and it shows through our proactive nature to get the job done. We will work with you to ensure that you receive the highest standard of training and achieve your goals.

### Support

Much like our passion for the business here at CWBTS, we believe a strong support network is key to achieving the right learning outcomes. Our team is here to support you throughout your training program. Our extensive range of student and employer support services ensure that all students and apprentices are provided with the highest level of support and assistance throughout the duration of their training.

## Course information

CWBTS Pty Ltd is a Registered Training Organisation with the Australian Skills Quality Authority (ASQA). We provide training and assessment services in all sectors of the General Construction Industry. Our national Training Package qualifications include:

### ***General Construction***

CPC10120	Certificate I in Construction
CPC20120	Certificate II in Construction
CPC30220	Certificate III in Carpentry
CPC30320	Certificate III in Concreting
CPC40120	Certificate IV in Building and Construction
CPC50220	Diploma of Building and Construction (Building)

### ***Civil Construction***

RII20720	Certificate II in Civil Construction
RII30820	Certificate III in Civil Construction Plant Operations
RII30920	Certificate III in Civil Construction
RII40720	Certificate IV in Civil Construction

### ***Construction Administration***

BSB40520	Certificate IV in Leadership and Management
BSB50420	Diploma of Leadership and Management



## General Enrolment Information

CWBTS offers a range of study and delivery modes to suit various pathways. You can enrol with CWBTS under a fee for service arrangement or alternatively if eligible you can enrol with Government funding which may include an apprenticeship/traineeship arrangement with an employer.

It is important that you read this student handbook and some of our policies and procedures before you finalise your enrolment. As you progress through the student handbook you can click on the policy links located in each section on the handbook for more information. You will find details of policies and procedures under the 'Key Links & Documents' tab on our website and also the most up to date student handbook.

### Legislation

CWBTS ensures it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. Our operations are subject to a variety of legislation related to training and assessment, as well as general business practice.

This includes, but is not limited to, compliance with:

- The National Vocational Education and Training Regulator Act 2011, and the legislative instruments it enables;
- Workplace health and safety legislation and regulations;
- Anti-discrimination legislation and regulations; and
- Consumer protection requirements
- Anti-discrimination and Equal Opportunity legislation
- Privacy legislation
- Child safety legislation

CWBTS ensures our employees and clients are informed of any changes to legislative and regulatory requirements that affect services delivered, through internal communication activities.

### Student Safety

CWBTS has an obligation under the Work Health and Safety Act 2011 to ensure the health and safety of each of its employees, and to ensure that students and visitors are not exposed to risks to their health and safety arising out of its activities.

Students and visitors are required to:

- comply with CWBTS health and safety policies and procedures when on site at offices
- conduct their activities in a manner which prevents personal injury or injury to others, and/or damage to property
- cooperate with and actively participate in CWBTS safety practices

Emergency evacuation procedures are displayed in CWBTS' reception area, these procedures must be followed in the event of an emergency that causes CWBTS' fire alarm system to be activated, or if you are otherwise directed to evacuate.

CWBTS complies with all relevant Work Health and Safety legislation including the provisions of the Work Health and Safety Act 2011.

Trainer / Assessors will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the Trainer / Assessor will take action to remove or control these hazards and will report the hazard to the appropriate onsite representative.

Where practicable, students must take responsibility for their own health and safety, and that of their fellow students. This means students must follow all safety rules, procedures, and the instructions of their Trainer / Assessor while attending a training session.

### **Alcohol and other drug awareness**

CWBTS is committed to supporting the prevention and minimisation of drug and alcohol problems in the community.

### **Child Safety**

All students under eighteen (18) years of age who are supported by CWBTS have a right to feel and be safe. CWBTS is committed to the safety and well-being of young people accessing our services.

CWBTS complies with relevant child safety legislation across jurisdictions of operations and commits to establishing and maintaining child safe environments following the Keep Them Safe: A Shared Approach to Child Wellbeing framework.

All CWBTS trainers and assessors are required to undertake, as a component of the recruitment process, a National Criminal Check to ensure suitability in meeting CWBTS's legislative and contractual obligations. Relevant state jurisdiction Working with Children Checks are also completed as required on a state-by-state basis.

### **Records and Information Access**

Records and information relating to each student enrolled are held in confidence. Should access to these records and information be required by the student, disclosure can be granted upon application.

The statistical information collected on your enrolment form will be used at a state and national level to enable the accurate, reliable and consistent measurement of activity in the Vocational Education and Training sector. Strict privacy and confidentiality precautions are taken by the relevant State Training Authority and NCVET to ensure no collected data can be associated with an individual.

### **How CWBTS protects your privacy**

We are committed to protecting your privacy. It is our policy to protect your personal information and ensure confidentiality.

### **How we collect information**

The personal details we collect include information required for your enrolment into a training program of choice, these details are sourced from the enrolment form. Details are also collected which relate to your progress through a training program or Recognition of Prior Learning application. These details are primarily obtained from you to fulfil unit requirements but may also include second and third party contributions related to the training program requirements.

### **How we store your information**

All your personal details are stored electronically in a secure database and physically in a secure location on our premises. Access to this database is controlled and limited to employee that manage enrolments, results, certification, accounts, training and assessment. CWBTS takes responsibility for the storage and maintenance of your information and records seriously. All records are stored in line with the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing privacy Protection) Act 2012.

### **Ensuring accuracy of information**

We make every effort to keep student and client details accurate and up to date. Information is immediately updated if errors or changes are brought to our attention, which is why we recommend that you:

- let us know straight away if you find errors in your personal information
- keep us informed of changes to such personal information as your name, address or telephone numbers or any anomalies in enrolment

### **Disclosure and protection of information**

No personal information is taken off-site or otherwise disclosed to a third party except as required to report statistical and program progression information, i.e., completion details of training programs for apprentices/trainees. In such cases, information is protected by confidentiality principles practiced by government authorities.

### **Accessing your personal information**

It is your legal right to know exactly what personal information and training program records we hold. Client information is available at all times either over the telephone or in writing. To protect the privacy of clients, our employee will confirm personal details before providing any information over the telephone.

***Please see our Privacy Policy for further information located on our website: [CWBTS Key Links and Documents](#)***

### **CWBTS Commitment to Equity**

All CWBTS employees will adhere to the principles and practices of equity in education and training; they will treat you fairly and without discrimination. CWBTS has procedures in place to ensure your concerns are dealt with promptly and appropriately. CWBTS will not engage in discrimination towards any group or individual in any form, inclusive of, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of CWBTS. CWBTS will make reasonable adjustments to training and assessment strategy, and services to assist people with special learning needs, or those facing particular difficulties so that they receive the best possible help in achieving the competency outcomes.

Although CWBTS will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct we will not enrol a student if it becomes clear that it would be impossible for the student to successfully complete the course. In those circumstances, CWBTS will assist the student in choosing a suitable alternative to ensure that the training needs are met.

***Please see our Fair Treatment and Equal Opportunity Policy located on our website: [CWBTS Key Links and Documents](#)***

## Complaints and Appeals

CWBTS is committed to providing the highest quality training services and to ensuring that all students and clients have a positive experience when dealing with us. However, we recognise that there may be times that we don't live up to your expectations.

We view grievances and complaints as an opportunity to review continuous improvement opportunities. CWBTS has a Complaints committee which reviews all complaints and grievances formally lodged.

The Complaints committee consists of the following CWBTS employee members:

- National Quality Assurance and Compliance Manager
- Student Welfare Officer
- Training Manager

CWBTS will address any and all complaints in a fair, constructive and timely manner.

If a **Smart & Skilled Subsidised Student** cannot resolve their complaint with CWBTS they can contact Training Services NSW by:

- Applying online  
[www.training.nsw.gov.au/build/online\\_forms/general\\_enquiry\\_form.html](http://www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html)
- Phone: 1300 772 104
- In person at a Training Services NSW regional office (see [http://www.training.nsw.gov.au/about\\_us/sts\\_contacts.html](http://www.training.nsw.gov.au/about_us/sts_contacts.html))

**Please see our Grievances, complaints and appeals policy located on our website:** [CWBT S Key Links and Documents](#)

## Consumer Protection

### Australian Consumer Law

CWBTS maintains compliance with the national Competition and Consumer Act 2010 (Cth) and associated Australian Consumer Law (ACL) requirements as specified in the Act and enacted in the Fair-Trading Act 1987 & Fair-Trading Regulations 2012 (NSW). The ACL protects consumers and ensures fair trading in Australia. Under the ACL consumers have the same protections, and businesses have the same obligations and responsibilities, across Australia.

### Consumer Protection Policy and Strategy

CWBTS has implemented this Consumer Protection Policy and aligned Consumer Protection Strategy to protect the needs and interests of consumers. These arrangements are in line with the [NSW Consumer Protection Strategy](#):

CWBTS has a dedicated Consumer Protection Officer:

NSW / QLD / ACT Operations Manager

Office: 1300 429 287

Mob: [+61438605195](tel:+61438605195)

## Guarantee

As a course services provider, CWBTS supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

CWBTS ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

## Consumer Protection Strategy

### CWBTS Obligations

CWBTS ensures it:

- Provides the training and support necessary to allow students to achieve competency;
- Provides a quality training and assessment experience for all students;
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers' personal information
- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides clients with details of these pathways for resolving or escalating complaints.

## Clients' Rights and Obligations

CWBTS clients have the right to:

- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access CWBTS's consumer protection complaints process.

Clients' obligations include:

- Providing accurate information to CWBTS; and
- Behaving in a responsible and ethical manner.

## Consumer Protection Complaints

If an individual feels that CWBTS or one of its third-party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their CWBTS representative in the first instance, before making a complaint.

If a **Smart & Skilled Subsidised Student** cannot resolve their complaint with CWBTS they can contact Training Services NSW by:

- Applying online  
[www.training.nsw.gov.au/build/online\\_forms/general\\_enquiry\\_form.html](http://www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html)
- Phone: 1300 772 104
- In person at a Training Services NSW regional office (see [http://www.training.nsw.gov.au/about\\_us/sts\\_contacts.html](http://www.training.nsw.gov.au/about_us/sts_contacts.html))

Please see our Consumer Protection Policy and Strategy on our website: [CWBT S Key Links and Documents](#)

### Government funding, subsidy or other support

Where students would be accessing government subsidies such as NSW Smart and Skilled funding, Queensland User Choice funding or ACT User Choice funding CWBT S provides details of these arrangements. Details include:

- Any costs associated; and
- Any loss of entitlement from the student undertaking a course at CWBT S.

This includes, in the cases of limited entitlement schemes, where students are only able to access one course or there are restrictions on what courses may be subsidised after completing their study at CWBT S.

For further information on state specific funding please see details below:

As a component of the enrolment process, CWBT S undertakes an eligibility assessment on particular government subsidy or support initiatives that the student may be eligible to access.

NSW Smart and Skilled (Ph: 1300 772 104) - <https://smartandskilled.nsw.gov.au/>

Queensland User Choice - <https://training.qld.gov.au/training/incentives/userchoice>

ACT User Choice - <https://www.cmtedd.act.gov.au/skillscanberra>

### NSW Funding

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers. This training is subsidised by the NSW Government. Further information can be found on the [Smart & Skilled Website](#) or by ringing 1300 772 104. CWBT S can only offer places for *Smart and Skilled* Students into programs that are listed on its Funded Scope.

#### *Smart and Skilled apprenticeship and traineeship qualifications*

Apprenticeships and Traineeships combine work-based training with an employer and formal training from a training provider. They are established under training contracts between the employer and the apprentice or trainee and are regulated by government. They're a great way to be paid for work, learn and earn a qualification.

All NSW apprentices and most new-entrant trainees are eligible for a government subsidy under Smart and Skilled for the qualification that supports their apprenticeship or traineeship.

Apprentices, eligible new-entrant trainees and their employers can choose an approved Smart and Skilled training provider that best meets their needs. Their choice of training provider does not affect the fee that is paid. The fee they pay is the same regardless of which approved Smart and Skilled training provider they choose.

[Smart and Skilled - Home \(nsw.gov.au\)](#)



### QLD Funding

The Queensland Government invests in training based on industry advice to provide Queenslanders with the skills they need to gain meaningful and sustainable employment through the pre-approved training provider of their choice.

The User Choice program provides public funding for the delivery of accredited, entry level training to apprentices and trainees.

User Choice Skills Assure Suppliers (SAS) are RTOs that the Queensland Government approves to deliver publicly funded training and assessment services to apprentices and trainees.

CWBTS is a User Choice Skills Assure Supplier. CWBTS can only offer places for User Choice into programs that are listed on its Funded Scope.

### ACT Funding

The ACT Government, through Skills Canberra, contracts registered training organisations (RTOs) to deliver subsidised training to eligible students. To receive funding and be listed on the ACT Qualifications Register as a funded provider, BAA has a Training Initiative Funding Agreement and complies with the ACT Quality Framework. CWBTS can only offer places for User Choice and Skilled Capital Students into programs that are listed on its Funded Scope.

### **Australian Apprenticeships (User Choice)**

The ACT Qualifications Register shows the qualifications that are available through an Australian Apprenticeship in the ACT. <https://www.skills.act.gov.au/apprenticeships>

## Pre-Enrolment Information

CWBTS ensures that students and employers (where applicable) are fully informed prior to enrolment by providing general course specific information.

Students who contact CWBTS directly or via our website will discuss with a CWBTS Representative the following information:

- The course code, title and currency
- Course outline
- Proposed units
- The modes of delivery
- Commitment by student (including study time outside of class)
- Timeframe for completion
- Costs and funding eligibility (and implications on future funding entitlements)
- Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
- Where and how training and assessment will be undertaken
- The duration of course and number of classes per week
- A broad overview of assessment methods used
- Student requirements (e.g., Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
- Entry requirements (including language, literacy and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
- Support services available (if required)
- Course suitability for the student
- Fees, charges and refund information
- 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
- CWBTS procedures and processes

### Student advice and selection

#### Student entry procedure

On application for enrolment, CWBTS ensures that all students are able to seek admission to a course program *on the same basis*. Where students have particular needs, these are discussed in open consultation with the student, and where appropriate, reasonable adjustments will be made in order to facilitate the student's enrolment.

CWBTS provides high quality course services, including training and assessment that is suitable and appropriate for each student.

To maximise the chance of students successfully completing their training, CWBTS:

- Identifies any support individual students need prior to their enrolment; and
- Provides access to that support throughout their training.

CWBTS focuses on supporting a prospective student to understand how their options may affect their future and, ultimately, helping them to choose the right training. This includes being prepared to suggest, in some instances, that none of its offerings are right for an individual. Where this is the case, CWBTS



refers prospective students to relevant government websites in their jurisdiction as a good place to start to determine more suitable course options.

### Academically Suited

CWBTS has implemented this student entry procedure to ensure that students are confirmed to be academically suited to undertake the particular course they wish to study. To ensure students are academically suited, CWBTS's student application and enrolment processes include the requirements that:

1. The student satisfies minimum academic admission requirements; and
2. The student satisfies any other specified entry requirements for the particular VET course of study; and
3. CWBTS reasonably believes that the student is academically suited to undertake the VET course of study.

### Student Identification Requirements

CWBTS requires student identification to be confirmed and verified identification evidence to be retained on file on admission to any nationally recognised course program. This may include:

- Evidence of student identity (drivers licence and Medicare card)
- Evidence of student eligibility to participate (for example, citizenship)
- Evidence of pre-requisites being met (for example, previous qualifications/study)
- Evidence of residency where State government subsidies are being sought.

### Student Enrolment Information Collection

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application. This includes relevant AVETMISS data collection information and relevant student identifiers including the USI.

*The Enrolment Application Form* is signed by the student as a part of the enrolment process, to confirm that the information being provided is a true and accurate record relating to their individual situation. This confirms the application process but does not constitute formal acceptance of the student's enrolment into the course.

### Students' Needs

As part of the enrolment process, CWBTS determines the amount of training it will provide to each student with regard to:

- The existing skills, knowledge and the experience of the student;
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

CWBTS provides a range of educational and support services to its students that include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;

- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace; and
- Any other services that CWBTS considers necessary to support students to achieve competency.

Support services are made available either directly or via arrangements with a third party.

CWBTS's individual needs process includes:

- Identifying particular requirements such as literacy, numeracy, English language or physical capabilities students would need to complete each course;
- Student learning styles and identification of any special learning needs; and
- Developing strategies to make support available where gaps are identified.

***Please see our Fully Informed Students and Employers Policy for further information located on our website: [CWBTS Key Links and Documents](#)***

## Non-Acceptance of Enrolment Application

Should a prospective student not be accepted into the course program they have applied for, the individual will be provided with formal notice of this non-acceptance:

- In writing;
- With reasons provided for this non-acceptance;
- With any alternate options or actions recommended by CWBTS; and
- With relevant information on how the prospective student may raise a complaint or seek to have the decision reviewed.

## General costs

You are likely to incur general costs in the course of your study. These are not costs that CWBTS will charge you, nor are they items that you purchase from CWBTS.

## Fee for Service Student Fees and Charges

CWBTS charges a tuition fee for all courses. A materials fee (also known as an incidentals fee) may also be charged where resources are required or available to be purchased from CWBTS in order to undertake the course.

Tuition fees are applied over the course duration set by CWBTS and detailed at the qualification level. We will confirm in writing the fees that you will be charged before commencement of your training.

## Material and incidental fees

Material and incidental fees refer to fees that are not covered by your tuition fees.

## Material fees

Material fees cover specific resources that you will need in the course of your study, such as: textbooks, protective clothing, specific tools, and other items relevant to your course that you will purchase from us.

We charge a separate fee for these as you may be able to source these elsewhere, buy them second hand, may already own them or be they be an optional cost. An example of an optional cost is where you request that we provide printed copies of courseware that is made available to you online and that you could print yourself.

Material fees do not apply to all courses – if it applies this will be specified to you before enrolling.

***Any applicable material fees are listed with our tuition fees our website [www.cwbts.com.au](http://www.cwbts.com.au) on the 'Fees' page for each state.***

### **Reassessment fee**

If you do not pass a unit, you are entitled to a second attempt at no cost.

If you are not deemed competent after a minimum of two attempts and wish to continue, CWBTS will charge you a reassessment fee to reattempt a unit. Additional assessment attempts may be permitted without charge at CWBTS' discretion.

***The current reassessment fee is located on our website at: [www.cwbts.com.au](http://www.cwbts.com.au) on the 'Fees' page for each state.***

### **Government Subsidies Available and Student Contribution Fees**

A list of all indicative fees by state / territory is available on our website [www.cwbts.com.au](http://www.cwbts.com.au) on the 'Fees' page for each state.

Details of funding available and the eligibility requirements are included within the Enrolment Process published for each state, located on the CWBTS website on the Key Links and Documents page.

#### **New South Wales: Smart and Skilled Funding**

Student eligibility will be assessed during the enrolment process. Student contribution fees are calculated using the Provider Calculator as per Smart and Skilled Requirements. CWBTS does not waive the student contribution fees however students may be eligible for fee waivers under Smart and Skilled. CWBTS does not charge any additional fees aside from the mandatory student contribution.

Fees are payable at course commencement however should a student withdraw from the course or should the course for any reason be cancelled by CWBTS, all unused fees will be refunded.

#### **Queensland: User Choice Funding**

Student eligibility for funding will be assessed during the enrolment process. Students are required to pay a contribution fee as set by the Queensland government.

Indicative Student Contribution fees for each funded program are published in the QLD Fees Listing on the Key Links and Documents page of the CWBTS website. CWBTS calculates the individual student contribution fee for each student during the enrolment process. Student contribution fees under this program are set at \$1.60 per nominal hour for each unit of competency/module to be undertaken by the student and are calculated at the commencement of the unit of competency/module.

CWBTS is unable to waive the student contribution fee however students may be eligible for an exemption from the Student Contribution fee via the "Free Apprenticeships" initiative. Students may be eligible for

partial exemption of Student Contribution fees (fees are reduced to 40% of the Student Contribution fee). Units granted Credit Transfer do not incur a Student Contribution Fee.

These fees may be paid on behalf of the student by their employer or a third party unrelated to CWBTS but cannot be paid or waived by the CWBTS (whether directly or indirectly), unless approved in writing by the department.

CWBTS does not charge any additional fees aside from the mandatory student contribution.

Fees are payable at course commencement however should a student withdraw from the course or should the course for any reason be cancelled by CWBTS, all unused fees will be refunded.

Australian Capital Territory: User Choice Funding

Student eligibility for funding will be assessed during the enrolment process. Students are required to pay a contribution fee as set by the ACT government. The student contribution fee can be found in the ACT Fees Listing. CWBTS is unable to waive the student contribution fee however students may be eligible for fee waivers under the User Choice program. CWBTS does not charge any additional fees aside from the mandatory student contribution.

Fees are payable at course commencement however should a student withdraw from the course or should the course for any reason be cancelled by CWBTS, all unused fees will be refunded.

Reassessment

If you do not pass a unit, you are entitled to a second attempt at no cost.

## Funded Student Fee Concessions and Exemptions

Fee concessions and exemptions apply to a range of publicly funded vocational education and training course services provided by CWBTS across jurisdictions. Fee concession and exemption arrangements do vary depending on the jurisdiction and government support program available. Please discuss your particular situation with your CWBTS representative for further information.

Details of Concessions, Exemptions and Fee Waivers are available within the Enrolment Process published for each state, located on the CWBTS website on the Key Links and Documents page.

## Payment terms

Prior to course commencement, confirmation of fees and payment terms will be provided in writing.

If payments are not made by the required due date, CWBTS will send a reminder notice. Where the due date has passed by more than 30 days, CWBTS may elect to cease training until payments are recommenced. If payments are not recommenced CWBTS may elect to formally withdraw the student. For students who are unable to meet the current payment plan, they should contact CWBTS to nominate a new payment plan.

## Fee Protection

CWBTS does not collect more than \$1,500 in prepaid fees (fees in advance) from students at any time for any course. As such, no further fee protection arrangements are required.

***Please see our Fees, Charges and Refund Policy for further information located on our website: [CWBTS Key Links and Documents](#)***



## Unique Student Identifier (USI)

From 1 January 2015 students enrolling in nationally recognised vocational education and training in Australia need a Unique Student Identifier (USI).

The USI gives students access to their online USI account which is made up of ten numbers and letters. The USI account will link students to their training records and results which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, CWBTS will be able to see their students' entire nationally recognised training record with records collected post 2015. CWBTS will find it easier to assess prerequisites and credit transfers and assess students' eligibility for government funded training places. Further information is available from [www.usi.gov.au](http://www.usi.gov.au)

***Please see our Student USI Policy for further information located on our website: [CWBTS Key Links and Documents](#)***

## Commencement of studies

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. A training plan will also be completed in agreement with timeframes for delivery and assessment with both the apprentice or trainee and their employer and you will receive a training record book. 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, CWBTS's obligations to the student, that CWBTS 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.

Your trainer will give you information about:

- Requirements to receive a qualification
- Certificates issued on successful completion of the course
- How your skills, knowledge and attitudes will be assessed
- Recognition of prior learning or recognition of current competency
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- Where you can get extra help with your learning
- Course timetable
- Course content
- Emergency evacuation procedures
- Your obligations as a student at CWBTS including attendance requirements.

### Student Support Services

CWBTS is committed to protecting and promoting the welfare of our students. CWBTS recognises that individual students have individual needs, and some may need additional support.

CWBTS is committed to giving every student an opportunity to successfully complete their chosen course and recognises that our students come from a diverse range of backgrounds and have a diverse range of work and life experiences.

Student welfare and support aspects includes, but is not limited to:

1. Academic support
2. Non-academic support

3. Providing additional support to students who may have special needs (i.e... Students with specific health issues, students with disabilities and students needing support with Language Literacy and Numeracy)

**Please see our Student Support and Welfare Policy for further information located on our website: [CWBT S Key Links and Documents](#)**

### Recognition of Prior Learning (RPL) and Credit Transfer (CT)

CWBTS offers all students a skill assessment through the recognition of prior learning and current competencies. This skill assessment or pre-training review formally identifies your existing skills as well as your skill gaps and what training is needed to complete a qualification.

CWBTS is committed to providing up to date and relevant information regarding Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students prior to enrolment and whilst enrolled with CWBTS.

CWBTS actively promotes RPL and will conduct RPL assessment in accordance with the principles of assessment and the rules of evidence. CWBTS has qualified RPL Assessors who are responsible for a fair, equitable and consistent RPL process.

There are no fees payable for Credit Transfers. RPL Application Fees and Assessment Fees are payable by Fee for Service students only. No RPL fees are payable by funded students.

**Please see our RPL and Credit Transfer Policy for further information located on our website: [CWBT S Key Links and Documents](#)**

### Attendance

Students are responsible for their own attendance, and you are expected to attend 100% of scheduled classes or workplace training.

CWBTS understands that there will be times where circumstances which are beyond your control will prevent you from attending training, these may include, but are not limited to:

- Illness or injury
- Personal/family reasons
- Work commitments
- Bereavement

CWBTS is committed to giving every student an opportunity to successfully complete their chosen course and provides support for individual circumstances when a student begins to disengage from their learning or when regular attendance is not consistent. This policy outlines your attendance requirements and how to notify us if you can't attend training or a class.

**Please see our Student Attendance Policy for further information located on our website: [CWBT S Key Links and Documents](#)**

## Assessment

Student assessment is a vital part of the learning process. Assessment is the process whereby student learning outcomes are determined, feedback is given to students on their progress and a final result grade is awarded.

It is the responsibility of students to:

- Engage actively in the learning process and participate according to unit and assessment requirements;
- Complete assessment tasks diligently and honestly to provide evidence of learning achievements in a unit;
- Meet assessment requirements as specified in the unit outline, including submission of work by the due date; and
- Discuss any concerns they have regarding their progress in coursework and assessment as early as possible with relevant trainers and / or a Training Manager. If you are experiencing a welfare issue than you may be referred to the Student Welfare Coordinator.

Please note that if your course is partially or fully subsidised by state, territory or federal funding, that you are obliged to undertake assessments as part your eligibility to receive this funding.

Competency is built over time; as such you will be assessed at various points as you gain knowledge and master skills. Each assessment task is reviewed by a CWBTS Trainer / Assessor and an outcome of Satisfactory/Not Satisfactory is determined for each completed assessment task. Students access their assessment tasks on the Learning Management System (LMS). All theory assessment tasks within a unit must be completed via the LMS before you can undertake any practical assessment task(s) for the unit.

To demonstrate competency in a Unit, you must satisfactorily meet the requirements for all assessment tasks. Where a student is unable to achieve satisfactory results, the student will have the ability to complete the assessment again. Should the student still be unable to satisfactorily meet the requirements for all assessment tasks the unit will be resulted as “Not Yet Competent”.

### “What happens if I am deemed ‘Not Yet Competent’?”

CWBTS provide end-to-end learning and assessment support to students.

After 2 coaching and reassessment attempts, if a student is still unable to demonstrate competency, we may result the unit(s) as Not Yet Competent and recommend that the student re-enrol in the unit(s).

In the VET sector, or competency-based training like the one you are enrolling into, there is no pass or fail. Put simply:

- a) You are deemed “competent” and therefore granted the certificate, or
- b) You are seen to be “not yet competent”, hence more evidence needs to be provided, and can be continued to be provided, until you have ticked the boxes to be seen as competent, based on the parameters given to us.

It is important to us that you understand there is no ‘fail’ in our industry. There are no exams or ‘just one shot’ at it. It is a partnership where together, through coaching from us and effort on your part to demonstrate you have understood the content – a certificate is not far away.



***Please see our Student Attendance Submission Policy for further information located on our website:***  
[CWBT S Key Links and Documents](#)

### Plagiarism and collusion

Plagiarism occurs when a student passes off as the student's own work, or copies without acknowledgement as to its authorship, the work of any other person. Collusion occurs when a student obtains the agreement of another person for a fraudulent purpose with the intent of obtaining an advantage in submitting an assignment or other work.

Students are required to complete a declaration when submitting assignments that certifies the work is entirely their own except where quoted or acknowledged in the text. If plagiarism is detected the consequence may be failure in the unit of competency or withdrawal/cancellation from the course/program.

### Discipline

It is the policy of CWBT S to work collaboratively with all stakeholders in providing training and assessment services. Unfortunately, there are occasions where disciplinary action may be taken as a result of failure to comply with the requirements of the training process as outlined and agreed to at the commencement of training. Instances requiring disciplinary measures by CWBT S can include the following:

- student failure to meet program timeframes
- student has continual absences from training without notification
- failure to pay tuition and/or materials fees

In summary, the following actions may be taken with respect to the above instances:

- Regular failure of a student to meet program assessment timeframes may result in withdrawal from a program. Re- enrolment and re-invoicing may result if enrolment periods are exceeded.
- Failure of an employer under an apprenticeship/traineeship training agreement to allocate Structured Training Withdrawal may result in intervention by an Apprenticeship Support Officer.
- Certificates will not be forwarded where training program fees remain outstanding.

If there are difficulties in paying fees or meeting program timeframes and requirements, it is the responsibility of the student and/or employer to renegotiate alternative arrangements with CWBT S. As the Trainer / Assessor is in touch with the student on an ongoing basis, there are regular opportunities to identify and discuss any difficulties as they arise and seek solutions and effective strategies to address them.

### Discontinuation, abandonment or deferral from studies

CWBT S recognizes that sometime circumstances can reduce a student's capacity to complete their course, therefore students may withdraw. CWBT S also recognizes that there may also be times where students want to transfer from one RTO to another or would like to defer their training due to personal reasons. CWBT S will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

Students who wish to withdraw from a course must do so either by:

- Phone: 1300 429 287
- Email: [cwbts@cwbts.com.au](mailto:cwbts@cwbts.com.au)
- Advising their trainer

Students will be required to provide the reason for withdrawal and the date training is expected to end.

Students are also required to contact their Australian Apprenticeship Support Network (AASN) and advise of their cancellation date and complete any necessary forms with their employer if they are an apprentice or trainee.

If the reason for withdrawal is due to the performance of CWBTS then CWBTS staff will make reasonable efforts to address the concerns of the Student related to the delivery and assessment of training in order to assist them in completing their studies.

## Refunds

Refund of tuition fees is granted under specific circumstances where a student has withdrawn from a course.

***Please see our Fees, Charges and Refund Policy for further information located on our website: [CWBTS Key Links and Documents](#)***

### **Timeframe and payment**

A refund will generally be provided within 28 days from withdrawal. Please note that course fees are not transferable to another person (unless a Memorandum of Agreement or Service Level Agreement with an employer or other third-party states otherwise).

Refunds will generally be paid via electronic funds transfer (eft), but a cheque may be requested.

For students, the outcome of the refund assessment will be provided by written notice to the refundee's registered address or email (where the refund is not to be paid to a government body).

You will receive confirmation in writing of the total amount paid and the refund amount.

## Post Completion Information

### Obtaining Your Qualification Certificate

Upon the successful completion of your training program and/or apprenticeship/traineeship you will receive a formal qualification certificate. Qualification certificates are issued under the AQF guidelines. Upon the successful completion of a qualification training program, students are provided a client survey to complete either at their last training session, workplace visit or forwarded by mail. This should be completed and returned to CWBTS. Please ensure that the address we have on record for you is correct; as your certificate will be posted by mail.

No responsibility is taken for certificates discovered missing in the mail where the address of the student is different to the address recorded and where confirmation of the mail dispatch has been established and mail is lost/missing at destination.

### Re-Issue of Qualification Certificates and Statements of Attainment

Where a Qualification Certificate or Statement of Attainment is requested to be re-issued a minimum charge of \$65.00 will apply. We suggest that you keep your certificate(s) in a safe place to avoid losing or misplacing them and that you ensure we have your correct address on record for forwarding your certificate(s).

### Surveys

CWBTS strives to provide a high quality, flexible training service. Gaining feedback is extremely valuable in assisting CWBTS to achieve and maintain this goal. It is, therefore, our intention to regularly collect and analyse stakeholder and client feedback and satisfaction data on the services we provide.

To assist CWBTS in providing an ongoing, efficient service, students and employers may be asked to complete a survey at various stages of the training program. The results of these surveys are used to provide valuable feedback on the services we provide. They assist CWBTS in meeting a range of quality standards that we aim for, and which are required of Registered Training Organisations.

Your feedback, obtained through the completion of such surveys, further helps us to improve our level of service and maximize the opportunities and benefits our students can enjoy.

Results and comments made within surveys may also be used in marketing material produced by or on behalf of CWBTS. Where this occurs, consent is sought prior to use and a signed agreement is used to document the consent process.

### NCVER Surveys

There is also a possibility you will receive a survey by the National Centre for Vocational Education and Research (NCVER) which collects data to enable the accurate, reliable and consistent measurement of activity in the Vocational Education and Training sector. The NCVER may also invite you to participate in a Department endorsed project or you may be contacted the Department (or authorised persons) for audit purposes.

## State and Federal Government Surveys

You may also be selected to complete an annual government survey issued either via a state or federal Government Body.

## Continuous Improvement

CWBTS collect feedback from employers, students, Facilitators/Assessors and other employee members on a systematic and regular basis. We are committed to continuous improvement, seeking to enhance our services the best we can to meet collective expectations.

## Further enquiries and assistance

If you require further information or assistance with any aspect of your training program, please ask a CWBTS employee member. They will assist and provide you with information and guidance.

Our Trainers / Assessors are available to provide information and direction to individuals, groups and organisations regarding courses offered through CWBTS. Our Trainers / Assessors are available to assist you with:

- support in the enrolment process including advice on fees and concessions
- information sessions tailored to individual needs
- pathways to higher education and university

Our Trainers / Assessors are available to all current and prospective students. Groups or individuals who require information sessions on course, details and workplace-based training options should also contact our office for further information.

## Sources of further information

- CWBTS [www.cwbts.com.au](http://www.cwbts.com.au)
- Australian Apprenticeship and Traineeship Information Centre [www.aatinfo.com.au](http://www.aatinfo.com.au)
- NSW Smart and Skilled <https://smartandskilled.nsw.gov.au/>
- QLD Government Training <https://training.qld.gov.au/training/incentives/userchoice>
- ACT – Skills Canberra <https://www.cmtedd.act.gov.au/skillscanberra>
- Australian Skills Quality Authority (ASQA) <https://www.asqa.gov.au/>

## Frequently asked questions

### “How can I get the most out of my training?”

- Prepare for each training session and actively participate in all scheduled activities
- Complete all training and assessment requirements including classroom activities and workplace tasks
- Access the student support services made available to you during the classroom session and while completing the assessment at the workplace
- Participate in survey activities and offer constructive feedback regarding the course
- Expect that CWBTS Trainer / Assessors and other employee members will treat you with respect
- Treat employee members of CWBTS and your fellow students with courtesy
- Talk to your Trainer or call our office if you experience any difficulties and we will assist you

### “What does competency mean?”

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages or accredited course curricula consist of units of competency covering a wide range of topics, for example OHS, technical skills, communications, quality control and many other aspects of a vocation/job.

### “How long does it take for me to receive my Statement of Attainment or Certificate?”

We will issue your Statement of Attainment or Certificate within a month after you are deemed competent. We sign off on your competency after we have adequate evidence such as satisfactory completion of all assessment tasks and receipt of the required supporting documentation. After you submit to us the completed assessments and supporting evidence, we will email you an acknowledgement of receipt or request further information.

### “What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?”

We keep your assessment documentation in our secure storage for 6 months to 7 years from the date you are deemed competent. Please make copies of your documents before sending them to us, as we will not return the original documentation to you after marking is completed.

### “What is the difference between a Statement of Attainment and a Certificate?”

A Statement of Attainment is issued when a student has been deemed competent in 1 or more unit(s) of competency from a qualification. A Certificate is issued when a student has been deemed competent in all units that make up a full qualification.