

PLEASE KEEP FOR YOUR INFORMATION

Student Information

Please Note

This is an overview only. For further information regarding S/T Construction Techniques Policies and Procedures, please contact our Administration Manager at our Brisbane office on 1300 665 517.

Code Of Practice

The S/T CONSTRUCTION TECHNIQUES is a Registered Training Organisation and as such has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

Legislative Requirements

S/T CONSTRUCTION TECHNIQUES will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations, Vocational Placement Standards and Vocational Education and Training will be met at all times. (See also list of legislations that affect applicants in vocational education and training with S/T Construction Techniques).

Access and Equity

All training will be recruited in an ethical and responsible manner and be consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

S/T CONSTRUCTION TECHNIQUES actively implements procedures and practices that ensure that all groups have the opportunity to successfully gain skills, knowledge and experience through education and training.

In particular, resources are allocated fairly, educational outcomes are the same for all groups enrolled in the same course, courses are accessible to all people who meet any course specific prerequisites, and S/T CONSTRUCTION TECHNIQUES services are available to all students equally..

Quality Management Focus

S/T CONSTRUCTION TECHNIQUES has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs.

Client Service

S/T CONSTRUCTION TECHNIQUES has client service standards to ensure timely issue of student assessment results and qualifications.

These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring language, literacy or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our student information will ensure that, all fees and charges, are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Review

S/T CONSTRUCTION TECHNIQUES has agreed to participate in external monitoring and audit processes required by the relevant registering body.

This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration

S/T CONSTRUCTION TECHNIQUES has policies and management strategies which ensure sound financial and administrative practices, and it has adequate insurance policies. Student records are managed securely and confidentially and are available for student perusal on request.

Marketing and Advertising

S/T CONSTRUCTION TECHNIQUES, markets vocational education and training products with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards

S/T CONSTRUCTION TECHNIQUES has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition of Prior Learning and Credit Transfer). Adequate facilities, equipment and training/assessment materials will be utilised to ensure the learning environment is conducive to the success of students.

Sanctions

S/T CONSTRUCTION TECHNIQUES will honour all guarantees in the Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulations, we may have our registration as a Registered Training Organisation withdrawn.

Refund Policy

The client must advise S/T CONSTRUCTION TECHNIQUES of cancellation of the assessment / training prior to the assessment / training date of commencement. Refer to application form for the refund amount.

If a refund is to be given, a credit letter and refund cheque is to be completed by administration staff and then forwarded to the director for signature before issuing.

Complaints & Appeals

S/T CONSTRUCTION TECHNIQUES has a fair and equitable process for dealing with student client complaints and appeals in a constructive and timely manner. This procedure is as follows:

The complaint or appeal is to be recorded in writing and sent to the director at S/T Construction Techniques outlining the following information:

- The circumstances surrounding the situation
- Date and location of the occurrence
- The parties involved in the situation
- Why you feel unfairly treated
- Any evidence to support your complaint
- The name of any witnesses who could support your case.

Written complaints and or appeals must be received by S/T Construction Techniques within 21 days of the date that qualifications have been issued.

Each appeal has an opportunity to be heard by an independent person. Each person lodging an appeal has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including the reason for the decision.

The complaint and appeal procedure is contained in the PROCEDURES section under STANDARD 1.5.

A copy of all relevant documentation is contained in the EVIDENCE OF COMPLIANCE section — STANDARD 1.5.

Recognition of Qualifications issued by other RTO's

S/T Construction Techniques recognises AQF qualifications and statements of attainment issued by any other accredited RTO. If you have previously completed units of competency of the course in which you are enrolled, you are able to apply for an exemption from those units.

S/T CONSTRUCTION TECHNIQUES will recognise AQF qualifications and statements of attainment issued by other RTO's to students enrolled in any of their courses on provision of supporting documentation. This documentation is to include, the qualification or the statement of attainment outlining competency for the applicable unit.

If you can verify that you have achieved some of the competencies already, you will not have to complete those units again. Credit transfer is available to all students and S/T CONSTRUCTION TECHNIQUES is happy to assist with further information.

Recognition of Prior Learning

Recognition of prior learning (RPL) is exemption from part of a course of study. The objective of the RPL process is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

RPL is granted if you are able to verify that you have achieved the requirements of competency standards being assessed. For example, you may have completed some or all units of competence in another course or gained experience in a job.

If you can verify that you have achieved some or all of the units of competence you will not have to do that part of the course. It is a formal process and S/T CONSTRUCTION TECHNIQUES has application forms readily available if you wish to apply for RPL.

RPL is available to all students. Documentation and application forms are freely available to all students. S/T CONSTRUCTION TECHNIQUES is happy to assist with further information.

LIST OF LEGISLATIONS

2000 Workcover Queensland and other Act / Act No 61 of 2000
Vocational Education, Training and Employment Regulation 2000
Vocational Education Training & Employment Act 2000
Building Services Act 1991/1992
1999 Queensland Industrial Relations Act
1998 WH&S (Falls from Heights) Amendment
1997 Workcover Qld Regulation
1996 Work on roofs
1996/1999 (First Aid) Advisory Standard
1996 Scaffolding—plus 2004 Scaffolding Code of practice
1996 Falling objects
1996 Hazardous Substances—WH&S act 1995
1996 WH&S Compliance and Advisory for Asbestos removal form work
1996 WH&S involving Repetition, Force, or Awkward Postures WH&S
Codes of Practice, Hands on Guide Occupational Health and Safety
Legal OH&S Manager
1993 Anti-Discrimination Tribunal Rule
1992 Equal Opportunity Employment Act
1991 Anti- Discrimination Act
1995 Workplace Health and Safety Acts & Regulations Act, 2003 Other
Amendments Act.
Environmental Protection Act 1994
Privacy Act 1988
Commission for Children and Young People and Child Guardian Act
2000
Workplace Health & Safety Regulation 2008

S/T Construction Techniques will respect the relative state legislation when carrying out assessments in states other than Queensland.

If you require any further information with regard to the above listed legislation please contact the office of S/T Construction Techniques.

Privacy Policy

S/T Construction Techniques is committed to protecting applicants. We understand and appreciate that applicants are concerned about their privacy and confidentiality and security of any information that may be provided to us. An applicants name, address and other particular information will not be added to a mailing list, nor will we disclose these details to third parties without the applicants consent unless required by law.

An applicants personal information may be used for the purposes of forwarding various newsletters or direct material of S/T Construction Techniques. If an applicant does not wish to receive such material, an applicant can request so immediately.

- ◆ Employee Personal Information – To meet the human resource management requirements under the Australian Quality Training Frame.
- ◆ Applicant Personal Information –Our organisation collects stores and uses an applicants personal information for the purposes of undertaking and processing an assessment. This information is securely retained as per the requirements under the AQTF. The retention of an applicants information is required to be securely stored for a period of thirty years and may be accessed if required by law.
- ◆ General industry training information collected stored and used for the purposes of industry skills data. A example of this type of generic information will include the number of applicants assessed under a particular training package/s and the types of skills gap in particular trade streams. This information is of a very generic nature and DOES NOT include applicants personal particulars.

When an applicant pays fees their personal and financial details are protected at all stages of the transaction. In order to process an applicants payment S/T Construction Techniques needs to know an applicants name, address and where necessary credit card details.

If an applicant is concerned about their personal information then an applicant has the right of obtaining access and correction under the Freedom of Information Act 1992. Further information on the Freedom of Information access and correction process can be obtained from www.justice.qld.gov.au—Any information or requests should be forwarded to the Director of S/T Construction Techniques on 1300 665 517 or reception@conteg.com.au

Applicants Under 18 years of age

S/T Construction Techniques will only provide services for applicants over 18years of age.
All applicants under 18 years of age will be referred to appropriate training organisations.

Student Services

S/T CONSTRUCTION TECHNIQUES has staff available that are able to assist with study oriented issues which may be hampering your progress with your assessment / training. If a matter is beyond the scope of S/T CONSTRUCTION TECHNIQUES personnel, then students are given appropriate contact details for outside assistance.

There are some library resources available in some courses to assist with studies and these may be obtained from S/T CONSTRUCTION TECHNIQUES. It is the student's responsibility to return the resources in good condition and within an appropriate timeframe.

Misconduct

S/T Construction Techniques will not tolerate Misconduct whilst carrying out a skills assessment. If falsified evidence is identified in the assessment process, S/T Construction Techniques has the right to refund monies as per S/T Construction Techniques refund policy and to cancel the assessment.

Document Retrieval Fee

A \$44.00 fee will be charged for the retrieval of any client documents and or information.

Reproduction Fee

A \$44.00 fee will be charged for the reproduction of any client documents including qualification testamurs.