



Building and Construction Training Australia

RTO No 22597

Student Handbook

Welcome to BCTA

BCTA would like to extend our warmest welcome to you. We trust that you will enjoy your study at our College. We hope you find this guide helpful and informative. If you need any further information, please feel free to ask one of the friendly BCTA staff members.

Orientation Program

Your first day at BCTA will be spent getting to know all about the College, its facilities, meeting coordinators and teachers, asking questions about your course.

It is important that you attend the Orientation program as many things are covered in this one short day.

- Welcome by the Trainer
- Updating of personal details and another student information
- Requirements of BCTA
- Orientation information
- Introduction to the classroom teachers and students
- Attendance/course progress requirements
- Subject pre-requisites and pathways
- Student card
- Training Plans
- Learning modes (class, blended, online)

Campus Facilities

Head Office Location

BCTA is located at is located at
Suite 35, 160 South Gippsland Highway
Dandenong South, VIC, 3175

Our contact details are as follows

Telephone: 1300 11 2282

Email: enquiries@bcta.vic.edu.au

Web: www.bcta.vic.edu.au

Student Administration and Support Services

Student administration is your first point of contact for any queries. Student Administrations' contact details are:

Telephone: 1300 11 2282

Email: enquiries@bcta.vic.edu.au

Our Courses

BCTA offers the following qualifications:

- SIT40716 Certificate IV in Patisserie
- CPC30220 Certificate III in Carpentry
- RII30820 Certificate III in Civil Construction Plant Operations
- 22338VIC Certificate II in Building and Construction (Pre-Apprenticeship)
- CPC40120 Certificate IV in Building and Construction
- CPC50220 Diploma of Building and Construction (Building)

Detailed information on course is available on the course brochures/BCTA website.

Studying at BCTA

Course Delivery

This course is conducted at various locations across Victoria. Please contact us to find out the close's location to you.

Course Assessment

A number of approaches to course assessment are used by BCTA. Assessment approaches may be undertaken by practical demonstrations, case studies, projects, assignments, presentations, role plays, written tests and exams.

Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the course. All works submitted must be a competence.

USI - Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to BCTA during the enrolment process. If students do not provide a USI, BCTA will be unable to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au.

Recognition of AQF Qualifications

Students who have completed identical units from their course at other institutions will be given recognition/ credit on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job position descriptions, and any certificates of informal or formal training. You may be asked for

contact details of people who can vouch for your skill level: supervisors from current or previous workplaces or clients. Examples of other useful records include letters from employers and records of your professional development sessions.

To apply for RPL, obtain an application form from administration.

Our Obligation to You

BCTA is responsible for the quality of the training and assessment in compliance with the guidelines by VRQA, and for the issuance of the AQF certification documentation. This means that we are obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in any units of competency

Use of personal information

Except as required under the guidelines by VRQA, Government Contracts or by law, information about a student will not be disclosed to a third party without the written consent of the participant.

Students wishing to access their personal records should contact the Training & Administration Coordinator either verbally or in writing. A suitable time to view their file and access will only be granted once a student's identification is confirmed and validated by the Training & Administration Coordinator.

Information that may be accessed includes progress, personal details, and any relevant details of the student's enrolment that the RTO has collected.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at BCTA will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

If you have any issues you should contact student administration on the details listed on the first page of this handbook. The teaching staff and administrative staff of BCTA are available to you to get help while studying one of our courses.

They can provide general advice and assistance with matters such as:

- Studying,
- Homework
- English language problems
- Mentoring
- Information about future careers and pathways to further study
- Students requiring special or intensive assistance must contact the Operations Coordinator who may refer them to external support services if required
- Student Files -You can access your student file any time you wish. You must inform the Administrative Staff that you would like to look at your file. You have to have a member of

staff present – preferably the Administration Officer – and you cannot take the file off campus under any circumstances. Because of the Australian Privacy Legislation (Commonwealth Privacy Act) nobody can look at another student’s file.

External Support Services

For students requiring additional support with their studies, work or life, the RTO provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you (student). In the first instance you are encouraged to contact our office on Phone: 1300 11 22 82 for advice and/or referral to appropriate support services.

Reading and Writing Hotline

Telephone: 1300 655 506 Website:

<http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a full-time course you may be eligible for benefits through Centrelink.

Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629

Website: <http://australianapprenticeships.gov.au>

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100 Website:

<http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Legal Aid Victoria helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline and the service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800

Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting the Kids Help Line, who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Complaints and Appeals

The complaints and appeals policy and procedure and applicable form is made available to all students, potential students, and clients by directly contacting the RTO, through the RTO's website, and within the student information handbook.

2.1 General Complaints

Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Any staff member can be involved in this informal process to resolve issues but once a complainant has placed a formal complaint / appeal the following procedures must be followed:

- Any student, potential student, or third party may submit a formal complaint to Building and Construction Training Australia with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for accessing the internal complaints and appeals process.
- Complainants have the right to access advice and support from independent external agencies / persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. This form can be gained by contacting Student Administration at the RTO, or through the RTO website.
- All formally submitted complaints or appeals are submitted to the Student Administration. Complaints are to include the following information:
 - Submission date of complaint
 - Name of complainant;
 - Nature of complaint;
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the CEO regularly. The information to be contained and updated within the register is as follows:
 - Submission date of complaint
 - Name of complainant
 - Description of complaint / appeal
 - Determined Resolution
 - Date of Resolution
- A complainant may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- The Administration Officer shall then refer the matter to the appropriate staff to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint. In the unlikely event that the complaint is not finalised within 60 calendar days, the RTO shall ensure that the complainant shall be provided reasons for the delay and will be regularly kept informed and updated of the progress of the matter.
- Once a decision has been reached the Administration Officer shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.
- The Administration Officer shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, the registered provider must

immediately implement any decision and/or corrective and preventative action that is required and advise the complainant of the outcome.

- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by Student Administration and on the student's file / complainants file.

2.2 Appealing a Decision

- All complainants have the right to appeal decisions made by Building and Construction Training Australia where reasonable grounds can be established. The areas in which a complainant may appeal a decision made by Building and Construction Training Australia may include:
 - Assessments conducted
 - Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
 - Or any other conclusion / decision that is made after a complaint has been dealt with by Building and Construction Training Australia in the first instance.
- To activate the appeals, process the complainant is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the complainant feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Student Administration Department.
- The Administration Officer shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
 - The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The Administration Officer shall ensure that Building and Construction Training Australia acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

General appeals

- Where a complainant has appealed a decision or outcome of a formal complaint, they are required to notify Building and Construction Training Australia in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through Student Administration and they shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The Administration Officer shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

- The complainant shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The complainant shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The complainant is required to notify Building and Construction Training Australia if they wish to proceed with the external appeals process.

Assessment appeals

- Where a student wishes to appeal an assessment, they are required to notify their Trainer & Assessor in the first instance. Where appropriate the Trainer & Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Trainer & Assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.
- If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'Complaints and Appeals Register.'
- The Administration Officer shall be notified and shall seek details from the Trainer & Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another Trainer & Assessor appointed by Building and Construction Training Australia.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Building and Construction Training Australia if they wish to proceed with the external appeals process

Code of Practice

This Code of Practice requires BCTA to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

Administration and management

BCTA will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and

staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.

- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

Coursedelivery

BCTA will:

- Provide an orientation program containing information about the course curriculum, program of study and availability of learning resources, prior to course commencement.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customizing courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customize courses.
- Ensure that all courses in the Scope of Registration remain accredited.

Staff

Training and assessment are delivered by trainers and assessors who have:

- Vocational competencies at least to the level being delivered and assessed;
- Current industry skills directly relevant to the training and assessment being provided; and
- Current knowledge and skills in vocational training and learning that informs their training and assessment;
- Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

From 1 April 2019, must hold one of the following:

TAE40116 – Certificate IV in Training and Assessment (or its successor)

TAE40110 – Certificate IV in Training and Assessment, and one of the following:

- TAELLN411 – Address adult language, literacy and numeracy skills (or its successor)
- TAELLN401A – Address adult language, literacy and numeracy skills,

And one of the following:

- TAEASS502 – Design and develop assessment tools (or its successor)
- TAEASS502A – Design and develop assessment tools
- TAEASS502B – Design and develop assessment tools.

A Diploma or higher-level qualification in adult education

Training environment

BCTA will meet the following minimum training environment standards.

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

Awards, Record of Results and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- name and registered number of the provider as shown on the Certificate of Registration
- name of the person receiving the qualification
- name of the course or units as shown on the Scope of Registration
- a certificate number
- the Nationally Recognised Training Logo
- the appropriate Australian Qualifications Framework statement
- identification of the recognition authority
- date issued
- authorised signatory of BCTA
- unique watermark/seal

BCTA will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

BCTA College will accept and mutually recognize the qualifications Record of Results and Statements of Attainment awarded by any other registered training organisation.

Access and Equity

All BCTA staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. BCTA has procedures in place to ensure any student concerns are dealt with immediately and appropriately.

BCTA acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial Discrimination Act 1975 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Privacy Act 1998 (Cth)

All legislation can be accessed at: www.comlaw.gov.au

BCTA fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all students regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

All BCTA staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff. If you believe you have been treated unfairly by a staff member of BCTA, please contact student administration.

Occupational Health and Safety

BCTA complies with all relevant Occupational Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while attending a training session.

Fees and Charges

Building and Construction Training Australia protects the fees that are paid in advance by students. Building and Construction Training Australia does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines, about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course.

Tuition Fees will not be charged for any units that have a Credit applied.

The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment

Refund Policy

Refunds due to non-delivery of course by the BCTA

All tuition fees are to be refunded in full if BCTA is unable to commence the course as agreed or is unable to deliver the full course, Fees will be refunded within 14 days

Refunds due to Student Cancellation or Withdrawal

Where the student withdraws from the course more than 7 days prior to commencement, BCTA will refund all fees paid

Where the student withdraws from the course less than 7 days prior to commencement of the course, no refund is payable. However, the student will have the option of enrolling in another course provided this is confirmed at the time of the withdrawal

General Information

Contact Details

The College will require your current contact details. If you have plans to change any contact details, you must inform BCTA in writing within 7 days of your change of address. It is your responsibility to maintain current contact details with the College.

Dress Code

All staff and students are required to dress in an appropriate manner. Clothing must be clean and well maintained. For Health and Safety reasons students must wear shoes at all times. Thongs are not permitted.

Mobile Phones

Mobile phones are to be turned off at all times in classrooms. Mobiles may be used in the common areas and during breaks.

Valuables

Please be very careful with your possessions and do not leave items unattended.

Keep your bags with you when moving from room to room, particularly during breaks.

Please do not carry large amounts of cash. Always be careful with purses, wallets cash and credit cards. **BCTA does not accept responsibility for any lost or stolen item.**

Counselling

Staff members at BCTA are available to help you out with academic or personal problems. Professional counselling can be arranged by appointment when required.

Smoking

Smoking is not permitted in public places. BCTA also has a non-smoking policy and smoking is prohibited anywhere in the building, including toilets.

Public Holidays

There are several national and state public holidays. During these days' government departments, banks, businesses and some leisure centres may not be open:

New Year's Day 1st January	Easter Monday	Different every year
Australia Day 26th January	Queen's Birthday	2nd Monday in June
Labour Day 2nd Monday in March	Melbourne Cup Day	1 st Tuesday In November
Anzac Day 25 April	Christmas Day	25th December
Good Friday Different every year	Boxing Day	26 December