



CTAS Education

Student Handbook





Handbook Disclaimer

This Handbook contains information that is correct at the time of printing. Changes to legislation and/or CTAS Education policy may impact on the currency of information included. CTAS Education reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting CTAS Head Office.

This handbook has been prepared as a resource to assist students and employers to understand their obligations and also, those of CTAS Education. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

CTAS Education

PH: (08) 9350 9222

Student Services Manager- Deborah Butt: d.butt@ctas.wa.edu.au

Student Services Officer- Nicole Ovens: n.ovens@ctas.wa.edu.au

South Training Coordinator- Alice Jackman: a.jackman@ctas.wa.edu.au

North Training Coordinator- Debra Mullins: d.mullins@ctas.wa.edu.au

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Important Details

Registered Training Organisation (RTO) Details:

CTAS RTO Pty Ltd trading as CTAS Education

Head Office: **CTAS Education**

National Provider Number: 51849

Address: 8a Babel Rd, Welshpool WA 6106

Postal Address: PO Box 353, Cannington, WA 6987

T (08) 9350 9222

E admin@ctas.wa.edu.au

W www.ctas.wa.edu.au

Trainer/ Assessor Details:

Course of study:	
My trainer name:	

Employer Details (if applicable):

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

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Welcome

Congratulations on your choice to undertake a qualification with CTAS Education. We look forward to working with you.

Our mission is to inspire and empower Early Childhood educators by sharing our knowledge, skills and expertise through high quality training.

***Our vision is to be the pre-eminent training provider for the
Education and Care sector.***

At CTAS Education, we are all passionate and committed early childhood professionals, who understand what it is like to work within the sector. We are training to give back our knowledge and experience to others who can use it. We are aware that early childhood education is a “hands on” profession and we have ensured our training focuses on this and not paperwork. We believe that it is more beneficial to endeavour to teach students skills and knowledge, rather than “ticking and flicking”, so that we create great early childhood educators who have the skills and knowledge to give children the education and care they deserve.

Every student is important and an individual in our eyes, and therefore is treated that way. All staff, at all levels, are approachable and can be contacted at any time to discuss any issues or questions you may have.

We hope that you enjoy your training experience with CTAS Education, and we welcome all feedback to help us improve in everything we do.

About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Certificate III in Early Childhood Education and Care
- Diploma of Early Childhood Education and Care

We have been delivering training in the Education and Care industry since 2007.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 51849.

CTAS Education Management Team		
Jenna Simmons	RTO Manager	j.simmons@ctas.wa.edu.au
Deborah Butt	Student Services Manager	d.butt@ctas.wa.edu.au
Alice Jackman	Training Coordinator	a.jackman@ctas.wa.edu.au
Debra Mullins	Training Coordinator	d.mullins@ctas.wa.edu.au

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Contacting Us

Your first point of contact will be your assigned trainer. Please note that our trainers are on the road visiting students Monday to Friday and may not be able to take your call but if you leave a message, they will call you back or you can email your trainer.

Trainer	Email	Phone
Wasantha Abeyweera	w.abeyweera@ctas.wa.edu.au	0410 163 652
Jessica Bedford	j.bedford@ctas.wa.edu.au	0403 761 383
Carina Booth	c.booth@ctas.wa.edu.au	0448 142 382
Jodie Cergogna	j.cergogna@ctas.wa.edu.au	0450539 120
Hannah Dale	h.dale@ctas.wa.edu.au	0477 105 802
Jenny Frigo	j.dyball@ctas.wa.edu.au	0401 827 451
Wendy Fitzpatrick	w.fitzpatrick@ctas.wa.edu.au	0416 052 388
Holly Gibson	h.gibson@ctas.wa.edu.au	0406 908 815
Tully Langton	t.langton@ctas.wa.edu.au	0450 309 450
Tong Tong Leong	t.leong@ctas.wa.edu.au	0432 370 819
Mags Menlove	m.menlove@ctas.wa.edu.au	0426 980 378
Sonali Raikundalia	s.raikundalia@ctas.wa.edu.au	0450 538 439
Melissa Yule (First Aid)	firstaid@ctas.wa.edu.au	0452 137 857

Legislation

As an RTO, CTAS Education is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *The Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, CTAS Education abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Apprenticeships and Traineeships*
- *Children and Young People*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*

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- *Workplace Health and Safety*

CTAS Education is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at: www.comlaw.gov.au which is the Australian Government website for Commonwealth Law

www.tac.wa.gov.au which is the website for the regulator of Western Australia's vocational education and training (VET) sector

RTO Responsibilities

As a Registered Training Organisation (RTO) CTAS Education is committed to the provision of high-quality training services to both the trainee and employer, in accordance with the requirements of the National Standards under which we operate. These responsibilities include:

- CTAS Education is committed to ensuring that all students are treated fairly, ethically and without discrimination.
- CTAS Education will endeavour to ensure that no student is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery strategies to accommodate and support individual student's needs.
- CTAS Education will ensure a safe and comfortable learning environment is provided for all students.
- CTAS Education will engage in professionally responsible and ethical training and assessment practices.
- CTAS Education is required to respect the privacy and confidentiality of employer's and student's details and personal information, as described in the Privacy Policy.
- CTAS Education is responsible for ensuring all parties are provided with clear and accurate information about the services we offer.
- CTAS Education will ensure that the employer and the student are regularly updated on training progress.
- CTAS Education will inform the student and employer of any changes made to the training contact (should they occur) throughout the duration of the traineeship.
- CTAS Education is committed to only employing trainers who hold the required training and assessment and vocational qualifications and who can demonstrate industry currency and are considered as experienced subject matter experts.
- CTAS Education is responsible for developing and using high quality training and assessment resources that have been developed in consultation with industry.
- CTAS Education will ensure that training products delivered by their trainers, meet the requirements of the Australian Qualifications Framework (AQF)

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- CTAS Education will ensure that Credit Transfer (CT) and Recognition of Prior Learning (RPL) is made available to the learner wherever possible, as outlined in the CTAS Education Assessment Procedure.
- CTAS Education is required to continually review and evaluate systems, products and services to ensure they are of a high standard.
- CTAS Education will welcome and actively seek client and trainee feedback as the basis for continuous improvement of systems, products, resources, and services provided.
- CTAS Education will notify the employer, the student and the State Training Authority regarding any issues that may affect successful completion of the training contract.
- CTAS Education will provide a fair and equitable grievance and complaints process as outlined in the CTAS Education Grievance and Complaints Policy.
- CTAS Education is committed to upholding legislation and complying with all regulatory requirements relevant to the operation of our RTO.
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Student Responsibilities

If you are studying your qualification via a traineeship this means you as a student, and your employer have a legal agreement called a training contract. This lasts until you have completed your training and both you and your employer agree you are competent. A training contract cannot be terminated without the mutual agreement of both you and your employer.

Trainees have certain responsibilities, which are intended to assist them in successfully completing their training with CTAS Education. These responsibilities include:

- Trainees are required to prepare for, attend and actively participate in all training sessions, visits or meetings that are scheduled. As each trainee has an allocated amount of time to spend with their trainer each month therefore this time needs to be used effectively.
- Trainees are required to report their inability to attend training for any reason such as illness or annual leave directly to their trainer or CTAS Education head office as soon as possible.
- Any cancelled training sessions, visits or meetings will be rescheduled providing ample notice is given. Please consider that your time is scheduled into a timetable along with all other trainees each month.
- Trainees are required to make all efforts to complete their assigned work/tasks within the timeframes specified by their trainer or documented within their training plan. If any assistance is required, trainees are welcome to contact their trainer to discuss this before their next workshop or visit. Delays in completing tasks will result in delays in training and trainers may cancel workshops until tasks have been completed.
- Trainees are required to demonstrate appropriate behaviour by working as a team with their employer, their trainer, CTAS Education staff and any other party involved in their training.

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- Trainees must be open to discussing their progress and working on areas of improvement as identified by trainers/supervisors. Trainees should use all their work environment, workplace equipment and all parties involved in their training as a tool to optimise individual learning.
- Trainees are required to discuss any concerns that they may have with their trainer or the Training Coordinator at CTAS Education as soon as possible in order for the issue to be resolved effectively.
- Where the employer is involved in paying for course fees, trainees are required to discuss their payment options and sign any relevant contracts with their employer prior to enrolment.
- Personal details (such as: name, address, phone numbers, email address) change during the length of the course of study, trainees are required to notify CTAS Education and the Apprenticeship Office (13 19 54) of any changes as they occur.
- First Aid training is a compulsory element of the CHC30121 Certificate III in Early Childhood Education and Care. CTAS Education will provide this training as part of your traineeship. However, you will be required to book into a relevant first aid training session. Your trainer can assist you with this.

Employer Responsibilities

As the employer of a trainee, you are committing to a contracted partnership between you, the trainee and CTAS Education as the nominated RTO. A traineeship is a partnership that ensures that training is provided in the workplace by the employer/supervisor as well as by the RTO. The employer's responsibilities include:

- Employers are required to work with CTAS Education and the trainee to support the achievement of competence in required skills.
- Training is arranged with the employer and trainee at a time convenient for all parties - the trainer, the trainee and the employer. All efforts will be made to meet the employer's and trainee's requests, however, please note that your time is scheduled into a timetable along with other trainees.
- Employers are required to report a student's absence or their inability to attend planned training session/visit/meeting for any reason directly to the assigned trainer or to CTAS Education head office (08 9350 9222) as soon as possible.
- Employers are required to support and accommodate their trainee's training within the workplace. This includes scheduling the trainee time off the floor for trainer visits/assessments and providing adequate study time within work hours. At CTAS Education we believe 2 hours of paid study time per week within work hours is sufficient for each trainee. When the study time occurs each week/month is at the employer's discretion.

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- Employers have an obligation to support, encourage and assist trainees to complete their assigned tasks within the specified timeframes to ensure that the training plan is adhered to. Delays in completing assessments will result in delays in training and trainers may cancel sessions/visits/meetings until tasks have been completed.
- Employers are required to provide on the job skill development by providing workplace tasks that relate to the units of competency within the qualification.
- Employers and supervising staff members are required to mentor trainees and in doing so, demonstrate and role model appropriate behaviour and workplace practices.
- Employers are required to discuss any concerns that they may have directly with the trainer or the Training Coordinator as soon as possible in order for the issue to be resolved effectively.
- Employers who are not the direct supervisor of the trainee are required to inform their trainee's direct supervisor of the training responsibilities they are required to adhere to. This will help to ensure all parties involved in the student's training are working collaboratively and autonomously.
- Employers or supervisors are required to support trainees through 'Workplace Assessments' for each relevant unit thoroughly before signing, and in doing so will verify that the trainee meets the requirements of the course.
- Supervisors of a trainee are required to have an equal to or higher qualification of the one their trainee is enrolled in. This will ensure they are qualified to provide on-the-job training, guidance and mentoring support.
- In the event that a trainee resigns from their position of employment or wishes to cancel or transfer their traineeship the employer must notify CTAS Education and the Apprenticeship Office (13 19 54) to arrange the change of employer or the termination of the traineeship contract and complete a cancellation form or action accordingly via the WAAMS portal.
- Where the employer is involved in paying for course fees, arrangements and the signing of any relevant contracts must be completed prior to enrolment.

Policies and Procedures

Whilst some of our policies are outlined within this handbook, CTAS Education can provide a copy of specific policies upon request. Please contact CTAS Education Head Office on (08)9350 9222 for more information. Some of our policies and procedures include:

- Access and Equity Policy
- Complaints, Grievances and Appeals Policy (<https://www.ctas.wa.edu.au/contact/>)
- Marketing Policy
- Code of Conduct Policy
- Fees and Charges Policy ([CTAS-2023-Fees-and-Charges-V2-022023.pdf](#))
- Privacy Policy

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- Workplace Health and Safety Policy
- Educational Support Services Policy

Privacy

CTAS Education strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, gender, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to admin@ctas.wa.edu.au

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our handbook will be supplied for you to read and understand.

An enrolment form and a Language, Literacy and Numeracy (LLN) assessment must be completed. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment processes have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed and you have supplied your USI. (Please refer to the USI section of this handbook for more information)

Enrolment Dates

CTAS Education operates on a system of rolling start dates. This means once your training contract has been approved by the Apprenticeship Office you are able to enrol and start studying straight away.

Entry Requirements

Please contact CTAS Education to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements vary depending on the qualification and may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

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Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, CTAS Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/get-a-usi> for more information, and instructions on how to apply.

Access and Equity

CTAS Education will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. CTAS Education prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

CTAS Education demonstrates a commitment to access and equity by:

- Enrolling students according to a fair and non-discriminatory process
- Making reasonable adjustments to training processes and resources to accommodate student's needs
- Providing suitable access to resources
- Providing suitable and appropriate support
- Ensuring all policies and procedures recognise the diverse needs of students, clients and staff
- Recognising that students come from a variety of backgrounds with varying abilities
- Ensuring there is consistency in the services provided and the implementation of CTAS's policies and procedures
- Providing flexible learning arrangements to address disadvantaged groups of clients and students

It is the responsibility of all staff at CTAS Education to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us at admin@ctas.wa.edu.au

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Student Support Plans and Other Support Services

CTAS Education is committed to ensuring we have sufficient and accessible staff, educational services, support services, learning resources and facilities to support, accommodate and enable learners to meet the requirements of their course. CTAS Education endeavours to identify any support individuals may require and develop a student support plan prior to their commencement.

The educational and support services provided by CTAS Education include but are not limited to:

- Pre-enrolment information and materials
- Language, Literacy and Numeracy (LLN) assessment and support
- Increased access for learners with disabilities
- Learning resources i.e. Library access, textbooks and further readings
- Mediation and referral services as required i.e. support services, counselling
- Flexible delivery of training and assessment
- Learning materials in alternate formats i.e. Larger font
- Learning and assessment contextualised to the workplace

External support services available to students include:

- *Read Write Now*
Phone: 1800 018 802
Website: <https://www.read-write-now.org/>
- *DSF Literacy and Clinical Services (Dyslexia SPELD Foundation)- Tutoring services*
Phone: 9217 2500
Website: <https://dsf.net.au/>
- *Translating and Interpreting Services- Interpreting service*
Phone: 1300 655 820
Website: www.tisnational.gov.au

Please be advised that there may be additional costs involved in accessing support services.

CTAS Education ensures that suitably qualified trainers are available to deliver training and assessment. We strive to ensure that educational and support services meet the needs of the student. We ensure that the learning resources we provide enable students to meet the requirements for each unit of competency and are accessible to the student regardless of location or mode of delivery.

CTAS Education also ensures that facilities and equipment accommodate and support the number of students undertaking training and assessment.

CTAS Education provides equitable access to all required education and support services so that no learner is disadvantaged regardless of their mode of study or location.

CTAS Education is, at all times, concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

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Fees

CTAS Education's Fees and Charges Policy is documented clearly on our website (www.ctas.wa.edu.au) or can be obtained by contacting CTAS Education. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of **1st July 2022**, and are subject to change. Please contact CTAS Education if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Services Australia (Centrelink) to determine your eligibility (<https://www.servicesaustralia.gov.au/>).

Indicative Traineeship Course Fees

Qualification	Course Code	Funding Type	Indicative Fee
Certificate III in Early Childhood Education and Care (New Worker Trainees)	CHC30121	User Choice (Traineeship)	Fee Exempt
Certificate III in Early Childhood Education and Care (Existing Worker Trainees)	CHC30121	User Choice (Traineeship)	\$1,720.44 (annual cap applies)
Diploma of Early Childhood Education and Care (New Worker Trainees)	CHC50121	User Choice (Traineeship)	Fee Exempt
Diploma of Early Childhood Education and Care (New Worker Trainees)	CHC50121	User Choice (Traineeship)	\$1,863.00 (annual cap applies)

The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Please see CTAS 2023 Fees & Charges for specific individual fees. Additional fees may apply such as student service and resource fees.

Other Fees

If you are not studying via a traineeship, please contact enrolments@ctas.wa.edu.au for your indicative fee quote.

Recognition of Prior Learning

The fees for RPL are dependent on the timeframe of the training/assessment, the level of qualification and the number of units. A quotation for course fees will be provided once eligibility of RPL has been granted.

For RPL students, the balance of their training costs must be paid in full prior to completion of the RPL process. Resource books are not included in RPL costs but can be purchased upon request.

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Replacement of Training Materials

CTAS Education will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on (08) 9350 9222 if replacement materials are required.

Re-issue of Transcripts

An administration fee of \$50.00 applies for CTAS Education to re-issue a copy of your Certificate or Statement of Attainment.

Payment Options

Payment of course fees can be made to CTAS Education via:

- Bank Deposit/Electronic funds transfer
- Credit card
- Cheque
- Ezi-Debit

Fees must be paid before 30 days of being issued with an invoice unless prior approval has been given by CTAS Education Management. CTAS Education has flexible payment options such as paying invoices by instalments or direct debit payment plans.

Please note that outstanding fees may result in suspension of your training visits and/or CTAS Education withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on (08) 9350 9222 to discuss payment options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, CTAS Education may find it necessary to suspend training visits until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact CTAS Education as early as possible to discuss options.

Refunds

As per the DTWD Fees and Charges Policy and individual's Consumer Rights, students are entitled to a full refund of fees and charges where:

- A course is cancelled or re-scheduled to a time or location unsuitable to the student.
- A student is not given a place due to the class being full.
- A student withdraws prior to course commencement due to a serious illness, injury or disability that prevents the student from attending the course. (Medical certificate is required).
- After the start of classes a pro-rata refund of the tuition fee may be considered for serious medical reasons ONLY (Medical certificate is required).
- A student lodges a written withdrawal before the census/withdrawal date. (census/withdrawal dates will be documented on the invoice for each unit of competency)

There are NO other grounds for refunds.

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Course Information

The details for each course we offer (unit codes, unit names, nominal hours etc.) can be found on our website at ([Education and Care Courses - CTAS Education](#))

Upon enrolment, you will be issued with eBooks. You will need to supply your own device and internet connection to access the Learning Management System (LMS) and stationery materials. Your trainer will arrange your training visits with you and your employer.

First Aid Training

HLTAID012 - Provide First Aid in an education and care setting is a core unit in CHC30121 Certificate III in Early Childhood Education and Care. Students who have not previously completed this unit are required to book into one of the CTAS Education sessions. We provide public courses at multiple locations across W.A. and we can also facilitate group bookings in a centre. Our course is tailored for the education and care industry, and we have child and infant specific resources for accurate simulation of emergency scenarios. Your trainer can assist in finding a suitable session. For more information, please visit <https://www.ctas.wa.edu.au/first-aid/>

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your preparation for training visits, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of learning figures assumes none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Diploma	1 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<https://www.aqf.edu.au/sites/aqf/files/volume-of-learning-explanation-v2-2014.pdf>

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Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

CTAS Education has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Student Participation

Students are expected to make satisfactory progress in their studies for each unit regardless of study mode. If a student is having difficulties in the progress of their study, they are expected to take all possible steps to improve their performance.

If a student is identified as not participating and/or achieving satisfactory academic progression, the first step will be for the trainer and/or the Training Coordinator to seek understanding of the reason/s. Formal intervention strategies may be required in order to address the specific issues preventing the student from achieving successful outcomes.

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Training and Assessment Strategies

CTAS Education staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by CTAS Education.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, preferred learning style and that maximise learning outcomes and access to learning activities.

Training Plans

CTAS Education gives all students enrolled in a traineeship a training plan. The plan will be developed between you, your employer, and CTAS Education. It will outline the skills and knowledge you will develop over the duration of the training plan. A new training plan will be developed and agreed upon by all parties for any changes made to the training contract.

Recognition Processes

CTAS Education offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact your trainer to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

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Credit Transfer

CTAS Education recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a copy of your official documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact CTAS Education Enrolments Officer enrolments@ctas.wa.edu.au

Foundation Skills

All training and assessment delivered by CTAS Education contains Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Foundation Skills are prevalent in the training and assessment of all units of competency.

Superseded or Deleted Training Products

CTAS Education believes that all learners are entitled to complete a qualification that most closely represents the current skill needs of the industry. A qualification being superseded or discontinued is an indication that the industry needs have changed.

CTAS Education will ensure that no students will be enrolled into a training product that has been deleted or removed and that no students will be disadvantaged by these processes.

Superseded Training Products

All students enrolled in a superseded qualification will be transferred to the current qualification within one year of the release of the new qualification.

Students who will complete their qualification within the one-year transition period will not be transferred to the replacement qualification unless they have specifically requested it.

Removed or Deleted Qualifications

There are sometimes instances where an AQF qualification is removed or deleted without being superseded by another. In the event of a deleted or removed qualification CTAS Education may be able to identify a qualification that is closest to meeting the learners needs that the student can transfer to.

Whether it is practical to transfer learners to another suitable qualification will depend on a range of factors.

However, if the best option is for the learner to complete the qualification, then CTAS Education will ensure that all training, assessment and issuance of certification is completed within two years of the date the qualification was removed.

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Removed or Deleted Skill Sets, Units, Course and Modules

Where a skillset, unit, course or module (not attached to a qualification) is removed or deleted, CTAS Education will ensure that all training, assessment and issuance of certification is completed within one year of the date the skillset, unit, course or module was removed.

Assessment Information

Submitting Assessments

You will be able to access your assessments via your login for the Learning Management System (LMS). Ensure you talk to your trainer to clarify anything that is not clear to you.

Resubmissions

If you receive notification that your assessment submission has been deemed 'Not Satisfactory', you will be released an additional attempt with feedback from your Assessor to support you in achieving a Satisfactory outcome. This may involve re-vising highlighted theory questions, providing additional or more relevant information within your answers, or demonstrating an observable practice again. At the Assessor's discretion, you may be required to undertake further training before resubmitting an assessment. CTAS Education does not charge a fee for resubmission of assessments. You may resubmit your assessments up to 4 times, if required.

If you require further information, you are advised to correspond with your assigned Assessor. All of the staff at CTAS Education will take every reasonable effort to support your success within the qualification.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You are required to sign a declaration within each assessment prior to submitting verifying the authenticity of your work.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by CTAS Education. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Cutting and pasting together multiple sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

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Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. CTAS Education expects that students correctly reference their written assessments to avoid allegations of plagiarism. More information on referencing can be found at:

APA:

<http://libguides.jcu.edu.au/apa>

Harvard:

<http://libguides.library.usyd.edu.au/c.php?q=508212&p=3476130>

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your Assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow CTAS Education's Complaints and Appeals policy to lodge an appeal. (<https://www.ctas.wa.edu.au/contact/>)

Where to Get Help

Speak with your Trainer/Assessor if you require further help in understanding how to complete your assessments at your scheduled site visit or via phone/email correspondence. You can reach your assigned Trainer/Assessor via the contact details. Please be advised, that Trainer/Assessors will spend the greater part of their day visiting centres and may not always be contactable with an immediate response. They will, however, get back to you at their earliest availability.

If your request is of an urgent matter, please contact CTAS Education Head Office, and we support your request if possible.

Student Conduct

Just as CTAS Education has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

CTAS Education views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information

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- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to CTAS Education and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints Grievances and Appeals process.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at CTAS Education. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

CTAS Education is a smoke-free workplace. Smoking is prohibited in all buildings and there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on CTAS Education premises, to use CTAS Education facilities or equipment, or to engage in any CTAS Education activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Course Completion

Completion of your course is when you have been assessed as meeting all the performance criteria, knowledge and performance evidence for each unit in your enrolled qualification.

All course fees are to be finalised prior to completing or the issuance of your Qualification and Statement of Results will be withheld.

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Student Feedback

CTAS Education is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study via an online completion survey. The AQTF require the learner and the employer to complete a satisfaction survey which will be issued during the final visit.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for CTAS Education and other RTOs in the Standards for RTOs 2015.

If for some reason CTAS Education ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

CTAS Education Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook.

After you have read and understood this handbook, your trainer will ask you to sign an acknowledgement in the Responsibilities Form.

If there is any aspect with which you are unsure, please contact CTAS Education for clarification (08) 9350 9222.



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