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RTO Code 0647

CITC 1.6 - Code of Practice

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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 can be used as a guideline for persons wanting to undertake an accredited training course at the CITC as it will help to aid understanding of 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 the CITC website, or by contacting the CITC office and requesting 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. The CITC will provide all necessary tools and equipment (unless specified at the time of enrolling) to undertake a course. All facilities and resources are continuously maintained to a high standard.

Trainers and Assessors at the CITC all have substantial industry experience and hold the legally required appropriate qualification/s in their fields of specific expertise and a Certificate IV in Training

and Assessment (TAE40110 or TAE40116). In addition, all CITC HRW assessors are registered and are Accredited Assessors with SafeWork SA.

The CITC has a very strong connection with industry, and continuously updates training and assessment methods to keep up with changes in industry and the mandated requirements of WHS laws and regulations.

The CITC not only provides accredited training from current recognised training packages but is able to develop high quality non-accredited training for 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 feedback is welcomed and encouraged from students, staff and industry employers.

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

The CITC conducts internal audits of the student records processes to ensure that the requirements of the AQF standards are met.

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

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

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

Web: 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/

South Australian Equal Opportunity Commission

Level 15, 10 Franklin Street, Adelaide SA 5000

Telephone: (08) 8207 1977

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

Construction Industry Training Board (CITB)

78 Richmond Road, Keswick SA 5035

Telephone: (08) 8172 9500

Web: www.citb.org.au