



Building Industry Training Pty Ltd

# Student Handbook

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**Building Industry Training Pty. Ltd.**  
RTO Code 40785

Foreword from the Managing Director:

*Welcome and thank you for choosing Building Industry Training Pty Ltd (BIT), a Nationally Registered Training Organisation – RTO 40785, as your training provider.*

*Whether you are studying to gain a trade qualification as an Apprentice or Trainee, an experienced worker formalising your skills or undertaking a higher qualification to enhance your career, develop your own or your employer’s business, we are confident that our training programs and qualifications will assist you in achieving your goals.*

*Our team of Trainers and Assessors and administrators strive to always provide individual attention and professional service in a supportive learning environment.*

*This Student Handbook provides important information to guarantee consistent quality throughout your training and assessment with Building Industry Training. Treat it as pre-reading for your training program/qualification and you’ll start your learning with confidence and familiarity.*

*We hope you enjoy your learning experience and look forward to helping you achieve your educational goals.*

*I wish you every success,*

*Rebecca Lynch*

**Rebecca Lynch**  
**Managing Director**

Building Industry Training acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the Country on which we live and work.

We pay our respects to the Elders - past, present and future - and recognise their continuing connection and contribution to the lands, waters and community.

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## **Terms used throughout this handbook referring to people**

*Apprentice or Trainee* – a person undertaking an Apprenticeship or Traineeship

*Student* – a person enrolled in a training program/qualification of study, includes Apprentices, Trainees and Candidates.

*Candidate* – a person who is not an Apprentice or Trainee who is undertaking a qualification by Skills Recognition/RPL (includes certificate III and certificate IV candidates).

*Client/s* – includes students, their employers and supervisors and our stakeholders.

*Learner* – broad term to embrace all people undergoing training by any process. Only used when the document is taken from another source and is a direct quote.

*Trainer or Trainer & Assessor* – Building Industry Training Pty Ltd (BIT) Trainers are also Assessors.

***All of the above terms are gender inclusive.***

## About Building Industry Training

Building Industry Training Pty Ltd is a Registered Training Organisation (RTO# 40785) that offers Nationally Recognised Training. Our training programs/qualifications are nationally recognised training packages providing high quality training that meet the Australian Qualification Framework (AQF) standards. Building Industry Training participates in a regular auditing process that ensures we meet the required standards and compliance within the National Quality Framework.

Our Trainers & Assessors are fully qualified and experienced tradespeople and Trainers, with decades of experience in their respective fields in the construction industry. We are proud to be a training organisation that is up-to-date with what is happening in the construction industry, with the sole purpose of providing you the best training available to suit your needs.

Building Industry Training is a workplace-based training organisation, and our Trainers regularly travel throughout the eastern states of Australia to visit students in their workplaces. Our Trainers are approachable, reliable and dedicated to assisting you to complete your studies.

Our head office is based on Queensland's Gold Coast, with training sites in Molendinar and Stapylton. Our Trainers also regularly work on construction sites, keeping them up to date with current industry practices so they remain aware of the real issues affecting the building industry. Our Senior Trainer has over 25 years' experience working and training in the Australian construction industry, including commercial and domestic work, new work, renovations and extensions.

Collectively, more than 400 years of construction industry skills, training, teaching and administration experience is wrapped around every single one of our students and their employer.

Building Industry Training is proud to offer the following training programs/qualifications

- Certificate III in Bricklaying/Blocklaying (CPC33020)
- Certificate III in Carpentry (CPC30220)
- Certificate III in Concreting (CPC30320)
- Certificate III in Construction Waterproofing (CPC31420)
- Certificate III in Painting and Decorating (CPC30620)
- Certificate III in Solid Plastering (CPC31020)
- Certificate III in Wall & Ceiling Lining (CPC31220)
- Certificate III in Wall & Floor Tiling (CPC31320)
- Certificate I in Construction (CPC10120)
- Certificate IV in Building and Construction (CPC40120)

### Contact Details

Phone: 1300 655 835  
Mail: PO Box 325, Labrador QLD 4215  
Email: [admin@buildingtraining.com.au](mailto:admin@buildingtraining.com.au)

### Site 1 (Head Office)

9/23 Activity Cres  
Molendinar QLD 4214

### Site 2

13 Rotary Park Road  
Stapylton QLD 4207

## **Before We Start**

### **What We Will Do**

- Provide high quality, interesting training that is relevant to you.
- Recognise and accept AQF qualifications and statements of attainment issued by all other Registered Training Organisations.
- Maintain a friendly and helpful approach in an environment free from discrimination and harassment.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Supply quality Trainers and Assessors, trained customer-focused staff and resources of a high standard.
- Advise you at least one week prior to all scheduled site visits and remind you of this visit 24 hours prior.
- Endeavour to ensure that you are not unfairly disadvantaged on your learning journey. Including: making reasonable adjustment to the training environment, resources, and delivery and assessment strategies to accommodate your needs, provided the basic requirements of your study are met.
- Market our services accurately, compliantly and professionally.
- Offer skills recognition (RPL) as an assessment option.
- Respect your privacy and confidentiality of your information.
- Welcome, actively seek and respond to your feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which you can appeal assessment decisions.

### **What We Expect You To Do**

- Abide by the rules detailed in this Handbook.
- Treat all BIT staff with respect, fairness and courtesy.
- Return all calls and texts from your Trainer and BIT administration staff within 24 hours unless advised otherwise.
- Advise your Trainer of your site location/address prior to all workplace visits.
- Advise your Trainer as soon as possible if you will not be able to keep a prearranged meeting/visit.
- Complete all written assessment materials prior to the Trainer site visit.
- Complete all assessments to the best of your ability (no academic dishonesty).
- Advise BIT of any changes to your personal details or employment as soon as they happen (address-postal and residential/email/phone/employer).
- Complete enrolment forms truthfully and provide eligibility/supporting paperwork when requested.
- Be punctual when attending off-site training (if required)

## **Code of Practice – Our Commitment To You**

Building Industry Training strives at all times to demonstrate ethical behaviour and standards in all our dealings. We are committed to building an equitable and inclusive environment where all students are valued and respected.

## **Entry Criteria**

Students need to be able to read, comprehend and discuss in plain English and write simple statements.

To be eligible for an Apprenticeship/Traineeship Program, you will be required to undertake a Literacy, Language and Numeracy (LLN) indicator and meet the criteria set by the relevant funding body.

Trade skills assessments (RPL) require a minimum of 4 years industry experience in their chosen trade.

The Certificate IV in Building and Construction (CPC40120) has no minimum entry requirements; however, 2 years supervisory experience is beneficial.

If you don't meet the entry requirements, Building Industry Training will endeavour to formulate a pathway to assist you to achieve the requirements.

Students under 18 years of age when they enrol with Building Industry Training are required to have written consent by a parent or legal guardian (this is usually by co-signing the enrolment form). An exception can be made if you can prove you are living independent of your parent/s or guardian.

## **Study Options**

### **Apprenticeships /Traineeships**

Apprenticeships and Traineeships are an employment-based pathway to gaining a qualification, available for eligible students to undertake one of the trade areas we offer. Government incentives will cover the tuition of the qualification, and Student Contribution Fees may apply. Apprenticeships and Traineeships include new entrants (new employees) and existing workers (employed by an organisation for over three months).

### **Skills Assessment & Gap Training (SAGT) and Recognition of Prior Learning (RPL)**

RPL is offered for Certificate III and Certificate IV qualifications. Federal, State and Industry funding is often available to offset the cost for experienced workers to formalise their skills and knowledge to gain a formal trade qualification. Eligibility criteria apply and timeframes for completion are set (usually 3 months from enrolment). The requirements for RPL are detailed further in this handbook.

### **Builder (Low rise), Nominee Supervisor and Site Supervisor Training**

A currently approved pathway to achieve the above QBCC licences, the Certificate IV in Building and Construction (CPC40120) is offered in both RPL and self-paced mode with ongoing Trainer support. The expected timeframe for completion is 12 months but is dependent upon the candidate's skills and experience.

Some additional learning resources for the qualification will be provided to you via a digital storage device that is posted to your mailing address once your enrolment and payment form is received. You will need to have access to a computer and printer as this is essential to completing your studies.

## Training program/qualification Information

Prior to enrolling in a Building Industry Training program/qualification, you will receive information about the training program/qualification, which includes but is not limited to:

- The time and place of the delivery of the training program/qualification.
- Training program/qualification content.
- Volume of Learning (guide to the amount of time it may take you to complete each unit).
- The details of the relevant unit/s of competence related to the training program/qualification.
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations including Credit Transfers.
- All fees that you are required to pay.

## Legislation

Building Industry Training is bound by a wide range of regulatory requirements including but not limited to:

### Commonwealth Legislation (<https://www.legislation.gov.au/> )

- [\*Age Discrimination Act 2004\*](#)
- [\*Australian Human Rights Commission Act 1986\*](#)
- [\*Copyright Act 1968 \(2006\)\*](#)
- [\*Disability Discrimination Act 1992\*](#)
- [\*Electronic Transactions Act 1999\*](#)
- [\*National Vocational Education and Training Regulator Act 2011\*](#)
- [\*Privacy Act 1988 \(Cwth\)\*](#)
- [\*Racial Discrimination Act 1975\*](#)
- [\*Safe Work Australia Act 2008\*](#)
- [\*Sex Discrimination Act 1984\*](#)
- [\*Work Health & Safety Act 2011\*](#)

### State Legislation (QLD) (<https://www.legislation.qld.gov.au/> )

- [\*Anti-discrimination Act 1991\*](#)
- [\*Apprenticeship Act 1964\*](#)
- [\*Child Protection Act 1999\*](#)
- [\*Further Education and Training Act 2014\*](#)
- [\*Further Education and Training Regulation 2014\*](#)
- [\*Human Rights Act 2019\*](#)
- [\*Workplace Relations Act 1997\*](#)

## Standards for Registered Training Organisations (RTOs) 2015

On 26 September 2014, the Council of Australian Governments (COAG) Industry and Skills Council agreed to new regulatory standards for training providers and regulators. These are known as the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

The National Vocational Education and Training (VET) Regulator uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Regulation of these standards is carried out by the Australian Skills Quality Authority (ASQA).

Compliance with the Standards is a requirement for Building Industry Training to maintain registration and the organisation is audited against these standards on an ongoing basis. The results of the most recent audit are available on the Building Industry Training website [www.buildingtraining.com.au](http://www.buildingtraining.com.au)

ASQA uses the Standards to protect the interests of all students in Australia's VET system and they guide nationally consistent, high-quality training and assessment services provided by RTOs.

## Confidentiality and Privacy

As a Registered Training Organisation, Building Industry Training is required to maintain effective administration and records management systems. This involves the retention of your records. All staff will be scrupulous in using client information only for the purposes for which it was gathered.

Under the [National Vocational Education and Training Regulator \(Data Provision Requirements\) Instrument 2020](#), Building Industry Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by Building Industry Training for statistical, regulatory and research purposes, only where there is a lawful requirement to do so. Building Industry Training may also disclose your personal information to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
- Commonwealth and State or Territory government departments.
- Australian Apprenticeships Support Network (AASN) providers
- Industry bodies including [Australian Brick and Blocklaying Training Foundation](#) (ABBTF) and [Construction Skills Queensland](#) (CSQ).
- NCVER.
- Government agencies conducting official student surveys.
- Industry stakeholders if you ask us to assist you with finding work.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

- Administering VET, including program administration, regulation, monitoring and evaluation.
- Updating your USI and your academic transcript.

You may receive an NCVET student survey by mail or email, which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the [Privacy Act 1988 \(Cwth\)](#), the [National VET Data Policy](#) and all NCVET policies and protocols and these are published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au))

Always be cautious about protecting your identity; you may find this link helpful:

<https://www.cyber.gov.au/sites/default/files/2020-05/Protecting%20your%20identity%20-%20What%20everyone%20needs%20to%20know.pdf> .

## Discipline

Building Industry Training has a **duty of care** to its students to ensure the safe, fair, effective and compliant operation of our training and assessment service. A breach of policy, procedure or statutory regulation by staff will be sufficient grounds for disciplinary action.

All students are expected to abide by their responsibilities set out in this Handbook and you are referred to the *Academic Dishonesty* clause in the BIT Assessment policy.

All disciplinary matters will be managed by the Managing Director in accordance with the principles of natural justice.

## Equal Opportunity Policy

Equal opportunity Acts around Australia are developed to provide the right to fair treatment as established by law. These laws are created to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aim to promote equal opportunity and eliminate discrimination. At Building Industry Training, we support these Acts to ensure a training environment that supports and promotes these aims.

Building Industry Training (BIT) adheres to Inclusive Practices, with Trainers & Assessors using a range of strategies to meet individual needs, and provide learning experiences that:

- Take into account differing learning styles or preferences.
- Recognise the differences among learners.
- Ensure no one is unlawfully excluded.

## Workplace Health And Safety

When on-the-job training and assessment is taking place, the principle contractor is responsible for the safety of the site. However, the Trainer reserves the right to stop or cancel training if the site is deemed unsafe.

## Protection from Harassment

Building Industry Training's management practices maintain high professional standards and safeguard your interests and welfare in situations that might result in harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of Building Industry Training programs/qualifications have a right to participate in training in an environment free from intimidation and harassment.

Building Industry Training acknowledges harassment is against the law in any workplace context, including conferences, work or business-related functions and training groups, and always expects its workplace and training environments to reflect the principles of law, for the benefit of its employees, students and visitors.

Students have access to the staff of Building Industry Training, or the Human Resource Manager of their own organisation for advice and support.

## **Access and Equity**

Building Industry Training is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist you to achieve your educational goals.

To enable Building Industry Training to provide a service which meets your needs, you are required to advise us of any learning disability so reasonable adjustment may be made. We will work with you to make a plan to help you complete your qualification or units of competence. For each of the disabilities nominated, we will talk with you about the disability and its potential to affect completion of your course of study. Our focus is always to see our students succeed.

Your employer may also need to make workplace modifications to minimise the disability's impact in the workplace, and we may need to adjust the materials or mode of delivery. Knowing about your disability will enable your Trainer to design, modify and implement training and assessment adjustments.

If you are employed, Building Industry Training will work with your employer to develop these reasonable adjustments.

## **Marketing**

Building Industry Training markets its learning and development programs with integrity, accuracy, compliance and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training provider or training program/qualification. A student's written permission will be gained before Building Industry Training uses information, including your images, in any marketing materials.

## **Transition to Training Products**

You are entitled to graduate with a qualification that reflects the current skill needs of the building industry. If a qualification is superseded or discontinued, this is a clear indication that industry needs have changed and the previous qualification is no longer the most suitable.

If you are scheduled to complete your study in the superseded product and be issued with a qualification or statement of attainment within the one-year transition period, you do not need to be transferred to a replacement training product.

During the one-year transition period, you may still commence training in the superseded training product. Building Industry Training will liaise with you about the need for transition and ensure that this is as smooth as possible and you are not disadvantaged.

## Partnership Arrangements

Building Industry Training does not engage “independent third party” external organisations to conduct training, assessment, education or support services or recruitment of students. If this situation needs to change in the future, the organisation will inform all parties of the change and establish written agreements detailing all aspects of the arrangement. The agreement will also state that the third party must cooperate with ASQA in the provision of information, audits & monitoring.

## Enrolment

On enrolment you will be required to provide a number of documents to identify yourself and provide Building Industry Training with enough information to meet our reporting responsibilities to regulatory government agencies.

Depending on the program you are entering you may also have to undertake a Language, Literacy and Numeracy (LLN) indicator session. A Trainer will guide you through the enrolment process which takes approximately 1 - 1 ½ hours in the face to face situation, including completion of the LLN indicator.

## Unique Student Identifier (USI)

From 1 January 2015, all students undertaking nationally recognised training need to have a Unique Student Identifier (USI). This includes students participating in Vocational Education Training in Schools (VETiS). VETiS is different to an apprenticeship or traineeship.

A USI is a reference number made up of numbers and letters. Creating one is free <http://www.usi.gov.au>

This number will stay with you for life which enables you to securely access your enrolment and achievement record from a single authoritative source. The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual’s nationally recognised training and qualifications gained anywhere in Australia, from different registered training organisations, will be kept all together. If you are a SAT, your school may have already created a USI for you.

The USI will:

- Link a student's VET achievements, regardless of where in Australia they did the training program/qualification.
- Let students easily access secure digital transcripts of their achievements (transcripts will be available from April 2016).
- Give students more control over their VET information.
- Allow students to give an RTO access to their records for confirming previous training and qualifications. This enables the RTO to confirm and grant Credit Transfers (CTs) if applicable to the field of study they are undertaking.

If you do not have a USI you are able to obtain one yourself or with your permission, Building Industry Training can obtain one on your behalf. In order for this to happen, you will have to supply us with a copy of your identifying documents such as Australian driver’s licence, proof of age card, Medicare card, Australian birth certificate, passport...the full list is found here <https://www.usi.gov.au/students/identification> . Your personal information is needed for the Registrar to verify your identity, and includes:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document.
- your date of birth, as it appears, if shown, in the chosen document of identity.
- your city or town of birth.
- your country of birth.
- your gender.
- your contact details.

We are unable to process your enrolment, report your progress or issue you with a Statement of Attainment without a USI, unless you have been [granted an exemption](#) by the Registrar (the Registrar is assisted by the USI Office which is in the [Department of Education, Skills and Employment](#)).

## USI Privacy Notice

In accordance with Section 11 of the [Student Identifiers Act 2014](#) Cwlth (the SI Act), Building Industry Training will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf, as soon as practical after the USI application has been made or the information is no longer needed for that purpose, unless we are required by any law to retain it. The personal information about you that we provide to the Registrar, including your identity information, is protected by the [Privacy Act 1988](#) Cwlth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

*When you give us signed consent to apply for a USI on your behalf, you are stating that you agree and understand how and why the personal information you provide to us will be used.*

## USI Privacy Policies And Complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy (<http://www.usi.gov.au/>) or by contacting the Registrar. The Registrar's Privacy Policy tells you about how to access and seek correction of the personal information held about you, and how you may make a complaint about a breach of privacy **by** the Registrar in connection with the USI, and how complaints will be dealt with.

You may also make a complaint to the Australian Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes: misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs or a failure by us to destroy personal information collected from you when applying for a USI on your behalf. Learn more here: <https://www.oaic.gov.au/privacy/privacy-complaints>

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a form of assessment that enables you to be given credit for what you already know and can do, in other words your competence, without any further training. RPL is evidence based.

Recognition of prior learning (RPL) is the acknowledgement of skills and knowledge acquired through previous training, work or life experience. RPL may be used to grant status or credit in or towards a subject, module, or unit of competence, and in some cases an entire qualification.

## How is RPL Assessed?

If you believe that you might be eligible for RPL, we are pleased to offer you this facility. RPL is available to all students. The senior Trainer in each trade area is responsible for the application and

assessment of RPL. You may apply for recognition of prior learning and skills by supplying evidence of:

- Previous accredited training undertaken
- Work and life experiences
- Unaccredited training undertaken.

You may make application for RPL by completing the appropriate section of the enrolment form at the commencement of your training program/qualification.

You will be required to supply adequate evidence to demonstrate your “competence” in each unit you apply for under RPL. This evidence will include previous employer/supervisor testimonials, photographs, resume and verifiable work history. Further information/documentation may be requested. An assessment and verification of the application will be undertaken, usually onsite.

You will be notified of the assessment decision. Skills recognition assessments and outcomes will be recorded and relevant qualifications/Statements of Attainment will be issued where applicable.

You may appeal a decision. Appeals should be lodged with the RTO Manager in line with the Building Industry Training Assessment Policy.

### **Credit Transfers - Recognition of Qualifications Issued By Other RTOs**

If you have completed a training program/qualification or a unit with another RTO/AQF issuing organisation that is the same as the training program/qualification you are now undertaking, Building Industry Training is able to accept and provide credit. This process is called Credit Transfer (CT) and can be granted once the student provides a copy of their Statement of Attainment (SOA) issued by an authenticated organisation.

You are also able to access your previous qualifications and training through the USI portal and give Building Industry Training permission to view and print your Transcript for the purposes of verification for Credit Transfers (CTs).

If you think you may be eligible, please provide your Trainer a copy of your Certificate and Statement of Attainment, or Transcript. There is no charge for recognition of credit transfers.

### **What To Expect Once You Are Enrolled**

#### **Provisions for Language, Literacy and Numeracy (LLN) Difficulties**

Building Industry Training Trainers & Assessors are trained to identify the Language, Literacy and Numeracy needs of students and are able to assist students by advising you on referral to formal support programs.

If required, you will be referred to an external agency for specialised support to enable you to reach your goals. These programs are dependent upon government funding and student eligibility, including the type of qualification being undertaken. Fees for such services are also dependent on individual situations, with some being fully funded.

#### **Flexible Learning and Assessment Procedures**

We will take into consideration any learning difficulties or disabilities experienced by our students. To avoid a student falling behind in their study, we may suspend a student’s enrolment until all issues are resolved. If issues can’t be resolved, we may also cancel a student’s enrolment.

Different methods of assessment can be made available for students with extenuating circumstances however, all requirements of the units must be completed.

Our assessment tools have been developed to encompass the learning styles of all students. When planning your assessment, you will have the opportunity to request certain reasonable adjustments to the assessment tools to suit your support needs. To maintain the rigour of the assessment while meeting the Training Package requirements, adjustments will be negotiated with your Trainer.

**Reasonable Adjustment** – Building Industry Training adheres to the requirements of 'reasonable adjustment' by adapting training delivery methods to ensure equity and full access to training for students with a disability.

The purpose of reasonable adjustment is to make it possible for students to participate fully in their learning and assessment. It's not to give students with a disability an advantage over others, to change course standards or outcomes, or to guarantee success. A reasonable adjustment in teaching, learning and assessment activity needs to be justifiable and uphold the integrity of the qualification.

If you feel the tools and methods developed by Building Industry Training are not conducive to or adequate for your needs, please tell us so we can provide you the best possible opportunity to succeed.

As a student, you have the right to appeal any decision made by Building Industry Training and there is a *Feedback – Complaints and Appeals* form at the back of your Handbook.

### **Literacy & Numeracy Support**

Reading and writing hotline 1300 655 506.

To read the Centrelink FAQ to see if you are eligible for assistance click on this link:

[http://www.centrelink.gov.au/internet/internet.nsf/services/literacy\\_numeracy.htm](http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm)

### **Guidance Services for Students**

Our Trainers are there to support you in meeting your learning needs and in achieving the required competencies.

We encourage you to discuss any aspect of your enrolment, learning or assessment with our administration staff between 7:00am to 4:00pm Monday to Friday, or with your Trainer.

We can access specialised support services for apprentices and trainees through several programs as outlined below.

### **Student Support, Welfare and Guidance**

If you experience any difficulties with your studies, we recommend that you contact your Trainer, or another Building Industry Training staff member. We will ensure that our full resources are made available to give you the best possible chance of achieving the required level of competency to achieve your goals.

If you are experiencing any personal difficulties, please let someone at BIT know because we will assist you to the full extent of our capacity. Below is a list of industry-specific and general contact details.

**Mates in Construction** – (MIC). Building Industry Training is a supporter of MIC and an accredited MIC Site. MIC supports suicide prevention in the Construction Industry, and BIT Trainers & Assessors

and key staff are trained by MIC as Connectors. You can confidently approach your Trainer for support about thoughts or feelings about suicide, knowing that your Trainer will “Connect” you to the appropriate support required.

### **Telephone counselling services**

**Lifeline** Counselling services for anyone at any time. Phone 13 11 14

**Kids Helpline** Telephone and online counselling for young people aged 12-25. Phone 1800 551 800

**SANE helpline** Information, advice and referral for mental illness. Phone 1800 187 263

**beyondblue** Information and referral for depression and anxiety. Phone 1300 224 636

**Parent line Support** Counselling and education for parents. Phone 1300 301 300

**Diverse Voices** Peer counselling service for gay, lesbian, bisexual, transgender and intersex people and their families and friends. Phone 1800 184 527 (3.00pm to midnight)

**Harmony Place** Mental health services for culturally and linguistically diverse people and communities. Phone (07) 3848 1600

**Open Arms** Veterans and Families Counselling (formerly known as Veterans and Veterans Families Counselling Service). Counselling and group programs for Australian veterans, peacekeepers and their families. Phone 1800 011 046

**ARAFMI** Support for family, friends and carers of people with mental illness. Phone 1800 351 881

**Men’s Line** Telephone and online support, information and referral service to help men with relationship and other problems. Phone 1300 789 978

**Mental Health Association of Queensland** Access to support, information and referral to mental health-related services in your area, 9am to 7pm Monday to Friday

**MiNetworks** Connects you to an experienced mental health worker to find information and support. Phone 1800 985 944 or go online <https://www.minetworks.org.au/>

## **Fees, Charges And Refunds**

### **Apprenticeship/Traineeship Students**

As part of your Apprenticeship/Traineeship you may be required to pay a Student Contribution Fee toward the cost of tuition, unless you are exempt under one of the categories detailed below. The fees are charged at \$1.60 per nominal hour for each unit of competency you are enrolled in and this amount is clearly detailed on the unit selection sheet (which you retain) as part of the enrolment procedure. An invoice will be emailed to you once you have successfully completed the unit/s.

From 1 January 2015, the Fair Work Commission decided to include employer reimbursement of training fees in most Modern Awards. Awards and conditions, including employer contributions to training costs, are set independently of the Australian Government by the Fair Work Commission. This means that you need to speak with your employer to confirm which Modern Award you’re employed under and whether you or your employer are responsible for paying the fees. Employers are able to request via email or letter, that the invoices for Student Contribution Fees are sent directly to them, so speak with your employer regarding this.

If you are employed under a Modern Award, you must be reimbursed for:

- all the fees charged by your RTO that are related to your training

- the cost of your prescribed textbooks for your apprenticeship.

### **When training costs aren't reimbursed**

An employer doesn't have to reimburse you for fees and textbooks if:

- your progress in the course is unsatisfactory
- your employer pays the costs and fees directly to the training organisation, or
- you aren't working for them at the set time that the costs have to be reimbursed.

### **School Based Apprenticeships – fee free training**

If you are undertaking a School Based Apprenticeship you will not incur any fees while you are at school. If you continue your apprenticeship within 12 months of completing Year 12 (in Queensland), you will also not pay fees (see below).

#### [Free apprenticeships for under 25s](#)

The Queensland Government will cover the full cost of your training with us when you choose a high priority apprenticeship or traineeship from the list below. You must commence, or be undertaking, your training between 1 January 2021 and 30 September 2022, and you must also meet [other general eligibility requirements for apprenticeships and traineeships](#). Eligible students will not incur any Student Contribution Fees.

The qualifications offered by BIT under this program are:

- Certificate III in Bricklaying/Blocklaying (CPC33020)
- Certificate III in Carpentry (CPC30220)
- Certificate III in Construction Waterproofing (CPC31420)
- Certificate III in Painting and Decorating (CPC30620)
- Certificate III in Solid Plastering (CPC31020)
- Certificate III in Wall & Ceiling Lining (CPC31220)
- Certificate III in Wall & Floor Tiling (CPC31320)

Employers will continue to cover the costs of wages for apprentices and trainees.

**Fee reduction.** You may be eligible for a reduction in your student fees, and we may be able to charge only 40% of the Student Contribution Fees if you fall into one or more of the following categories:

- (a) You are or will be under 17 at the end of February in the year in which your RTO provides training, or you are not a School Based Apprentice/Trainee and you have not completed year 12.
- (b) You hold a Health Care Card or Pensioner Card issued under Commonwealth Law, or you are the partner or dependent of a person who holds a Health Care Card or Pensioner Card and is named on the card.
- (c) You issue your RTO with an official form under Commonwealth Law confirming that you, your partner or the person of who you are a dependant is entitled to concessions under a Health Care Card or Pensioner Card
- (d) You are an Aboriginal or Torres Strait Islander person.

**Fee Exemption.** You may be eligible for **full exemption** of the Student Contribution Fees where payment of this fee would cause you extreme financial hardship.

Please note that for any possible exemptions (with the exception of Aboriginal or Torres Strait Islander persons), you will need to provide evidence. This can include a copy of your Health Care Card or Pensioner Concession Card, a Statutory Declaration explaining in detail how paying your Student Contribution Fee would cause you extreme financial hardship. Extreme Financial Hardship applications will need to include a budget detailing income and expenses and be accompanied by a Statutory Declaration outlining your situation.

At the time of sign up or as soon as possible, you need to provide your Trainer with all evidence for fee exemption. You can also send it directly to us, Building Industry Training, at:

Email [admin@buildingtraining.com.au](mailto:admin@buildingtraining.com.au) or Fax: 1300 658 244 or Post: PO Box 325 Labrador QLD 4214

We do not have the ability to waive these fees unless any of the above applies to you, however we do offer tools of trade as a positive recognition for students who show diligence in their studies. These are provided to you during your Trainer visits.

Please note that fees will only apply to units you undertake with BIT. Units completed prior to training with us are recognised under Credit Transfer (CT) if applicable to the qualification, and as such are not invoiced.

If you complete 5 units at your next Trainer visit, you will receive an invoice for those completed units within 6 weeks after the visit. The invoice you receive will clearly state the due date for payment.

**Payment plans.** If at any time you are concerned about being able to pay the Student Contribution Fee, are confused about the amount, have any questions regarding fees, or if you would like to discuss a payment plan, please call or email our office without delay -1300 655 835 or [admin@buildingtraining.com.au](mailto:admin@buildingtraining.com.au). We are always approachable for our students and will treat your circumstances sensitively, reasonably and flexibly.

**Refund of Fees.** For Apprenticeships/Traineeships, Building Industry Training does not collect fees until each unit has been successfully completed, however if we change this method of operation in the future, we will advise you and abide by the requirements detailed in the Standards for NVR RTOs. These include:

- (a) full refunds to participants for student contribution fees charged for training delivery that has not commenced at the time of the cancellation of enrolment
- (b) proportionate refunds where the participant has withdrawn from a unit of competency/module
- (c) refunds to employers/industry for additional charges paid beyond the participant and government contributions.

### **Skills Assessment + Gap Training, RPL, Builder-Low Rise Course & Fee For Service**

From time to time, training programs are funded by government or industry to meet the needs of skills gap areas within the construction industry. Building Industry Training promotes these programs through our website and flyers. A payment form for current fees/charges and payment options can be requested by emailing or phoning the BIT administration team.

Fee For Service training is also available when a student is either not eligible for a funded position or the qualification is not included in a specific skills area warranting funding.

Refunds will not usually be issued to students due to change of mind once the training/assessment process has commenced or material has been made available to the student. Refunds for these programs are reviewed on a case-by-case basis and hardship or exceptional circumstances are duly considered (see Refund Process).

If, as a Fee For Service student, you're unable to attend the training and/or assessment session for which you are booked, the following fees may apply:

- 24 hours or less notice - charged the full initial payment
- More than 24 hours' notice - an administration fee of \$50 may apply.

#### **Refund Process:**

1. Please contact Building Industry Training to ask for a 'Request for Refund Form'. You can do this via phone, email, letter, website enquiry or fax.
2. Send the completed 'Request for Refund Form' document via email, post or fax back to Building Industry Training.

Please note: we **must** receive the request form to consider your refund. Please ensure you complete **all** areas on the form and detail the reasons, with accompanying evidence (where possible).

3. Once we have received the completed form, we will decide if you have provided a valid (compelling and/or compassionate) reason with accompanying evidence, to justify a refund.
4. Confirmation will be provided to you within 5 working days of the outcome of your refund request.
5. If approved, your refund is given to you either via Electronic Funds Transfer (EFT) or Bank Cheque (as per the instruction on the Request for Refund Form).

## **Apprenticeships & Traineeships (ONLY)**

### **Contractual Obligations**

Apprentices / Trainees and their employer enter legally binding Training Contracts with the Commonwealth Government, and these are facilitated by Australian Apprenticeship Support Network providers (AASNs), by agreement with the Queensland Department of Employment, Small Business and Training (DEBST). The relationship and roles of the individual bodies can be confusing at times, so the roles of all parties involved are noted below:

**Employer** – considers and engages a person suitable to be an Apprentice/Trainee, who may be a school student, a person new to the construction industry or a current worker.

**AASN - Australian Apprenticeship Support Network** - Contact is made between the Employer and a representative from an Australian Apprenticeship Support Network provider.

AASNs include Apprenticeships Support Australia, Busy At Work, MEGT, MRAEL and Sarina Russo. The AASN will prepare the contract and is the point of contact for all questions relating to the contract and incentives and wage subsidies.

**BIT – Building Industry Training Pty Ltd** – the employer chooses a Registered Training Organisation (RTO) to undertake the theory training and assessment components of the Apprenticeship/Traineeship and supervises and guides the employer’s delivery of the practical training – this choice is when BIT becomes the supervising RTO or SRTO. We receive the SRTO Notification by email from the AASN. BIT is responsible for all aspects of training and assessment (on-site visits, reporting and support), but we **cannot** give advice on incentives, wage subsidies, pay rates or workplace agreements.

**DESBT – Department of Employment, Small Business and Training** – DESBT is the state training authority that manages, monitors and regulates all Apprenticeships and Traineeships within the [7 DESBT regions](#) in Queensland. DESBT Field Officers visit workplaces to help employers, apprentices, trainees and their SRTO to achieve quality training outcomes by conducting quality and compliance checks, including Training Plans and Training Record Books.

DESBT also provides a mediation service to help resolve training and workplace issues, with the goal of preserving the training contract. Help is available for employers and apprentices on 1800 210 210.

## Training Plan

Every apprentice and trainee **must** have a Training Plan, so on enrolment, one will be negotiated between you, your employer and your Trainer. The skills required for you to perform your job competently and to industry standard are identified in the Training Plan by selecting units relevant to the qualification and your employer’s business.

The Training Plan outlines the qualification, the training to be delivered, assessment arrangements and the expected completion date of each unit (based on the maximum period that each unit should take).

The Training Plan will include any previously completed units of competency (Credit Transfer – CT), along with previous experience in the industry (Recognition of Prior Learning - RPL). This may result in a shortened Training Plan duration.

We **must** review your Training Plan on a 3-monthly basis throughout your training contract, to ensure that you and your employer are gaining the best possible outcome from the training available.

The employer usually needs to provide a signed (both both of you) training plan to the AASN as part of the eligibility criteria for employer incentives and subsidies.

**Limits to off-the-job training (School-based apprentices only)\*** – while you’re still at school, the training you are allowed to complete is limited by DESBT, dependent on the nominal term (full-time equivalent) of the apprenticeship. Your Trainer will explain this to you and your employer when negotiating the Training Plan.

The limits are:

- (a) Four year nominal term – a maximum of 33.3% of the competencies
- (b) Three year nominal term – a maximum of 40% of the competencies
- (c) Two year nominal term – a maximum of 50% of the competencies.(If applicable)

\* These may vary for industry trade college students

## Training Record Book (TRB)

On enrolment, you will be issued a Training Record Book and your Trainer will explain to you **and** your employer how to use it. The TRB **must** be kept up to date and, where appropriate, be signed by you **and** your employer (or their nominated qualified person), prior to your Trainer marking any theory which you have completed.

If you and your employer have agreed that you are ready to be assessed for competency, your Trainer will review the TRB for evidence of the practical aspects being performed and make an assessment decision.

The TRB remains your responsibility, and you **must** be able to produce it for periodic reviews (not more than 3-month intervals) by both Building Industry Training and DESBT Field Officers.

You need to keep your TRB safe, as it will be required throughout your Apprenticeship/Traineeship and if you change employer, it will be your live record of training and assessment tasks completed.

## Delivery and Assessment

Building Industry Training uses policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard your interests and welfare.

## Shared Responsibility Model of Learning

Your commitment	Building Industry Training commitment
Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance through analysing feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate	Provide competent Trainers & Assessors
Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn (for Certificate III qualifications)
Be mentally prepared to be assessed and to learn	Target training to the right level
Be punctual and ensure work is completed on time for the Trainer's visit	Keep as close as possible to appointment times and advise students when delays arise.

## Amount of Training

The **Amount of Training** is the formal learning activities Building Industry Training (BIT), as your supervising registered training organisation (SRTO), will provide towards your attainment of competency. These can be face to face training, classes, lectures, tutorials, online or self-paced study, as well as workplace learning including facilitated learning, but does not include assessments. Facilitated Learning is workplace learning that is “facilitated” by a qualified person (supervisor) on your worksite. You are encouraged to take ownership and control of the *learning* process and your supervisor becomes your supplier of knowledge and practical experience (skills) to *facilitate* the process of *learning*.

The more complex the qualification is, the longer it will take to complete due to the skills and knowledge required, however many factors will contribute to this timeframe being shortened or extended.

Typically certificate III qualifications comprise between 1200 - 2400 hours and take between 1-2 years to complete. When certificate III qualifications are used as the basis for **trade outcomes** and are undertaken as part of a traineeship or apprenticeship, up to four years full-time (48 months) may be required to achieve the learning outcomes.

Your existing knowledge, skills and experience, support needs and the training mode/delivery selected, will directly affect the amount of training that may be required for you to reach competency within your chosen qualification.

In the RPL process, for both Certificate III and Certificate IV qualifications, the Amount of Training provided by BIT will be directly related to any gap training identified through the RPL process.

## Volume of Learning

The Australian Qualifications Framework (AQF) provides a guide to the **Volume of Learning**, which describes how long a student who doesn't hold any of the competencies identified in the relevant units of competency or modules, would take to develop all the required skills and knowledge. 'Volume of Learning' includes all teaching, learning and assessment activities that a typical student must undertake to achieve the learning outcomes.

An example of *Volume of Learning* broken down by unit is:

*CPCCWHS2001 - Apply WHS requirements, policies and procedures in the construction industry*  
*Supervised hours*

1 hr = Introduction to Unit with Trainer (F2F) (Training provided by BIT)

4 hrs = Facilitated Learning (F2F) (Workplace Supervisor / BIT Trainer)

20 hrs = Practicing skills in the workplace (Student performs independently with Workplace Supervisor)

2 hrs = Completing Assessment (Practical) (F2F) (Workplace Supervisor & BIT Trainer)

*Unsupervised hours*

4 hrs = Studying Learning Resources (Student performs independent of the Trainer)

3 hrs = Completing Assessment (Written) (Student performs independent of the Trainer)

This breakdown of hours will assist you and your employer to plan the rate of effort and the amount of time for you to be released during paid work time to undertake the training and assessment required to successfully complete each unit of competency.

## Student and Workplace Commitment

Candidates undertaking an RPL or Skills Assessment + Gap Training pathway to gain their qualification or CPC40120 Certificate IV in Building and Construction will not have a training plan like an apprentice or trainee. However, timeframes apply in which to provide all evidence or complete all units of study. Currently these timeframes are:

- Skills Assessment + Gap Training = 3 months
- Recognition of Prior Learning = 3 months
- CPC40120 Certificate IV in Building and Construction = 12 months

Whether you are an apprentice, trainee, RPL or CPC40120 Certificate IV in Building and Construction candidate, you are expected to commit to doing what is needed to gain your qualification.

Any difficulties in adhering to this requirement should be notified to your Trainer, who will discuss and attempt to resolve any issues you may be having in completing the required materials or documenting your workplace experience.

## Training Methodology

Our training approach is primarily on-the-job and self-paced. All Trainers employed by Building Industry Training are appropriately qualified and experienced. Scheduled training and assessment events (on-site or off-site) will be determined with you and your workplace supervisor.

All Trainers have:

- Demonstrated, current competencies at least to the level of those being delivered.
- Demonstrated achievement of at least Certificate IV in Training and Assessment Competency Standards.
- Industry experience that is current and relevant to the training program/qualification or units that they are involved in delivering and assessing.
- A Current Working with Children Card.

Building Industry Training ensures that training and assessment occurs in accordance with the requirements of the training program/qualification and State and Federal training guidelines. Delivery methods are integrated to enhance learning and to achieve the best possible outcome for you.

The training program/qualification delivery will use training program/qualification materials that have been developed to meet the requirements of training program/qualification outcomes, the building industry and the requirements of the Standards for Registered Training Organisations (RTOs) 2015. You will receive printed materials developed, monitored and reviewed by both industry and Building Industry Training Trainers & Assessors. These will comprise:

- Learning Resources (specific to the units).
- Assessment.
- Reference Book entitled *Big or Small Book* (e.g., *Big Book of Carpentry*) which is a compilation of current industry materials, specifications & requirements.

- Additional publications may also be provided, depending on the qualification you are undertaking.

When changes to legislation or other industry requirements affect the learning materials, we will advise you via an email Bulletin as soon as practical. All materials issued after the changes are advised will be systematically updated.

**On-site training** – this is the main method of training delivery undertaken by Building Industry Training. Individual students should discuss any difficulties that they experience in the delivery of the training with their Trainer.

**Off-site training** – Building Industry Training will ensure that training facilities, equipment and resources are appropriate to accommodate delivery methods and assessment requirements.

Should your Trainer be unable to deliver the training session due to illness, Building Industry Training will either arrange for a competent qualified relief Trainer, or will contact all students to arrange an alternative time for training and assessment.

## **Assessment**

Assessments are a necessary part of the training process. Assessment tasks include observation and demonstration within the workplace, questions (verbal or written), projects, written assignments and reports from Supervisors. Assessment gives you the opportunity to demonstrate your knowledge, skills and the ability to perform to the standard expected in the workplace; the relevant competency standard and the learning outcomes of an accredited training program/qualification (competency). Once you have attained competency, you are able to move to the next phase of your training.

### **Written Assessments**

Students are required to submit all written assessments on time. If an extension of time is requested, this must be done prior to the due date. An extension of time is given at the discretion of Building Industry Training in consultation with the student.

If you fail to submit an assessment, you will not be able to be marked competent for that unit of competency. Written assessments and workplace tasks are two facets towards completion of each unit of study in the competency-based system.

Students often complete their “written” (theory) work prior to gaining adequate time in trade to develop and demonstrate “competency” and may need to spend time honing their skills. We will tell you in writing if this situation applies to you.

### **On site - Observation Assessment of Tasks and Oral Questioning**

Your Trainer will negotiate/schedule a mutually acceptable time to visit you on site to complete the Assessment process with Observation of Tasks and Oral Questioning. This can occur at the same time as you submit your written assessments.

### **Academic Dishonesty**

Any student found attempting to gain an unfair academic advantage by dishonest or unfair means undermines the value of the qualification being undertaken. Academic dishonesty includes:

- Plagiarism – purposely presenting work that is not your own
- Fabricating Information – presenting false information i.e., job sites or tasks completed
- Collusion/Misrepresentation – having someone else complete the assessment materials on your behalf.

**NOTE:** this does not include scribing, which is allowable provided signed authority is received from the student with the scribe's identifiable details such as a driver's licence.

The principles of natural justice will be afforded to any student suspected to be in breach of the Building Industry Training Assessment policy, including a fair and reasonable opportunity to explain any anomalies.

Consequences for Academic Dishonesty for an apprentice or trainee may include referral to DESBT for investigation into whether the student has engaged in misconduct, and disciplinary action under the FET Act may follow. The student's employer will also be notified.

If the student is a school-based apprentice or trainee, the school may also be notified as the school's support is required for a school-based training contract to continue.

We reserve the right to refuse to continue training and/or assessing any student who engages in academic dishonesty.

## **The Role Of Managers & Supervisors In Workplace Assessment**

### **Manager's Responsibilities**

- Provide or arrange to provide the training and qualified supervision in the competencies outlined in the Training Plan
- Support and encourage you.
- Identify and endorse suitable supervisor/s.
- Support your supervisor/s.
- Cooperate with the supervisor to assess "Observable Behaviours".
- Accommodate rostering to enable you to attend off-site training (if required).
- Report problems/needs/cessation of employment to Building Industry Training as soon as they arise.
- Allow you access to resource materials in the workplace.
- Facilitate workplace observations without interruption.

### **Supervisor's Responsibilities**

- Conduct workplace observation and facilitated learning in accordance with Building Industry Training Learning and Development and legislative requirements.
- Cooperate with the manager to assess "Observable Behaviours".
- Report difficulties to Building Industry Training as they arise.
- Ensure the observation process is not interrupted.
- Support and encourage you.
- Assist you to access relevant resources in the workplace.
- Provide you with constructive feedback on workplace performance.

## **Workplace Supervisor’s Role and Facilitated Learning**

Every unit you undertake has a breakdown of the average amount of time that it may take you to complete, from the training you will receive from your Trainer, to the completion of your workbook and worksite “facilitated” training conducted by your supervisor. Both your BIT Trainer and your workplace supervisor will be involved in your assessment in the workplace. Workplace supervisors play a vital role in facilitating your learning in the workplace and their feedback is crucial to your assessment process.

Your Manager is responsible for assigning a qualified workplace supervisor/s to you. Your supervisor/s will work in your organisation and be responsible for facilitating your learning and be in a position to comment on the way you perform your work tasks to the industry or enterprise standard. They are able to ‘guide on the side’ which is an informal method of teaching that puts the learning experience into a meaningful, practical context.

Your BIT Trainer will arrange to meet with your workplace supervisor early on in your assessment process, and then at prearranged intervals. Your Trainer will let your supervisor know how they can assist with your assessment.

## **Assessment Policy including Re-assessment and Appeal**

The following is a summary - a full copy of the Assessment Policy is available from Building Industry Training administration.

All students shall be entitled to 2 attempts at assessment, other than RPL.

Assessors will ensure:

- The assessment process is valid, reliable, flexible and fair.
- Recognition of prior learning is recorded appropriately.
- Ongoing assessment.
- All evidence submitted is considered in making their judgement.
- Student underachievement is identified.
- Assessment outcomes are recorded appropriately.
- Written feedback on unsuccessful assessment outcomes is given to each student.

## **Complaints and Appeals**

Building Industry Training has a procedure for continuous improvement that encourages feedback on all of our service provision. All feedback, whether compliments or complaints, or appeals, is valued and ensures we meet the needs of our students. The Complaints and Appeals policy and process is also publicly available on the Building Industry Training website.

## **Timeframes and Confidentiality**

Complaints arise when a client is not satisfied with an aspect of our services and requests action be taken to resolve the matter. Appeals arise when a client is not satisfied with a decision that we have made on an assessment.

All complaints and appeals are managed by Building Industry Training in a fair, efficient and effective manner, in an environment where student's views are valued. Through the process of inquiry, all complaints and appeals are scrutinised to identify potential causes with a view to initiating corrective action to eliminate or mitigate the likelihood of reoccurrence.

All details regarding complaints and appeals are kept in strict confidence and written materials are securely maintained. The Building Industry Training Complaints and Appeals Policy is available on the website and within this Student Handbook, given prior to enrolment.

### **Complaints Procedure**

Any student wishing to make a complaint can do so by completing the *Feedback – Compliments, Complaints and Appeals* form in the back of this Student Handbook or request one from the administration staff or Trainer. A written complaint not on the provided form will still be considered in the same manner, providing there is sufficient information to make the investigation process feasible.

The principles of natural justice and procedural fairness are adhered to at all times. Complaints involving the conduct of Building Industry Training, its Trainers and Assessors or other staff, or a student of Building Industry Training are dealt with in the following manner:

**Informal complaints.** During the initial stages of a complaint, you (the complainant) are encouraged to communicate directly with your Trainer, the RTO Manager or another staff member with whom you feel comfortable. If the complaint is resolved at this level, no further action is required.

**Formal complaints.** These are lodged in the Complaint Register and acknowledged in writing as soon as practical after receipt. Formal complaints may be in writing or verbal.

The complaint is given by the receiving staff member to the Managing Director and forwarded through the continuous improvements process for investigation in a confidential, fair and sensitive manner.

After the complaint has been fully investigated, a written response will be provided to you within 60 calendar days from lodgement. There is no cost for this process.

### **Appeal Procedure**

You can appeal assessment decisions by accessing the appeals procedure and form in your Student Handbook or requesting a copy from your Trainer or the Administration team. Appeals will be acknowledged in writing as soon as practical after receipt and promptly dealt with.

Building Industry Training will provide the appellant (you, the person making the appeal) with access to an independent qualified assessor for re-assessment where appropriate. A written statement including reasons for the decision will be provided to you within 60 days from lodgement of the appeal.

### **Unsettled Complaint or Appeal**

If you are dissatisfied with the outcome of a complaint or appeal, you may complain in confidence to the Managing Director, who will seek an external party to decide and record the outcome of the complaint/appeal. The outcome will be communicated to you in writing.

If you are dissatisfied with the determination of the external party, you will be referred to <http://www.asqa.gov.au/complaints/making-a-complaint.html>, where you are able to follow due process as outlined by the Australian Skills Quality Authority (ASQA).

If we consider that more than 60 days are required to process and finalise the complaint or appeal, we will advise you in writing and outline the reasons for the delay. We will also provide you regular updates on the progress of your complaint/appeal.

Building Industry Training strives to deal with issues as soon as they emerge, to avoid further disruption or the need for a formal complaint.

If you have a concern or complaint with any aspect of your training, we encourage you to use our Feedback - Complaints & Appeals form, located at the back of this student handbook and send it to:

Building Industry Training	Mail: PO Box 325, Labrador QLD 4215
Fax: 1300 658 244	Email: <a href="mailto:admin@buildingtraining.com.au">admin@buildingtraining.com.au</a>

The complaints and appeals process may also benefit from an industry training representative or DESBT mediator being invited to act as a neutral party to negotiate a satisfactory resolution.

If the matter is unresolved, students are advised they may take their complaint through legal avenues, however before doing so, the following link may be useful [DESBT student complaints guide](#)

## Assessment Appeals Process Flowchart

All students have the right to appeal an assessment result. If you believe your assessment was flawed, unreasonable or unfair, you have the right to appeal the decision.

The Assessment Appeals procedure is:

<b>STEP 1</b>	Ask your Trainer/Assessor to review the decision - either reconsider or justify. (Use our <i>Feedback – Compliments, Complaints &amp; Appeals</i> form at the back of this book)	<b>Steps 1 and 2 must be completed within 21 days of the assessment decision in the case of an appeal</b>
<b>IF YOU FEEL UNHAPPY ABOUT THE OUTCOME OF STEP 1, TAKE STEP 2</b>		
<b>STEP 2</b>	<b>Put it in writing and send it to BIT, including:</b> <ul style="list-style-type: none"> <li>• Your name and contact details</li> <li>• The Assessor’s name</li> <li>• The date the assessment activity happened</li> <li>• The grounds on which your appeal is made</li> <li>• Your preferred resolution</li> </ul>	<b>This will be completed within 60 days of lodgement of appeal form</b>
<b>STEP 3</b>	We will acknowledge receipt of your appeal in writing and undertake an investigation to determine appropriate action. This may include but is not limited to: <ul style="list-style-type: none"> <li>• Interviewing any of the people involved (e.g., Student, Assessor, a subject matter specialist)</li> <li>• Requesting another Assessor to review the case</li> <li>• Scheduling an Assessor who was not involved in the original decision, to assess you.</li> <li>• An independent review by an external person or panel.</li> </ul>	
<b>STEP 4</b>	The outcomes will be communicated to the appellant (you) in writing within 7 days of the decision being determined. Where possible a Trainer/assessor will discuss this with you.	
	If the process is expected to take longer than 60 days, we will advise you in writing and keep you updated as to the progress on a regular basis.	
<b>All appeal decisions and feedback will be provided in writing to the student, with copies of all documentation attached to the student’s file.</b>		

## **Cancellation, Withdrawal or Extension of Training**

Students' circumstances change and this may affect their ability to successfully complete the training course they have undertaken within the nominal or required timeframe. The reporting requirements surrounding cancellation, withdrawal or extension depend on the training program that you are undertaking (Apprenticeship/Traineeship/RPL/Skills Assessment & Gap Training/Low Rise Builder course).

Regardless of these categories, you are obliged to inform us of your change in circumstance as soon as this becomes apparent. If you cancel your training contract with your employer or withdraw from training and/or assessment, a Statement of Attainment will be awarded for those units of competency that you successfully completed with Building Industry Training.

If you are an Apprentice or Trainee, extension of the nominal term of your training contract must be managed formally between you, your employer and us, and approval is dependent on the circumstances (illness, injury, relocation, pandemic etc). Your AASN facilitates approval for extensions up to 6 months and DESBT must approve extensions of more than 6 months. The *Application for extension of the nominal term* form is managed by your AASN.

## **Issuing Qualifications**

On successful completion of a full qualification, Building Industry Training will issue, within 30 calendar days of the final assessment being completed and all practical aspects being satisfied, a Nationally Recognised Certificate (Testamur) and a Transcript indicating the competencies and qualification you have attained. (That's why you need to keep your postal address current!)

If the qualification is partially completed, a Statement of Attainment will be issued for the units in which you have been assessed as competent.

Your certificate and/or statement will only be issued if all outstanding FEES OWED have been paid, unless this is in contravention of State or Federal Government-sponsored contracts. You must have also supplied us with a USI for a certificate or SOA to be issued. Failure to do so (or seek an exemption) will prevent or delay the process.

## **Loss of Certificate or Statement of Attainment/Reissue**

If you lose your Certificate or Statement of Attainment(SOA), you should first contact the BIT Administration team.

To have either a Certificate or Statement of Attainment reissued, you will need to provide a Statutory Declaration signed and witnessed stating the details of the loss.

You can find help with having documents witnessed here: <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/about-justice-of-the-peace/online-witnessing>

Replacement certificates or SOAs attract a fee of \$55.00 per document, including GST.

## Commitment to Success

In the unlikely event that Building Industry Training is unable to complete your training/assessment due to ceasing to trade, closing down or relinquishing registration for the qualification in which you are enrolled, arrangements will be made to transfer all currently enrolled students to another RTO. The substitute RTO will have the necessary qualification on scope and a similar training and assessment strategy so as not to disadvantage you. The Building Industry Training management and Senior Trainer have established an informal agreement with a target RTO in the unlikely event that this situation occurs. To minimise the impact on your study progression, a Memorandum of Agreement (MOA) or Memorandum of Understanding (MOU) will be established should this happen.

## Student Access to Records

You may request access to your personal records at any time by contacting our Administration team:

**Office phone:** 1300 655 835

**Email:** [admin@buildingtraining.com.au](mailto:admin@buildingtraining.com.au)

**Mail:** PO Box 325, Labrador, QLD 4215

Or you can contact your Trainer.

Students must provide verifiable proof of identity when seeking to access their own record. These can be current versions of any of the following:

- Driver's licence
- Photo Identification Card (QLD) (previously "Over 18 Card")
- Visa
- Passport
- Medicare card
- Birth Certificate

We will endeavour to provide you access to your record as quickly as practical, however please allow up to 14 days from request to receive your information.

## Feedback

We continuously strive to improve the quality of our training & assessment and service, and it is extremely useful to receive feedback from our students, clients and stakeholders.

Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your training program/qualification.

If you have any further questions about your enrolment, training program/qualification, please feel welcome to contact any one of our dedicated, friendly training team. We welcome your feedback at any time throughout your training by completing the Building Industry Training - Feedback (Compliments, Complaints & Appeals) Form on the following pages. You can give it to your Trainer, or email or mail it to us.



# Building Industry Training - Feedback (Compliments, Complaints and Appeals)

Tick boxes as appropriate

Date: \_\_/\_\_/20\_\_

<input type="checkbox"/> Compliment	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
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## 1. Personal Details

Mr  Mrs  Ms  Miss  Prefer not to identify

Your full name			
Your mobile #		Your land line #	
Your email			
Training program / qualification		Date/s (if applicable)	
Your Trainer's name			

## 2. Details of your compliment, complaint or appeal ...what happened or if you are unhappy, why?

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## 3. If you want an issue resolved... what would you like us to do and by when?

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## 4. Positive feedback/encouragement... thank you 😊 we'll pass this on to the right person for you.

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Please continue to the next page

5. If the thing/s that matter to you don't need a resolution... what could we do better, and by when?

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**Complaint/appeal resolution sign-off...**

Student's  
Signature

Date

Trainer's  
Signature

Date

RTO  
Manager  
Name

Signature

Date

QA Manager  
Name

Signature

Date

**Internal use only**

Complaint/Appeal has been satisfactorily resolved? YES  NO

Further action required? YES  NO

6. If further action is required, what needs to happen, who is responsible and what did we learn?

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### Student and Employer Agreement - Induction Checklist

<b>Student name</b>	<b>Employer name (if applicable)</b>
<b>Trainer / RTO Facilitator</b>	<b>Date</b>
	/ / 20

Tick every box in the columns provided to verify your Trainer or RTO facilitator has sufficiently explained the Induction process and has made you aware of the following information:

<b>GENERAL</b>	<b>Student</b>	<b>Employer</b>
What We Will Do		
What We Expect You to Do		
Entry Criteria / Study Options / Program Details		
Confidentiality and Privacy		
Entry criteria		
Equal Opportunity / Protection from Harassment / Access and Equity		
Academic Dishonesty		
Workplace Health & Safety		
Transition to Training Products		
Enrolment		
Unique Student Identifier (USI)		
Recognition of Prior Learning (RPL)		
Credit Transfer (CT)		
Language Literacy and Numeracy (LLN) Indicator and Support		
Support, Guidance and Welfare		
Fees, Charges and Refunds		
Training Plan		
<b>TRAINING RECORD BOOK (received and explained today)    initials required&gt;&gt;</b>		
Training Delivery and Assessment / Reassessment		
Amount of Training / Volume of Learning		
Manager’s and Supervisor’s Role		
Complaints and Appeals process flowchart		
Cancellation / Withdrawal and Extension		
Issuing qualifications		
Loss of Certificate and Reissue		
Commitment to Success		
Student Access to Records		
Feedback (Compliments, complaints and appeals)		
*I have read, understood and agree to the information outlined above as part of the enrolment/induction process.		
*I agree to abide by the conditions of the RTO’s policies as outlined in the Student Handbook I received today.		
*I am aware I can also access the most current version of the Student Handbook at <a href="http://www.buildingtraining.com.au">www.buildingtraining.com.au</a>		
<b>Student signature</b>	<b>Date</b>	
<b>Employer</b> – I have received the <a href="#">DESBT ATIS-013 Employer Responsibilities Information Sheet</a> detailing my responsibilities and the “Observable Behaviours & Facilitated Learning Guide” on which I will provide feedback.		
<b>Signature</b>	<b>Date</b>	