CITC
CONSTRUCTION INDUSTRY TRAINING CENTRE

Training For The Future

STUDENT PRE-ENROLMENT INFORMATION

www.citc.com.au

About Us

The Construction Industry Training Centre Incorporated (CITC) was established in 1994 as a not-for-profit Registered Training Organisation (RTO Code 0647) to fill an educational gap that then existed by providing upskilling of the traditional trades and non-trades employees in industry and those wishing to be engaged in industry.

Our vision is to contribute to the positive cultural change in society through appropriate training of workers. Our intent is to maintain a high quality training provision and cost effectiveness that is tailored to meet clients' specific needs and regulatory requirements.

The CITC is registered and approved by the Australian Skills Quality Authority (ASQA). Conditions of our registration is we must meet the requirements of the Standards for RTO's 2015 (SRTOs) or its successor for all aspects of nationally accredited training and or assessment service delivery.

Quality

The CITC has a quality assurance and continuous improvement program in accordance with ASQA requirements and the pursuit of excellence and innovation.

With our strong links to the Construction Industry, it ensures current, relevant and outcome driven training.

CITC 1.6 - Code of Practice & CITC 10.14 - Quality Policy is available at **www.citc.com.au**

Access and Equity

The CITC is an equal opportunity employer and training provider. All people are treated equally, regardless of gender, socioeconomic background, disability, ethnic origin, sexual orientation, age and ethnicity.

CITC 3.2 - Access and Equity Policy is available at **www.citc.com.au**

Privacy

The CITC is bound by the Australian Privacy Principles (APPs). The CITC collects personal information for the purpose of providing training and assessment services.

We are required by law to collect certain personal information which may be disclosed to relevant government/agencies and or organisations that work cooperatively with us in providing training. If you do not provide us with all of the information requested, we may not be able to provide you with the service you have requested.

CITC 3.6 - Privacy Policy is available at **www.citc.com.au**

Course Information

The CITC offers a wide variety of short courses as well as qualifications in Work Health and Safety. Some courses are designed for students seeking to enter the Construction Industry and allied industries, whilst others may be more suitable for students already working in these industries and wishing to upgrade their skills.

Each course identifies the requirements that students must meet to enter and successfully complete the course.

Course information is available in the relevant course outline and on the CITC's website **www.citc.com.au**

For advice on the course appropriate for you, please contact us on (08) 8301 4500 or at info@citc.com.au

Please be aware that the CITC does **NOT** guarantee that:

- You will successfully complete any course that you enrol in with us. We will provide all information, tuition and assistance within our capability; but in the end it will always be up to the student to complete the necessary work in the time lines requested; or
- You will obtain an employment outcome when you successfully complete a course with us.

Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Credit Transfer (CT)

RPL is the acknowledgement of current skills and knowledge, which students may have acquired through previous training, work or life experience, which may be used to grant status or credit in a unit. It can lead to a full qualification in the VET sector.

RCC is the assessment of a student's skills. It applies if a student has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained. In this case, no extra skills or competencies are nationally recognised.

CT gives you credit for learning outcomes you have already achieved which may reduce the time required to complete a qualification.

Students might apply for RPL, RCC and CT by submitting a RPL/RCC Application or CT Application. Fees may apply. For further information on RPL, RCC and CT refer to CITC 5.1 - Recognition of Prior Learning Policy available at **www.citc.com.au**

Please note: RPL, RCC and CT

CANNOT be applied for High Risk Work outcomes.

Enrolment

Before enrolling, you must carefully read about and understand the training, assessment and support we provide. This information is available in this brochure, relevant course outlines, on our website and in CITC 4.10 - Student Enrolment Procedure available at **www.citc.com.au**

Students may enrol into a short course or qualification face-to-face, over the telephone or online via our website and then complete the enrolment form on the first day of training.

When you complete your enrolment, you acknowledge that you have been provided with the information contained in this brochure, the relevant course outlines and or the CITC's website.

Please ensure that you complete all enrolment sections so that we may support any specific study requirements you have.

You are enrolled in a course once you have completed an enrolment form, returned where applicable the Terms and Conditions, arranged payment of fees and we have confirmed your enrolment.

You are encouraged to disclose any disability or ongoing health/medical condition that may require support.

Unique Student Identifier (USI)

Students undertaking Nationally Accredited training are required to provide a Unique Student Identifier (USI). A Statement of Attainment (SOA) or Qualification cannot be issued until a USI is provided.

Students can apply for a USI themselves at **www.usi.gov.au** or give permission to the CITC to apply on their behalf when they complete an enrolment form on the first day of training.

CITC 3.20 - USI Policy is available at **www.citc.com.au**

Personal Protective Equipment

The CITC is committed to ensuring the health and safety of trainers, assessors, staff and students.

Where advised in the relevant course outline, personal protective equipment must be used and students must present for training as advised.

CITC 6.11 - WHS Policy Statement is available at **www.citc.com.au**

Language, Literacy and Numeracy (LLN)

The CITC aims at all times to provide a positive and rewarding learning experience for all students. A LLN form is completed by the student on the first day of training. In the event of LLN needs being identified by either the student or the CITC as a support requirement for the student, we will discuss options with the student.

CITC 5.24 - Language, Literacy and Numeracy (LLN) Policy is available at **www.citc.com.au**

Interpreters

Some courses that the CITC offers have external restrictions on the use of interpreters. These are primarily the High Risk Work courses. This is due to the nationally mandated assessment tool requiring that the assessment be conducted in English.

CITC 5.40 – Interpreter Policy is available at **www.citc.com.au**

Copyright, Plagiarism, Cheating & Artificial Intelligence (AI)

All logos, marks, books, texts, manuals, documents, DVDs, CDs and any other educational and administrative material whatsoever owned by the Construction Industry Training Centre and associated entities are protected by copyright.

In order to be marked as "Competent" a student must be able to demonstrate their own understanding of the topic by presenting the assessment in their own words, incorporating their own ideas and not submitting assessments generated by artificial intelligence (AI) tools.

Any form of cheating during assessments will not be tolerated.

CITC 3.8 – Copyright, Plagiarism, Cheating & Artificial Intelligence (AI) Policy is available at **www.citc.com.au**

Child Protection

The CITC is committed to promoting and enhancing the safety and welfare of any child who is under 18 years of age who is attending training with the CITC. All staff, trainers, contractors and subcontractors must act with propriety to protect the children in their care.

CITC 3.3 – Child Protection Policy is available at **www.citc.com.au**

Student Support Services

The CITC provides internal support services to students. Internal support services include RPL and RCC. Fees may apply to some internal support services.

Students who have specific needs, which may impact on their ability to complete the course, must discuss them with us prior to enrolment, so we can advise as to any reasonable adjustment we may be able to make for them.

Potential students who are identified as not meeting course entry requirements will be assisted with referral to appropriate external support services.

Please refer to CITC 5.24 - Language, Literacy and Numeracy (LLN) Policy & CITC 5.40 – Interpreter Policy for support services available. Costs directly associated with the support service are payable by the student.

Complaints & Appeals

The CITC provides a process for advocacy, internal mediation and external independent mediation to resolve disputes, appeals and complaints in a confidential, impartial, transparent and timely manner.

CITC 3.4 - Grievance Policy, CITC 5.8 - Student Grievance Procedure and CITC 5.9 - Student Appeal Procedure are available at **www.citc.com.au**

Fees & Refunds

Each training product has an established fee, which varies depending on the nature of the training product and your circumstance, such as eligibility for the Construction Industry Training Board (CITB) subsidy. Details of fees charged for each training course are available at **www.citc.com.au**

Fees and charges may be paid by Cash, Visa or MasterCard, Cheque, Eftpos or Direct Credit. Successful enrolment applications in the CITC's short courses and qualifications cannot be guaranteed until course fees are paid and receipts must be retained to verify payments.

The issuance of a Qualification, Statement of Attainment (SOA) or Certificate of Attendance may be withheld until all fees are paid.

CITB subsidy is available only for South Australian resident students and is provided upon provision of a valid CITB Identification Number prior to enrolment. Failure to provide a valid CITB Identification Number or to successfully complete the course will result in full fees being payable. The CITB subsidy can be varied at any time at the discretion of the CITB. For more details on CITB funding eligibility criteria and conditions please go to **www.citb.org.au**

The CITC may cancel courses due to low registrations. Reasonable notice of cancellation including an offer of transfer to another course will be given to students. If the CITC cannot honour the transfer within a reasonable period, become insolvent or close then full fees will be refunded.

Short Courses & Qualifications – Where a student cancels training by giving a minimum of 3 working days' notice prior to the course commencement all fees will be refunded. No refund is given if training is cancelled with less than 3 working days' notice prior to course commencement.

Request for refunds must be made to the CITC within 3 days of formal notification of cancellation.

Course transfers must be received giving a minimum of 3 working days notice prior to course commencement to not incur an admin fee.

Full terms and conditions can be found in CITC 4.8 – Student Cancellation, Refund & Transfer Policy and CITC 4.9 – Student Cancellation, Refund & Transfer Procedure at **www.citc.com.au**

Issuance of Qualifications, Statements of Attainment & Certificates of Attendance

The CITC will issue certification documentation within 30 calendar days of the student being assessed as meeting the requirements of nationally accredited training if the student has successfully completed a national accredited training program, all course fees have been paid to the CITC and their USI has been verified. Students who have successfully completed a Qualification will be issued with a certificate in the appropriate field of study for the relevant Qualification level and a Record of Results of Units completed. In case of partial Qualification completion, students will be issued with a Statement of Attainment (SOA) of units of competency completed.

Upon successful completion of nationally accredited short courses, students will be issued with a Statement of Attainment (SOA).

Upon successful completion of non-nationally accredited courses, students will be issued a Certificate of Attendance.

Please note **ALL** certification will given/posted to the student.

Replacement Statement of Attainments (SOA's), Qualifications and Certificate of Attendances will incur an admin fee.

CITC 3.10 – Issuing Qualifications, Statements of Attainment & Certificates of Attendance Policy is available at **www.citc.com.au**

Student Rights & Obligations

Students who enrol in CITC courses have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including your work) and the CITC's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by our Grievance Policy, Student Grievance Procedure and Student Appeal Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur (**please note: all High Risk Work nationally mandated assessments must be completed in English**);
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions.

Students who enrol in CITC courses agree at all times during their enrolment period to:

- Provide medical certificates or evidence of extenuating circumstances in support of absenteeism;
- Advise the CITC prior to commencement of the training of absenteeism;
- Informing the CITC if they have any concerns or need for support related to the successful completion of the course;
- Follow dress rules and a good standard of personal presentation and personal hygiene at all times;
- Treat staff and fellow students with respect and fairness;
- Ensure personal details are current and correct;
- Not to smoke in non-smoking areas, including not to use electronic cigarettes;
- Not to be under the influence of alcohol or illicit drugs;
- Turn off mobile phones whilst engaged in training and assessment activities;
- Not to cheat or plagiarize in any form during assessments;
- Follow normal and reasonable safety practices; and
- Not discriminate, harass, abuse, threat or take violent behaviours of any kind whether physical or verbal.

By signing the CITC's enrolment form on the first day of training you acknowledge and understand the course information, the services available to you, the rights and obligations you have as a student and agree to be bound by the CITC's Policies and Procedures.

Breaches may result in suspension and/ or expulsion from your training course.

STUDENT CHECKLIST
Information you need before enrolling:

☐	**Course information, including duration, content, outcomes, prerequisites, equipment and materials and fees**
☐	**Recognition of Prior Learning arrangement and Credit Transfer**
☐	**Unique Student Identifier (USI)**
☐	**Provision for Language, Literacy and Numeracy (LLN) support**
☐	**Check eligibility for CITB Subsidy (if applicable)**
☐	**Course Cancellations, Refunds & Transfers**
☐	**Complaints and Appeals Procedure**
☐	**Student Rights and Obligations**

FOR FURTHER INFORMATION

For all course information enquiries:

RTO Code 0647

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Information correct at time of printing

www.citc.com.au