

# Traineeship Handbook

**CHC30121**

Certificate III in Early Childhood Education & Care



- Empowering the Educator -

**2026**



[www.ctas.wa.edu.au](http://www.ctas.wa.edu.au)



[admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au)



(08) 9350 9222





CTAS Education acknowledges the Traditional Custodians of this land, the Whadjuk people of the Noongar Nation, their Elders past and present. We recognise the contributions of First Nations people to the education of all children and people.

**CTAS Education  
has been collaborating  
with Brian Blatchford,  
a local First Nations  
artist in Perth.**

*This artwork represents  
CTAS Education's commitment to  
reconciliation, and the acknowledgement of  
our First Nations peoples to the education of  
all children and people within Australia.*

*Brian's interpretation of our request to  
symbolise the links of learning between  
Educators and children is offered through: 'The  
circles represent the meeting places/education  
services, whilst the handprints show children  
and Educators learning together, side by side.'*

*We are proud to continue making steps  
towards reconciliation.*

#### **Handbook Disclaimer**

This handbook contains information accurate as of **13/01/2026** (V1). Please note that changes to legislation and/or CTAS Education policies may affect the currency of the information provided. CTAS Education reserves the right to amend or update content without prior notice. Students are advised to confirm any updates or changes by contacting CTAS Education Head Office. This handbook has been prepared as a resource to help prospective learners make informed decisions about enrolling in a course that best meets their needs, and to assist students in understanding their obligations as well as those of CTAS Education. Please read carefully. All students are required to read, understand and comply with the policies and procedures outlined in this handbook.

Any queries can be directed to [admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au)

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# Empowering the Educator - Your Journey Starts Here

**Discover why CTAS Education is the right choice for your future!**

At CTAS Education, we are passionate Early Childhood professionals dedicated to Empowering the Educator. Since 2007, we've been delivering high-quality, practical training that focuses on real skills and knowledge— so you graduate confident, competent, and ready to give children the care they deserve.

This handbook is designed to help you make an informed decision about enrolling in a course that suits your learning needs. Inside, you'll find essential information about the course, enrolment, assessment, your rights and responsibilities, and the support services available to you.

Explore this guide and take the first step toward a rewarding career in Early Childhood Education and Care. When you choose CTAS Education, you're choosing quality training, dedicated support and a pathway to success.

## **Our Mission**

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

# Why Choose Us?

We are a Registered Training Organisation (RTO), approved by the Training and Accreditation Council of WA (RTO Code: 51849), delivering Nationally Recognised Training.

## Qualifications and Units we deliver:

- CHC30121 – Certificate III in Early Childhood Education and Care
- CHC50121 – Diploma of Early Childhood Education and Care
- HLTAID009 – Provide Cardiopulmonary Resuscitation
- HLTAID012 – Provide an Emergency First Aid Response in an Education and Care Setting

**Workplace  
Visits**

**Hands- On  
Learning**

**Transparent  
Communication**

**Personalised  
Trainer Support**

**Industry  
Expertise**

**Trainer  
Accessibility**

**Established  
Excellence**

**Child Safe  
Organisation**

# Traineeship Information

## What is a Traineeship?

A traineeship is a structured program that combines on-the-job training with formal study, allowing you to earn while you learn and gain a nationally recognised qualification upon completion. It involves a formal training contract between three parties:

- You (the trainee)
- Your employer
- A Registered Training Organisation (RTO) nominated to deliver the qualification.

In the Early Childhood Education and Care sector, where hands-on experience is essential, a traineeship provides an ideal pathway to develop practical skills while studying.

You can start a traineeship:

- As a school leaver
- When re-entering the workforce
- As an adult changing careers or seeking industry-specific skills
- Through a School-based Traineeship while completing secondary school.

## Apprentice Connect Australia Provider (ACAP)

Apprentice Connect Australia Providers (ACAP) are contracted by the Australian Government to support employers and trainees throughout the process. Their responsibilities include:

- Providing information and advice before sign-up
- Managing the sign-up of the training contract
- Offering details on payments and incentives
- Maintaining regular contact with both the trainee and employer
- Delivering additional support, including mentoring.

## Training Contract Parties

The training contract formalises the arrangement between:

### **You (the Trainee) and Your Employer.**

The employer agrees to:

- Provide workplace experience
- Offer supervision and support
- Ensure you can complete the practical components of your qualification.

## Registered Training Organisation (RTO)

The RTO is responsible for:

- Delivering training and assessment for the nationally recognised qualification
- Ensuring compliance with the Australian Qualifications Framework (AQF) and regulatory standards.

## CHC30121: Certificate III in Early Childhood Education and Care

### Course Information

Kickstart your career in one of Australia's most in-demand industries! This nationally recognised qualification gives you the practical skills and knowledge to care for babies, toddlers, and children in safe, supportive environments. Approved by ACECQA, it meets all regulatory requirements for working in early learning services.

#### Entry Requirements

There are no formal prerequisite requirements for this qualification.

However, learners must:

- Be a minimum of 15 years old.
- Be an Australian Citizen, a New Zealand passport holder or hold be an eligible visa holder.
- Be permanently employed in an approved education and care service for a minimum of 15 hours per week or 7.5 hours per week for a school based- traineeship.
- Have suitable Language, Literacy, Numeracy and Digital Skills to complete a Certificate III (completion of a LLND assessment will be required)
- Willingness to commit to study.
- Learners must have a valid Unique Student Identifier (USI) to study any qualification or short course in Australia. To create a USI please visit [www.usi.gov.au](http://www.usi.gov.au)
- A Working with Children Check (WWCC) will be required for employment purposes

#### Course Location

The approved education and care service you are permanently employed at.

#### Course Delivery

The course is delivered through a combination of face-to-face training and assessment, in your workplace and online learning and assessment, including:

- One on One Training and Support Sessions
- Workplace Assessments
- Practical Observation Assessments
- Knowledge Assessments
- Verbal Questioning Assessments

This course requires the completion of at least 160 mandatory practical hours in a regulated children's education and care service.

#### Course Duration

Approximately 1–2 years.

#### Resource Requirements

- Internet access
- Suitable device to access the Learning Management System
- Access to the Microsoft Office Suite

## CHC30121 Certificate III in Early Childhood Education and Care

### Units of Competency & Learning Journey

The CHC30121 Certificate III in Early Childhood Education and Care consists of 17 units of competency including:

- 15 core units
- 2 elective units

If you have previously completed a qualification or any of the below units, please provide a copy of your Statement of Attainment during the enrolment process.

<b>Foundations for Safe and Effective Practice</b>	<b>Professional Conduct and Relationships</b>	<b>Supporting Learning Through Play and Reflection</b>	<b>Protective and Nurturing Practice</b>	<b>Diversity, Culture, and Connection to Country</b>	<b>Observation-Informed Pedagogy</b>
<i>This stage covers the essential knowledge and skills required to work safely and professionally in early childhood settings.</i>	<i>This stage focuses on meeting legal and ethical obligations while fostering positive, respectful relationships with children, supporting educators in maintaining professional and ethical standards.</i>	<i>This stage develops skills in applying approved learning frameworks to guide practice, providing play-based learning experiences, and reflecting on professional practice to enhance outcomes.</i>	<i>This stage emphasises the dual roles of protecting children at risk and nurturing babies and toddlers through responsive, developmentally appropriate care practices.</i>	<i>This stage supports inclusive practice by fostering cultural awareness and respect, including understanding Aboriginal and Torres Strait Islander cultures, embracing diversity, and connecting children with the natural environment.</i>	<i>This stage highlights the importance of observing children to support their holistic learning and development, using these insights to inform and improve pedagogical practice.</i>
<b>CHCECE056:</b> Work effectively in children's education and care	<b>CHCECE055:</b> Meet legal and ethical obligations in children's education and care	<b>CHCECE034:</b> Use an approved learning framework to guide practice	<b>CHCPRT001:</b> Identify and respond to children and young people at risk	<b>**CHCDIV001:</b> Work with diverse people	<b>CHCECE038:</b> Observe children to inform practice
<b>CHCECE031:</b> Support children's health, safety, and wellbeing	<b>CHCECE033:</b> Develop positive & respectful relationships with children	<b>CHCECE036:</b> Provide experiences to support children's play and learning	<b>CHCECE032:</b> Nurture babies and toddlers	<b>CHCECE054:</b> Encourage understanding of Aboriginal and/or Torres Strait Islander Peoples culture	<b>CHCECE035:</b> Support the holistic learning and development of children
<b>HLTWHS001:</b> Participate in workplace health and safety		<b>**CHCPRP003:</b> Reflect on and improve own professional practice		<b>CHCECE037:</b> Support children to connect with the natural environment	
<b>HLTAID012:</b> Provide first aid in an education and care setting				<b>CHCECE030:</b> Support inclusion and diversity	

**Key:**

<b>** Elective units</b>	<b>Unit contains observation assessment.</b>	<b>Unit contains verbal questioning assessment.</b>	<b>Unit contains both observation and verbal questioning assessments.</b>
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### Learning Outcomes

Gain the skills and confidence to support children's growth and development in a safe, nurturing environment. By completing this qualification, you will be able to:

- **Foster Development & Wellbeing:** Support babies, toddlers, and preschoolers through play-based learning.
- **Create Engaging Learning Experiences:** Implement programs aligned with the Early Years Learning Framework (EYLF).
- **Ensure Health & Safety:** Promote hygiene, nutrition, and safety in early childhood settings.
- **Respond to Emergencies:** Provide first aid and manage incidents effectively.
- **Work Professionally & Collaboratively:** Communicate with families and colleagues while following legal and ethical standards.
- **Celebrate Diversity & Inclusion:** Support cultural awareness and inclusive practices.

### HLTAID012 Provide first aid in an education and care service

This unit is a core competency and is delivered as a first aid course.

We strongly encourage students to complete their first aid training within the first three months of study, as it equips you with essential skills and knowledge to respond effectively in emergency situations.

To enrol into a suitable first aid course, please email: [firstaid@ctas.wa.edu.au](mailto:firstaid@ctas.wa.edu.au)

# Our Training Team

Behind every great learning journey is our team of passionate Early Childhood professionals. With expertise, experience, and diverse perspectives, they inspire, nurture, and empower—creating exceptional learning experiences that shape the next generation.



**Carina Booth**  
Senior Trainer



**Jodie Cergogna**  
Senior Trainer &  
First Aid Trainer



**Hannah Dale**  
ECEC Trainer & Assessor



**Wendy Fitzpatrick**  
ECEC Trainer & Assessor



**Tully Langton**  
ECEC Trainer & Assessor



**Holly Gibson**  
ECEC Trainer & Assessor



**Mags Menlove**  
ECEC Trainer & Assessor



**Wasantha Abeyweera**  
ECEC Trainer & Assessor



**Tong Leong**  
ECEC Trainer & Assessor



**Julie McAuliffe**  
ECEC Trainer & Assessor



**Menuka Pakhrin**  
ECEC Trainer & Assessor



**Niki Dumba**  
ECEC Trainer & Assessor



**Sarah Gibbison**  
ECEC Trainer & Assessor



**Bridgette Young**  
ECEC Trainer & Assessor



**Sharnee Hamilton**  
ECEC Trainer & Assessor



**Dani Di Lorenzo**  
Support Trainer



**Mel Yule**  
First Aid Training Coordinator



# Training & Assessment Information

## Learning Resources & Assessments

All required learning resources and eBooks will be accessible through your Learning Management System (LMS) login. You can also access and submit your assessments via your LMS Dashboard.

*If you require learning resources and/or assessments in an alternative format, please discuss this with your Trainer at your initial visit or contact CTAS Education on 9350 9222.*

## Assessment Methods

Your qualification includes a variety of assessment types designed to evaluate both your theoretical knowledge and practical skills:

- **Knowledge Assessments:** The theory component that measures your understanding and recall of key concepts.
- **Workplace Assessments:** A combination of theory and practical tasks to assess your ability to apply knowledge in real-world settings.
- **Practical Observation Assessments:** Your Trainer and Assessor will observe you performing tasks in your workplace to confirm competency.
- **Verbal Questioning Assessment:** A structured verbal interview to assess your knowledge and understanding.

A due date for each assessment will be applied by your Trainer and Assessor to ensure adequate and ongoing progress throughout your course.

## Assessment Feedback & Resubmissions

If you receive a notification that your assessment has been marked 'Not Satisfactory', you will be given an additional attempt along with feedback from your Trainer and Assessor to help you achieve a satisfactory result. This may involve:

- Revising highlighted theory questions
- Providing additional or more relevant information in your answers
- Re-demonstrating an observable practice

At the Trainer and Assessor's discretion, you may be required to complete further training before resubmitting your assessment. If any feedback is unclear, please ask your Trainer/Assessor for clarification.

## Competency Requirements

To be deemed 'Competent' in a nationally accredited unit, you must meet all requirements for every element within that unit.

## Appeals

If you disagree with an assessment outcome, you have the right to appeal. You can do this at the end of each assessment on the LMS or by contacting your assigned Trainer and Assessor.

### Plagiarism and Authenticity

All work you submit must be your own. Plagiarism—taking someone else’s work or ideas and presenting them as your own—is a form of cheating and is taken very seriously by CTAS Education.

You will be required to sign both a Plagiarism Declaration and an Authenticity Statement with each assessment submission.

Plagiarism and cheating are serious offences. Students found engaging in these behaviours will face disciplinary action in accordance with CTAS Education policies.

### Use of Artificial Intelligence (AI) Technologies

The use of AI technologies in completing assessments is strongly discouraged. All required information for your course is provided within the learning materials, provided eBooks, assessments, and your workplace. All assessments are screened upon submission for AI-generated content.

If AI use is detected in your assessment(s), further action will be taken in accordance with CTAS Education policies.

### Referencing

When acknowledging sources of information, students must understand and correctly apply referencing protocols. CTAS Education requires students to reference all written assessments accurately to avoid allegations of plagiarism.

For more information on referencing styles, please refer to:

- APA: <http://libguides.jcu.edu.au/apa>
- Harvard: <http://libguides.library.usyd.edu.au/c.php?g=508212&p=3476130>

### Course Progression

Your Trainer and Assessor, in collaboration with CTAS Education, will actively monitor your course progression. We will work closely with your workplace supervisor or employer to ensure you meet all progress expectations and receive the necessary support to successfully complete your qualification.

You can track your progress across the Units of Competency that make up your qualification via your LMS Dashboard. The dashboard also displays any units for which you have received Credit Transfer and/or Recognition of Prior Learning (RPL), where applicable.

### Contacting Your Trainer and Assessor

Your assigned Trainer and Assessor will be your primary point of contact; however, they may not always be able to answer your call immediately if they are assisting other students. Please leave a message, and they will return your call as soon as possible.

You can also reach your Trainer and Assessor via email or through direct messaging on the Learning Management System (LMS).

If you are unable to contact your Trainer and Assessor, please reach out to a Senior Trainer for assistance or contact CTAS Education on 9350 9222.

**Carina Booth**  
Senior Trainer



**Ph: 0490 106 154**  
**E: c.booth@ctas.wa.edu.au**

**Jodie Cergogna**  
Senior Trainer



**Ph: 0450 539 120**  
**E: j.cergogna@ctas.wa.edu.au**

# Student Support & Wellbeing

CTAS Education is committed to supporting every student throughout their learning journey. We understand that wellbeing and mental health are essential for success, and we strive to create a positive, supportive environment where students can thrive.

A wide range of services is available—both within CTAS Education and through external providers—to ensure you have access to the help you need. Whether it's academic support, mental health resources, or personal guidance, we are here to assist you every step of the way.

**Your wellbeing matters to us because a healthy mind and body are the foundation for effective learning and personal growth.**

Learning  
Support

ACAP  
Mentoring  
Support

Wellbeing  
Officer

Mental Health  
Support

## Need Extra Help with Assessments?

If you need additional support to understand or complete your assessments, please reach out to your Trainer/Assessor during your scheduled site visit or via phone or email.

Our Trainers also offer regular **Support Sessions** for extra guidance. At your request, we can book a dedicated one-on-one time slot to provide personalized training and assistance.

## Literacy & English as Additional Language (EAL) Support

- Read Write Now 1800 018 802
- Reading Writing Hotline 1300 655 506
- Translation & Interpreting 1300 655 820
- DSF Literacy Clinics DSF: <https://dsf.net.au/>

*Please note that fees may be charged by external services.*

# Student Support & Wellbeing

## **Apprentice Connect Australia Provider (ACAP) Mentor Support**

As a Trainee, you can access free support services through your nominated ACAP. These services are available to both students and employers throughout the entire traineeship—from pre-enrolment to completion. ACAP works closely with CTAS Education to ensure every student receives the support they need.

An ACAP mentor can provide confidential guidance on a wide range of workplace, training, or personal challenges. To access these services, please contact your provider directly or let us know and we can help you connect.

## **Did You Know, We Have Our Own Wellbeing Officer?**

If you don't feel comfortable speaking with your Trainer/Assessor, or if the matter involves them, please contact our dedicated Wellbeing Officer on 9350 9222. Our Wellbeing Officer is here to provide confidential support and can also assist you in connecting with external services to ensure your wellbeing.

**Debra Mullins**  
Wellbeing Officer



## **Mental Health Support Services**

**For severe or urgent support please go directly to the emergency department at your local hospital or call emergency services: 000**

Crisis counselling service such as:

- Lifeline Australia 13 11 14 (24hrs)
- Mental Health Emergency Response Line: Metro 1300 555 788 (24hrs) Peel 1800 676 822 (24hrs)
- Rurallink 1800 552 002 (4.30pm – 8.30am weekdays, 24 hrs at Weekend)
- Beyond Blue 1300 22 4636
- Suicide Callback 133 659 467
- Kids Helpline 1800 55 1800
- 13 Yarn 13 92 76
- 1800Respect 1800 737 732

For ongoing Mental Health Support please talk to your doctor or healthcare professional regarding a mental health treatment plan.

Online resources are also available:

- SaneForum: [www.sane.org](http://www.sane.org)
- Think Mental Health: [www.thinkmentalhealthwa.com.au](http://www.thinkmentalhealthwa.com.au)
- WA Youth Directory Home: <https://wayouthservicesdirectory.org.au/>
- Beyond Blue: <https://www.beyondblue.org.au/>



# Our Leadership & Support Team



**Jenna Simmons**  
RTO Manager



**Lynne Meyjes**  
Compliance & Admin  
Manager



**Debra Mullins**  
Training Coordinator



**Jess Bedford**  
Client Support  
Coordinator



**Alice Jackman**  
Course Coordinator



**Carina Booth**  
Senior Trainer



**Jodie Cergogna**  
Senior Trainer



**Sabrina Ahmed Usman**  
Admin Officer



**Philippa Jaques**  
Enrolment Officer



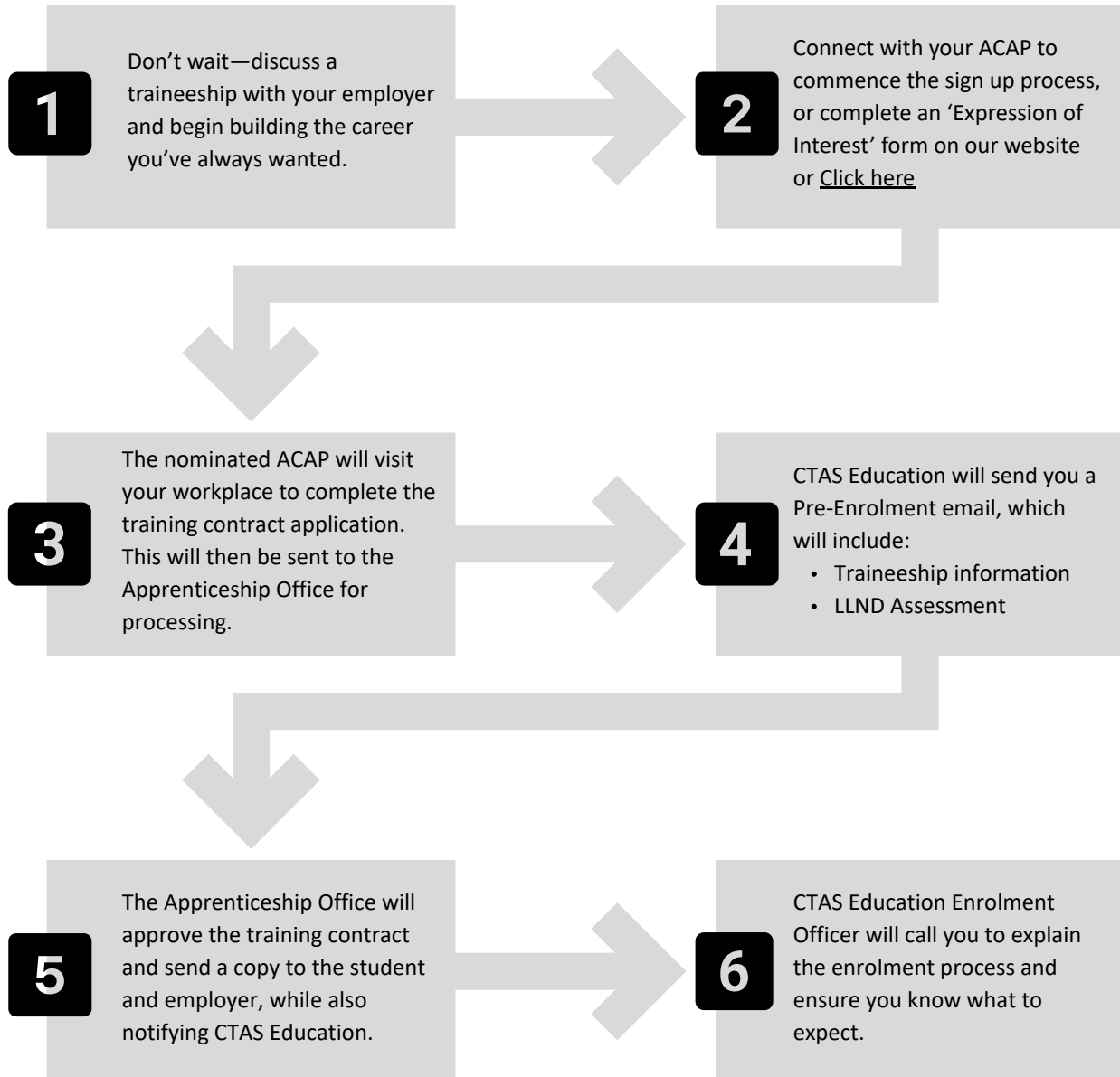
**Lauren Muir**  
Accounts Officer

Our **Leadership & Support Team** are located at our Head Office in Welshpool and can help with:

- Course Information
- Enrolment
- Advice on training contract changes, e.g., suspension, transfers, completion or terminations.
- Invoicing, Payment Methods and Receipts
- Student Smart Riders
- General Enquiries

Department	Phone Number	Email
Accounts	9350 9222	<a href="mailto:accounts@ctas.wa.edu.au">accounts@ctas.wa.edu.au</a>
Admin	9350 9222	<a href="mailto:admin@ctas.wa.edu.au">admin@ctas.wa.edu.au</a>
Enrolments	9350 9222	<a href="mailto:enrolments@ctas.wa.edu.au">enrolments@ctas.wa.edu.au</a>
LMS Support	9350 9222	<a href="mailto:lmssupport@ctas.wa.edu.au">lmssupport@ctas.wa.edu.au</a>

# Pre-Enrolment Process



## Enrolment Confirmation & Next Steps

Once your enrolment documentation is complete and your Training Plan is signed, your enrolment will be confirmed. A dedicated Trainer and Assessor will be assigned to support, mentor, and guide you throughout your course. You will also receive invitation by email, inviting you to join our Learning Management System.

## Induction & Training Schedule

An initial site visit will be arranged at a convenient time with your Trainer and Assessor to complete your induction and commence training. Following this, your Trainer will visit your workplace every 6–8 weeks to provide:

- Face-to-face training
- Practical observation assessments
- Ongoing support, mentoring, and guidance

# Fees & Charges

This course is funded by the Department of Training and Workforce Development (DTWD) Traineeship Scheme.

During the training contract application process the ACAP will determine funding eligibility and whether the student is a 'New' or 'Existing' worker.

## Definitions

**New Worker Trainees:** A person employed by an enterprise for less than 3 months full-time or less than 12 months part-time or casual.

**Existing Worker Trainee:** A person employed by the same employer continuously for more than 3 months full-time or more than 12 months part-time or casual.

New Worker Trainee	Fee Free *
Existing Worker Trainee (with eligible concession card)	\$400 per year
Existing Worker Trainee (15-24 years of age)	\$400 per year
Existing Worker Trainee (25 years and over)	\$1200 per year
School-Based Trainee	Fee Exempt

*\*Students may be eligible for state funding. Eligibility criteria apply.*

*The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as resource fees and other fees. The fees and charges documented in this policy are applicable to all units of study commenced in 2026. If a qualification continues into 2027 those units will be charged according to the 2027 VET Fees and Charges Policy. Once enrolled all students will receive fees and charges updates via email.*

CTAS Education offer flexible payment plans to make your study more affordable.

Our current Fees and Charges Policy can be viewed on our website [click here](#)

For any fees and charges queries, please contact CTAS Education on 9350 9222 or [admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au)

# Additional Information

## Unique Student Identification (USI)

A Unique Student Identifier (USI) is required for all Australians undertaking nationally recognised training. It enables students to access a secure online record of all qualifications achieved since the system was introduced on 1 January 2015, regardless of the training provider.

As a Registered Training Organisation (RTO), CTAS Education cannot issue Certificates or Statements of Attainments without a valid USI. Therefore, it is mandatory for all students to provide 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.

However, if you have been granted an exemption under the Student Identifiers Act 2014, CTAS Education will issue the relevant training records in accordance with our Qualification Issuance Policy. Please note that in such cases, your results will not be reported to AVETMISS nor appear on the USI register.

CTAS Education updates USI data with training progression four times per year.

## Credit Transfer and Recognition of Prior Learning (RPL)

### Credit Transfer

CTAS Education recognises AQF qualifications and Statements of Attainments issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications previously completed. To apply for a direct credit transfer, you must provide a copy of your official documentation (certificates and/or statements). Please note that all documentation provided will be verified to ensure authenticity before credit transfer is granted.

### Recognition of Prior Learning (RPL)

RPL is an assessment process that evaluates the skills and knowledge you have gained through prior study and/or experience. The purpose of RPL is to acknowledge your existing competencies without requiring you to complete the full training and assessment process. You will need to provide relevant evidence for your Assessor to make an informed judgment.

### Recognition of Current Competencies (RCC)

RCC is similar to RPL but applies when a student has previously completed the requirements for a unit of competency and needs to be reassessed to confirm that competence is maintained.

For further information, please contact the CTAS Education Enrolments Officer at [enrolments@ctas.wa.edu.au](mailto:enrolments@ctas.wa.edu.au)

## Qualification Issuance

Once you have successfully met all assessment requirements for your nationally recognised qualification and all fees have been paid in full, CTAS Education will issue your Certificate and Academic Transcript within thirty (30) days. The Academic Transcript will list all units that have been deemed competent, credit transferred, or recognised through RPL.

If you withdraw from your qualification before completing all requirements, you will receive a Statement of Attainment for the units that have been deemed competent, credit transferred, or recognised through RPL.

All Certificates, Academic Transcripts, and Statements of Attainments will be issued electronically.

## Re-Issuing

An administration fee of \$20.00 may apply for the re-issuance of a digital Certificate, Academic Transcript, or Statement of Attainment. For hardcopy re-issuance, an administration fee of \$50.00 applies.



# Additional Information

## Privacy Notice

As an RTO, we collect your personal information to process and manage your enrolment in a vocational education and training (VET) course. We will not disclose your information to any person or agency without your consent, unless required by law.

## Feedback, Complaints and Appeals

CTAS Education values your input and is committed to continuous improvement.

**Feedback:** General input (positive or negative) from students or stakeholders, used to improve training and services.

**Complaint:** Formal expressions of dissatisfaction about the RTO, staff, or services, requiring fair and timely resolution.

**Appeal:** Requests to review or reconsider decisions made by the RTO, such as assessment outcomes, handled through a transparent process.

As part of this process, you will be invited to complete three structured surveys within the first 12 months of training. These surveys are conducted systematically to gather meaningful feedback and implement improvements that enhance your learning experience and overall journey.

We also welcome feedback at any time and will specifically request it upon course completion via an online survey. Additionally, the AQTF requires both learners and employers to complete a satisfaction survey during the completion process.

## Complaints Process

CTAS Education accepts complaints through multiple channels to ensure accessibility for all individuals. If you are dissatisfied with any aspect of your training, you can lodge a formal complaint using any of the following methods:

- **By phone:** Contact the Administration and Compliance Manager at CTAS Education Head Office on (08) 9350 9222
- **In person:** Visit the CTAS Education Head Office at 8A Babel Road, Welshpool WA 6106
- **By email:** Send a written complaint, addressed to the RTO Manager, to [admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au)
- **By post:**  
RTO Manager  
CTAS Education  
PO Box 353  
Cannington WA 6987

If you are under 18 years of age, your parent or guardian may lodge a complaint on your behalf.

All complaints are taken seriously and will be handled in accordance with our Feedback, Complaints and Appeals Policy. If you are unhappy with the outcome, you have the right to appeal the decision and request a review.

# Student's Rights

At CTAS Education, we want you to feel supported and informed throughout your learning journey.



## Clear Information Before You Enrol

You have the right to receive accurate details about:

- Your course (units, duration, delivery mode)
- Fees and payment options
- How assessments work
- The support services available to you



## Fair and Quality Training

You are entitled to:

- Qualified trainers and assessors
- Training and assessment that meet national standards
- Feedback that helps you succeed



## Support When You Need It

We provide access to:

- Academic and learning support
- Wellbeing and mental health resources
- Help with assessments and study skills



## Complaints and Appeals

If something isn't right, you can:

- Make a complaint about any aspect of your training
- Appeal an assessment decision We will handle all complaints fairly and promptly.



## Privacy and Confidentiality

Your personal information will be kept safe and only used for legitimate training purposes.



## Your Qualification

Once you complete your course and meet all requirements, you will receive your Certificate or Statement of Attainment within the required timeframe.

# Contact Information



**Phone Number**  
(08) 9350 9222



**Website**  
[www.ctas.wa.edu.au](http://www.ctas.wa.edu.au)



**Email**  
[admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au)



**Address**  
8a Babel Rd, Welshpool WA 6106  
PO BOX 353 Cannington WA 6987

For additional information, relevant student policies and procedures are available on our website, [click here](#).