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Background
Capital Training Institute Pty Ltd (CTI) was incorporated in December 2006 as a company and a Registered Training Organisation. CTI was set up to provide and improve the quality of training and assessment for the relevant industry. CTI has evolved and now provides the same high quality training to the private and public sector.

As a Registered Training Organisation, control of CTI is through a structure comprising of directors and management staff. The core business activity involves the training of various organisations/companies that are required to be appropriately qualified.

Presently, CTI retains a full-time management team and employs qualified and experienced trainers and assessors. A well-equipped training facility is provided for all off-site training. In addition, training is delivered on site.

The management team at CTI has an extensive background in administration, accounts, and training and is fully supportive of the benefits of increasing the quality of training within industry and business.

Policy Statement
Capital Training Institute Pty Ltd recognises the importance of employment and training opportunities for all, and that every person deserves the best achievable learning and skill development as is required to match their future prospects and career path aspirations.

In response, management is dedicated to providing continuous improvement in the quality of its services and training processes. At the same time, it is the organisation’s obligation and responsibility to insist a minimum level of quality from all management staff and trainers.

Core initiatives and objectives will support the development of clients existing skills and knowledge and the maximisation of their experiences. Participants can gain recognition, certainty and satisfaction.

Code of Practice
- Comply with relevant codes of practice, and work towards their improvement in the interests of efficiency, safety and health;
- Ensure the health and safety of our workers and participants of training programs is prioritized
- Give our informed and professional advice to all legislation affecting the relevant industry or business undertaken.
- Co-operate in the advancement of knowledge within the relevant industry or business undertaking.
- Act at all times with honesty, integrity and responsibility and in the spirit of good faith and fair dealing with our clients
- Not engage in conduct towards training participants or colleagues which is seen to be unfair or harsh
- Ensure the training department staff will not engage in any practice or conduct which brings CTI's training department in to disrepute
- Ensure that all trainers are aware of, and training programs make reference to relevant legislation and building regulations
- Ensure the training department’s policies and procedures underpin sound management practices as well as safeguarding the educational interest and welfare of participants
- Ensure the provision of an inclusive learning environment conducive to the achievement of competency and appropriate to the learning needs of the individual participant
- Monitor, assess and securely maintain the participants education records specifically related to the individuals progress and course attendance
Ensure all facilitators and consultants are suitably qualified and sensitive to the participants needs i.e. culture, literacy and industry needs

Ensure fair and equitable dealings with clients and industry participants

Promote a fair and ethical work place.

**Competency Based Training**

Competency based training was implemented as part of an overall Vocational Education and Training Reform package aimed at achieving four major goals. These being:

- Increase the quality and quantity of training;
- Align training with industry and business/workplace requirements;
- Develop broad-based skills and knowledge for life-long learning; and
- Enhance national consistency and cooperation between all providers of industry based training.

A competency based training system is the main ingredient for delivering the above goals. It is a system of learning that is focused on:

- What learners can actually do;
- Outcomes or end products;
- Collecting skills and knowledge that when applied will deliver specified standards; and
- The flexible use of competency standards throughout all industries nationally.

The main difference between a competency-based system of training and all other forms is its assessment process. In effect, it seeks to extract an assurance of an individual’s ‘competency’ from all aspects of work performance. In other words it would require confirmation of one’s ability to:

- Perform at an acceptable level of skill;
- Organise tasks;
- Respond and react appropriately when things go wrong;
- Fulfil an essential role in the scheme of things at work; and
- Transfer skills and knowledge to new situations.

Generally, all competency based learning outcomes are based on industry and/or workplace accepted standards but are not used in their ‘raw form’ for assessment. Instead they are translated into a specific form termed ‘criteria’ that reflect the nature of the business or workplace and its regulatory requirements. For example, one must have consideration for:

- What workplace procedures are relevant;
- Equipment and its manufacturer’s instructions for use and maintenance;
- Occupational health and safety;
- Specialist knowledge and understanding of the workplace concerned.

In satisfying the criteria, there must be sufficient evidence comprised of a wide range of measurable performance attributed to direct observation, indirect or alternative such as workplace simulations and supplementary which may include written or oral questioning through examination and/or references.
Recognition Process

CTI acknowledges that individuals can, through a variety of means gain competencies through formal training, work experience and life experiences. Similarly, competency-based assessment procedures provide for the recognition of a person’s competencies no matter how, where or when they have been acquired. On application to any approved course delivered by CTI a person may seek recognition for any particular unit of competency, element or part thereof.

The Recognition Process enables an individual to focus on acquiring new skills and knowledge in their chosen field without the burden of unnecessary work. It, at times, also allows trainers to allocate more time to reassessing and enhancing course qualities with regard to an organisation’s changing needs and that of their employees.

On entering the course of their choice, each applicant is issued with a training record book containing a prescribed standard or collection of competencies that must be acquired prior to a qualification being issued. Each applicant should take time out to survey the course performance requirements. If on inspection it is evident that you possess any of the specified elements and you seek recognition, a Recognition application form must be completed.

An application may be submitted based on one or more of the following:

- Work/life experience;
- Similar studies; and/or
- Credit transfer

On application it is important that you supply sufficient evidence to support your claim. More importantly, the evidence should be valid, accurate, current and authentic. If you are submitting certificates as evidence all originals must be sighted. Copies of a Qualification or Statement of Attainment will not be accepted as evidence unless the original has been presented for inspection and registered by a CTI approved officer or accredited assessor.

All Recognition applications are required by National and State Training Authorities to be appropriately assessed and documented. As a result an administration fee may be applicable for each unit of competency that Recognition is sought. Application forms for those seeking to apply for Recognition are available from CTI.

All Learning and Assessment strategies will comply with the principles of validity, reliability, fairness and flexibility.

Trainers & Assessors (Facilitators)

Who are the trainers and assessors?

All trainers and assessors:

- Have extensive training and assessment experience
- Are qualified in their discipline
- Have a history of working with the relevant industries
- Have participated in a program induction giving them a sound understanding of the complete qualification and all training services policies & procedures
- Are supervised by a course co-coordinator
- Have a contract of employment with CTI
- Provide updated qualification details to the staff matrix of CTI
Privacy Policy

The Capital Training Institute (CTI) is committed to supporting the ‘National Privacy Principles for the Fair Handling of Personal Information’ which set clear standards for the collection, access, storage and use of personal information which we obtain as part of our business operations.

Our respect for our customers’ right to privacy of their personal information is paramount. We have policies and procedures to ensure that all personal information, no matter how or where it is obtained, is handled sensitively, securely, and in accordance with the National Privacy Principles.

This Privacy Policy sets out: matters of which you should be aware regarding information we may collect about you, our policies on the management of personal information, and generally, what sort of information we hold, for what purposes, and how we collect, hold, use and disclose that information.

What personal information do we collect and store?

So that we can provide services to you, we may ask for personal details such as your name, address, telephone number or email address. Some examples of where we may need these details are sale or returns or in-store competitions. Privacy law requires us to collect personal information about you only from you if it is reasonable and practical to do so.

CTI takes measures to ensure your personal information is protected from unauthorised access, loss, misuse, disclosure or alteration. We also take measures to destroy or permanently de-identify personal information when it is no longer required. The types of measures we take vary with the type of information, and how it is collected and stored.

Generally, you have no obligation to provide any information requested by us. If you choose to withhold requested information however, we may not be able to provide you with the services that depend on the collection of that information, particularly if the collection of that information is required by law.

How is personal information used?

The personal information that we ask for is generally used to provide services to you. For example, for a credit card transaction we need your card number, and for a course enquiry we need your contact details so we can respond to your query.

We may also use your personal information in other ways to comply with AQTF standards. This may include using your personal information to access Government funded training placements. You have the right to tell us that you do not want us to send information to you other than for the main purpose for which we have collected your personal details.

Where possible, we try to ensure that our disclosure of information to other organisations (for example market researchers, and others with whom we have commercial arrangements) is in a way which does not personally identify individuals.

Access to your personal information

We will provide you with access to any of your personal information we hold (except in the limited circumstances recognised by privacy law).

If you require access to your personal information, or have questions or concerns in relation to how privacy is managed at CTI, please email privacy@ctiheadoffice.com.au.

Of course, before we provide you with access to your personal information we will require some proof of identity. For most requests, your information will be provided free of charge, however we may charge a reasonable fee if your request requires a substantial effort on our part.

If you need to update your information (eg. if you change your address), please contact the relevant office of CTI to which you supplied that information so we can make the change.
More information

More information about Privacy law and the National Privacy Principles is available from the Federal Privacy Commissioner.

Occupational Health & Safety Policy

CTI as an employer takes all reasonably practicable steps to ensure the protection of each of its learning participants, health safety and welfare, at all times while at work. In controlling our legal responsibility as a Registered Training Organisation, CTI is committed to treating every identified safety-related issue as serious and to maintaining an open and cooperative approach for the resolution of such issues.

As a learning participant, you too have a legal responsibility, as far as is practicable; to protect your own health, safety and welfare as well as all other person’s while at work or undertaking training. In maintaining control, you must without limitation ensure that:

- All plant and equipment that you select or are asked to use is free of faults and used in accordance with any instruction or information given to you by either CTI, trainers, manufacturers or legal requirement regarding its safe and proper use;
- All personal protective equipment (PPE) for defined environmental hazards must be worn by you in such a manner that it will not limit or interfere with the required safe levels of risk exposure;
- All workplace related accidents, illnesses and dangerous occurrences that involve you must be reported to a representative of CTI’s management immediately or at a time, as soon as practicable thereafter which does not present a risk, or any further risk of endangerment to you or another person when making the report; and
- In respect of any duty or obligation imposed on you by CTI and trainers or any other person, in relation to provision contained within either the Work Health & Safety Act, relevant Australian Standard or Code of Practice will cooperate with CTI, or other
- Persons, to the extent that will enable CTI or other persons to fulfil their duty or obligation.
- Any accident or injury sustained during out of work hours, must be reported to a representative of CTI’s management immediately or at a time, as soon as practicable thereafter which does not present a risk, or any further risk of endangerment to you or another person when making the report, and must not undertake any work or related duties during work time, until cleared in writing by a medical examiner.

During the course of your training, you will receive initial and on-going training in Occupational Health & Safety. At the same time CTI and trainers are working towards ensuring you have a healthy and safe workplace. Your prime role is to ensure that you know what you can or can’t do safely, obey the rules and eliminate all risks.

Access and Equity Policy

CTI is committed to providing you with high quality courses and services. CTI will, to the best of its ability, supply accurate information to enable a person unfamiliar with the training and assessment system, to make an informed decision about the appropriateness of the program being offered.

CTI will provide programs relevant to and in line with industry needs.

The training department will endeavour to ensure that facilitators are kept up-to-date with industry standards and regulations.

Support is available through CTI’s training department, and includes trainers and tutors.

CTI acknowledges & complies with relevant State or Territory laws, Commonwealth or State / Territory legislation relating to occupation health and safety; workplace harassment; victimisation and bullying; anti-discrimination, including equal opportunity, racial vilification, disability discrimination.

- Work Health & Safety Act 2011
- Work Health & Safety Regulations 2011
- Equal Opportunity for Women in the Workplace Act 1999
Anti-Discrimination Policy

CTI is committed to ensuring that participants are treated fairly and equitably. Your role as well as that of CTI's is to respect the worth of every individual and value workplace diversity, tolerance and flexibility to ensure:

- Judgments are legitimately based on merit and not on stereotypes or discriminatory values;
- Language is inclusive and not exclusive;
- People's skills and abilities are measured equitably and balanced with experience;
- Resources and assistance are provided in a way which accommodates differences between individuals and groups; and
- Opportunities exist for considering claims of discrimination

Workplace Discrimination and Harassment

It is unlawful for you or CTI to be involved in unjustified discrimination and harassment under both Commonwealth and ACT legislation. In other words you have a legal responsibility to uphold and maintain your environment so that it is free from discrimination and harassment in accordance with each of the following Regulations and Acts:

- The Racial Discrimination Act 1975;
- The Sex and Age Discrimination Act 2011;
- The Human Rights Act 2004 (2010);

You must endeavour to ensure that your work environment is free of any form of action, comment or physical contact that may lead to a person feeling offended, intimidated, humiliated, frightened or uncomfortable. Similarly, if you feel as though you have been either discriminated against or harassed within the workplace you should report it immediately.

CTI does not discriminate in terms of race, ethnicity, gender, age, race, sexual preference, literacy, numeracy or any other basis that is not directly related to the performance of the person involved. Where numeracy and literacy issues are apparent, students will be helped through these areas to aid in their outcomes.

Reporting

All reports and concerns in relation to the above matters are handled confidentially as per workplace grievance procedures.

Drug and Alcohol Policy

CTI respects the rights of any individual who indulges in drink and drugs socially. However, CTI becomes increasingly concerned when it is evident that the use of alcohol or drugs is affecting work or training performance and/or safety.

If you become aware or you feel that you may have a problem as a result of alcohol or drugs you should contact your employer. He or she will be able to offer you both discreet and confidential advice and/or assistance. More importantly, if you are aware that both you and another person have a problem with drugs or alcohol while at work, you must consult your employer or training officer in relation to it.

Once reported, any incident that is relating to the effects of drugs and/or alcohol in the workplace shall be dealt with in accordance with your workplace policies.
### Obligation to Recognition of AQF Qualifications Policy

CTI recognises its obligation to recognise AQF Qualifications as a key feature of the Australian Quality Training Framework. CTI acknowledges that in accordance with the principles of recognition:

1. A registered Training Organisation (RTO) registered in one State or Territory may operate in another without a further registration process.
2. That Qualifications and Statements of Attainment issued by any RTO are to be accepted and recognised by all other RTO’s.
3. That Training Packages endorsed by the Department of Education, Employment and Workplace Relations (DEEWR) may be delivered by all RTO’s registered to do so.

### In accordance with the above principles CTI will:

1. Accept and recognise the decisions and outcomes of any other RTO/body in partnership with a RTO/State Recognition Authority relating to the issuance of
2. Qualifications and Statements of Attainment, enabling individuals to receive full recognition of their achievements, including credit transfer, where appropriate.
3. Accept that Recognition enables a RTO to operate within other States and Territories within the original scope of registration without a further formal recognition process or payment of additional fees.
4. Accept Recognised Training Products available in the training market, including endorsed Training Packages, training programs for Training Packages and/or accredited courses.

### Booking Information

#### Training Courses

A training calendar with all scheduled training courses can be located on our website www.ctiaustralia.com. Alternatively, we are also happy to assist with booking enquiries over the phone.

If you require a specific day that isn't listed on the training calendar please call our office to discuss as we can arrange additional bookings with specific times and venues to suit your business requirements.

#### Making a Booking

Once we are aware of your required training dates, we will send you a booking form. This will list the course name, training date and time, venue, course fees, a short description of the course and information relating to certification on completion of the course. To confirm your booking you will need to return a completed and signed booking form by fax, email or in person to the relevant CTI office.

CTI will then send you a tax invoice and confirmation of your booking.

#### Prerequisites

What are the prerequisites for my course?

For all qualifications the minimum level of education (Language, Literacy & Numeracy (LLN)) is school certificate level or equivalent.

Participants will also need to be able to:

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts
- Read procedural texts to remedy a known problem
- Interpret information gained from tables, charts, plans and other graphic information
Write and issue clear sequenced instructions for a routine task
Follow existing guidelines for the collection, analysis and organisation of information
Perform arithmetic calculations on a calculator given numerical information and relevant formulae
(For Building Courses only)

If not eligible for a specific course, alternative information will be provided to the applicant.

**Code of Conduct**

As a participant your attendance acknowledges an agreement to adhere to all the terms and conditions of conduct stated below and accepts that any decisions relating to the code of conduct and its compliance throughout the program will be entirely at the discretion of CTI's Training Manager.

**Punctuality**

Attend all programs at the stated times. Should you be delayed for any reason, please call and advise CTI prior to the class commencing.

Participants will not be permitted to attend short courses if they arrive more than 10 minutes late.

**Attendance**

It is important that you are familiar with the attendance requirements for the program/s you are enrolled in. If you do not achieve an appropriate level of attendance for the program you have enrolled in; you may not receive a certificate or statement of attainment.

- 100% attendance is required for the Building and Construction (Building) qualifications.
- For all accredited courses participants must attend all training sessions in order to fulfil the assessment requirements. If a participant cannot attend a training session for an unavoidable reason they must notify the training manager in writing and appropriate arrangements will be made.
- On the job learning participants must ensure they are aware of their employer attendance and OH&S policies.

**Fees**

**Qualifications**

An enrolment fee must to be paid in full prior to the scheduled course commencement date. Payments can be made by cash, cheque, credit card, and EFT.

**Short Courses**

Full payment of your course must be made prior to the scheduled course commencement date. Payments can be made by cash, cheque, credit card, and EFT.

If the payment of fees through the established method of payment is not adhered to, you risk termination of your enrolment in the program stated.

**Alcohol and Stimulants**

No alcohol, non prescribed stimulants or drugs of any kind are to be consumed throughout the program and you may not attend the program if under the influence of alcohol or non prescribed stimulants.

**Food and Drink**

No food drink or rubbish is to be left in the venue at the completion of the day's program.
**Inappropriate Conduct**
The following will be considered Inappropriate Conduct:-

- Disruptive behaviour during the presentation, tutorials, mentoring and assessment situations
- Discriminative action/behaviour toward another participant/presenter or the group/class in general
- Use of prompt aids or secreting of notes and information in assessment situations
- Plagiarism and Copying – all work is to be your own

**Confidentiality**
All discussions regarding payment plans or personal details regarding individuals attending the program are confidential at all times and not discussed with other participants or persons connected or unconnected with the program.

**Participant Support**
What happens if a participant has difficulties with language, literacy and or numeracy?
Where a participant has difficulties with language, literacy and numeracy (LLN), an oral assessment and or a scribe may be provided by the participant.

For all oral assessments an independent supervisor must be in attendance throughout the assessment process. The questions are to be asked clearly by the supervisor and repeated where necessary.

Where required, an independent scribe will also be provided. All answers to be written clearly and as directed by the participant.

All supervisors must be independent from the participant and the cost of the interpreter will be the responsibility of the participant.

**Welfare & Guidance**
CTI takes its responsibility as a training organisation seriously and is aware at times participants may have problems that develop during the program. As we are not counsellors we advise participants of support agencies available.

If necessary referral can be made to:

- DOCs
- Alcoholics Anonymous
- Family Drug Support
Cancellations

This refund policy applies to self-funded participants. Where a participant has received funding from any external source the respective funding provider guidelines will apply*.

Cancellation of Attendance of a Qualification or Short Course by a Participant

- A 100% refund may be made for cancellations of a short course advised in writing and received three (3) working days prior to the scheduled commencement date of a course.
- A 100% refund may be made for cancellations of a qualification course advised in writing and received three (3) weeks prior to the scheduled commencement date of a course.
- No refund will be granted for cancellations received less than three (3) working days prior to the commencement date of a short course.
- No refund will be granted for cancellations received less than three (3) weeks prior to the commencement date of a qualification course

A substitution may be made for any short courses for anyone not able to attend, given that CTI has received 24 hours notice of the substitution.

A substitution can not be made for any qualification course once support funding has been approved.

If support funding has been approved for a qualification course no cancellation is possible. If qualification course has not commenced the enrolment fee will be forfeited.

If participant withdraws during the qualification course the full course fee must be paid on invoice.

Cancellation of Recognition of Prior Learning (RPL) Assessment by a Participant

- A 100%** refund may be made for cancellations advised in writing and received three (3) working days prior to an arranged onsite practical assessment / competency conversation.
- No refund will be granted for a cancellation received less than three (3) working days prior to an arranged onsite assessment / competency conversation.
- No refund will be granted once the participant has commenced enrolment.

* ‘Commencement’ for a funded course is regarded as the issuing of a participant folder and/or the completion of a Confirmation Booking Form with the relevant course dates.

**Provided that an Assessor has not commenced assessment of the Participant’s portfolio of evidence. In this case a fee equal to the assessor cost will be deducted from the original fee paid.

You are able to transfer your enrolment between classes and between people as long as the participant meets the course entry criteria. All cancellations or transfers must be made in writing to the CTI prior to commencement of the course or seminar.
Assessments

There are assessments for all qualifications. Assessments are conducted in accordance with the National Assessment Principles which underpin the Australian Quality Training Framework 2010.

Assessment is competency based against the standards outlined in the units of competency in the qualifications, it includes:

- Assessment to determine your training needs
- Assessment to during the training to judge how you are progressing
- Assessment of performance at the end of the units of training
- Recognition of prior learning or recognition of current competency

Assessment involves the collection of sufficient evidence to demonstrate you are competent.

This may include:

- Measurement of products you have made or services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of attitudes you demonstrate

Assessment methods may involve you in:

- Demonstrating your skills
- Producing a piece of work
- Answering written and or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to the group
- Conduction research in the building and construction industry
- Completing a project

Assessments are to be completed within the set time frame.

If you are having difficulties completing any program, please contact your trainer.

CTI has a formal appeals process available to all course participants and ensures that all assessments and appeals are conducted with integrity and confidentiality. Please contact CTI Head Office for further information on (02) 6247 2839.

Feedback

Feedback from CTI’s training participants is essential to ensure the best possible quality of training outcomes is maintained.

While informal feedback and correspondence are welcome at any time, formal feedback will be gathered from all participants at the conclusion of all training and assessment programs.

Feedback forms will be reviewed at the conclusion of each course and checked by the training manager. Copies of the feedback forms will be kept on file both in an electronic format and hard copy format.
Certification

Statements of Attainment
All participants will receive a nationally recognised Statement of Attainment on successful completion of their relevant course and assessment.

Qualifications
All participants will receive a certificate and record of results on successful completion of the relevant course and assessment.

Participant Records
Records of results and competencies are kept in confidence on the Capital Training Institute (CTI) computer network, which is backed up every night. Paper copies of records are kept in a secure off site location.

All participants’ records will be kept by CTI for a period of no less than 30 years.

At any time participants are invited to view their personal records. A written request is required by the participant to view records and a minimum of ten (10) working days should be allowed.

Participants can give authorisation in writing for others to view their records.

Customer Complaints
For any customer complaints, please contact the CTI Head Office for a copy of the Customer Complaints Form which we request that you complete and return by fax on (02) 6247 2915, by email to enquiries@ctiheadoffice.com.au or posted to PO Box 750 Canberra City 2601.