

The logo for CITC (Construction Industry Training Centre) features the letters 'CITC' in a bold, orange, sans-serif font.

CONSTRUCTION INDUSTRY TRAINING CENTRE

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**RTO Code 0647**

## **CITC 1.6 - Code of Practice**

Outlines CITC's commitment to quality and ethical conduct.

CITC 1.6 Code of Practice Mar 2019

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## **General Statement of Policy**

The CITC's Code of Practice provides the basis for good practice in meeting the Standards for RTOs 2015, setting high standards in education and training services by staff, trainers, contractors and subcontractors.

The CITC operates under Commonwealth, State/Territory legislation and regulatory requirements, as recognition of its legal obligations as an educational institution to provide a high level of Vocational Education Training in a fair, efficient and effective manner. See CITC 10.12 - External Documents, Legislation, Regulations and Policies for details.

## **Introduction**

The Construction Industry Training Centre Incorporated (CITC) is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority (ASQA). This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by the CITC.

This code is designed for a person wanting to undertake an accredited training course at the CITC. Use this code as a guideline. This will help to understand the processes and quality assurance that are in place at the CITC.

Since 1994 the CITC has provided quality education and training in many industries including but not limited to construction, mining, defence, manufacturing, oil and gas, ship building, automotive and stevedoring. The courses are designed to equip students with skills necessary to gain employment or to progress their careers within these industries. We deliver this training under the Vocational Education and Training (VET) guidelines.

As an RTO, the CITC has been given permission by the Australian Skills Quality Authority (ASQA) to deliver Nationally Accredited Qualifications under the Australian Qualifications Framework (AQF) standards. Our RTO Code is 0647.

## **Education & Services**

The CITC will ensure that all information is made fully available to a prospective student, prior to an enrolment into a course and that the information provided is not misleading.

The CITC is committed to following the Policies and Procedures that are in place. These are available either from our website or by contacting our office for a printed copy.

The CITC has a state of the art training facility that includes conventional classrooms and a simulated work environment for the construction, mining, stevedoring, manufacturing and other allied industries in order to undertake the practical component of the training if applicable. We will provide all necessary tools and equipment (unless specified at the time of enrolling) to undertake a course. Our facility and resources are continuously maintained to a high standard.

Trainers and Assessors at the CITC all have substantial industry experience and hold the appropriate qualification legally required in their fields of specific expertise. They also hold the legally required

qualification for a trainer (TAE40110 Certificate IV in Training and Assessment). All CITC HRW assessors are registered and are Accredited Assessors with SafeWork SA.

The CITC has a very strong connection with industry and we continuously update our training and assessment methods to keep up with the constant changes in not just industry but also the mandated requirements of WHS laws and regulations.

The CITC will only provide accredited training from current recognised training packages. However, the CITC prides itself on being able to develop high quality non-accredited training for our clients based on a consultative process.

The CITC is flexible with the needs of each student, will monitor student's course attendance and progress, and will provide additional support where necessary.

The CITC will recognise any relevant and mappable previous experiences gained either from other training courses, industry experiences or previous employment.

Student satisfaction surveys are conducted regularly and we welcome feedback from our students, staff and industry employers.

The CITC is legally obliged to protect your personal information and we will maintain records of your training progress and issue certificates and parchments in a timely manner.

The CITC conducts internal audits of the student records processes to ensure we meet the requirements of the AQF standards.

### **Financial Standards**

The CITC has a clear fair and reasonable Refund Policy and Procedure that is made available to all prospective students prior to enrolment. See CITC 4.8 – Student Cancellation, Refund and Transfer Policy and CITC 4.9 – Student Cancellation, Refund and Transfer Procedure which can be downloaded at [www.citc.com.au](http://www.citc.com.au)

The CITC will provide clear financial information about the individual student fee structure and balances.

The CITC will ensure that all Insurances are current at all times.

### **Complaints and Appeals**

The CITC ensures that students and clients have access to a fair, equal and inexpensive process for complaints. The CITC will always try and resolve any complaints internally as per CITC 5.8 - Student Grievance Procedure and CITC 5.9 – Student Appeals Procedure.

Students can also seek advice from:

**Training Advocate**

Level 5, 131-139 Grenfell Street, Adelaide SA 5000

Telephone (toll free) 1800 006 488

Email: [trainingadvocate@sa.gov.au](mailto:trainingadvocate@sa.gov.au)

Post: GPO Box 320 Adelaide SA 5001

Web: <http://www.trainingadvocate.sa.gov.au/>

**ASQA Info Line**

Telephone: 1300 701 801

Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

Web: [www.asqa.gov.au](http://www.asqa.gov.au)

**Office of Consumer and Business Affairs**

91-97 Grenfell St, Adelaide SA 5000

Telephone: 131 882

Web: [www.cbs.sa.gov.au/](http://www.cbs.sa.gov.au/)

**South Australian Equal Opportunity Commission**

45 Pirie Street, Adelaide SA 5000

Telephone: (08) 8207 1977

Web: <http://www.eoc.sa.gov.au/>

**Construction Industry Training Board (CITB)**

5 Greenhill Road, Wayville SA 5034

Telephone: (08) 8172 9500

Web: [www.citb.org.au](http://www.citb.org.au)