



# CivilEdge

## STUDENT AND EMPLOYER HANDBOOK



[CivilEdge.com.au](http://CivilEdge.com.au)

1300 725 483

ABN 13 161 243 214

ACN 161 243 214

RTO 41594

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## Welcome!

Welcome to CivilEdge and thank you for choosing us as your training provider.

CivilEdge is a Registered Training Organisation (code 41594) established as part of Altus Traffic Management's commitment to safety and the Traffic Control Industry.

As a leader in Traffic Management we have over 15 years industry experience. We understand industry challenges and the critical need for quality training to ensure not only our own employees but our industry colleagues 'get home safely'.

We engage industry trainers who have extensive experience in Traffic Management and Traffic Control and our courses are delivered in accordance to state legislation to ensure your learning is tailored to the state in which you work. We have a strong commitment to safety at CivilEdge; safety is the bedrock of our culture and a top priority in our training delivery.

The team at Altus will provide you with advice, support and assistance throughout your course and if you have any questions or concerns regarding any aspect of the course please do not hesitate to contact us.

We look forward to working with you and wish you every success.

Gerard Healy  
General Manager

## Our Contact Details - Head Office and Postal Address

Level 1 / 660 Lorimer Street  
Port Melbourne VIC 3207  
P: 1300 725 483  
E: [info@altustraining.com.au](mailto:info@altustraining.com.au)  
W: [www.altustraining.com.au](http://www.altustraining.com.au)

CivilEdge is open every weekday (excluding public holidays), from 9am to 5pm AEST. If you need to contact us after hours, please leave a message and we will respond to your call as quickly as we can.

*Once printed, this is an uncontrolled document.  
Refer to Altus Training Pty Ltd Policy & Procedures Z:\RTO\CivilEdge*

## Introduction

At CivilEdge you will learn directly from the industry leaders.

We provide the most up-to-date practices, techniques and equipment and the highest standard of training delivery.

We use a blended learning approach so our learners get as much time as possible practicing the hands-on skills needed to be safe and successful in the Traffic Management industry.

We offer nationally accredited traffic management training courses that align to each state's licensing requirements as well as exposure to Trainers who have extensive experience in traffic control.

The trainers at CivilEdge are dedicated to providing you a high standard of support and guidance in your course. Please feel free to approach your trainer anytime throughout your course as they will be more than happy to assist you.

## Accredited Training

Accredited training leads to a formal qualification recognised under the AQF (Australian Qualifications Framework). These qualifications are recognised across Australia in line with the common standards and assessment guidelines outlined in national training packages.

Accredited Qualifications and Statements of Attainment can only be issued by Registered Training Organisations (RTOs) or TAFEs. CivilEdge is a Registered Training Organisation regulated by the Australian Standards and Quality Authority (ASQA).

As an RTO, CivilEdge must comply with the Standards for Registered Training Organisations (RTOs) 2015 and with the National Vocational Education and Training Regulator Act 2011 and the VET Quality Framework.

We are both responsible and committed to the quality of our training and assessment in compliance with these Standards and for the issuance of the AQF certification documentation. Details of our registration can be found on the National Register at [www.training.gov.au](http://www.training.gov.au).

## Competency Based Training

The underlying principle of competency-based training is that competency is recognised based on what a person can do and what they know, not how long they have spent learning.

This makes competency-based training very flexible with regard to how long it takes to gain competency and where the training can occur.

The support given and the opportunities that are provided to learn and practice new skills will directly influence the time needed to complete unit(s) of competency.

## What do we Train?

CivilEdge offer nationally accredited traffic management training short courses that align to state licensing requirements.

We are an approved training provider for Main Roads in Western Australia, Transport & Main Roads in Queensland, Dept for Infrastructure & Transport in South Australia, SafeWork NSW and VicRoads in Victoria and are also approved to deliver in Tasmania.

More information on our courses can be found on our website [www.altustraining.com.au](http://www.altustraining.com.au).

## Code of Practice

The Code of Practice requires CivilEdge to implement policies and management practices that maintain high professional standards regarding the delivery of your education. This safeguards the educational interests and welfare of you as a student.

CivilEdge is dedicated to ensuring that we provide only the highest quality of training and that you achieve your maximum potential as a result of your training.

## Our Vision

It is our mission to ensure our students and clients are equipped with the skills and knowledge to be safe in the workplace and that everyone gets home safely.

## Code of Conduct

As a student of Altus, you are required to follow a Code of Conduct at all times and are expected to treat fellow students, your course trainer and CivilEdge staff with respect and without prejudice and discrimination. Failure to follow the Code of Conduct may see disciplinary actions implemented and as such may involve the cancellation of your training with Altus.

You have the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status. If you feel that you have been treated unfairly or have a complaint that you wish to lodge, please refer to the Complaints and Appeals section as outlined in this handbook and follow the steps as outlined.

## Equal Opportunity, Sexual Harassment and Discrimination

CivilEdge always promotes an equal and safe environment which must be free from discrimination and sexual harassment.

“It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed status e.g. age, race, religion, etc.” (Equal Opportunity Commission).

**Discrimination** is the unfair treatment based on a personal characteristic protected by the law. There are two forms of discrimination:

**Direct discrimination** happens when a person treats someone who has one of the personal characteristics protected by the law less favourably than someone who doesn't have that personal characteristic.

**Indirect discrimination** happens when treating everybody the same way will be unfair.

**Sexual harassment** is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment.

CivilEdge strictly enforces an environment of equal opportunity and therefore, request that you give everyone a fair go. As a student of CivilEdge this means that you need to treat others including fellow class colleagues, your trainer and CivilEdge staff members fairly regardless of their race, age, or other personal characteristics protected by law.

## Access and Equity

CivilEdge promotes the principles of access and equity through all components of training and assessment services that we have to offer. CivilEdge have a strong emphasis in ensuring that reasonable adjustment is provided to students who are disadvantaged or require additional assistance. Whether it is through counselling, additional support from your trainer or flexible scheduling for assessment, CivilEdge has different options to suit your needs and requirements. No matter what your status is or the background you come from, you will be assisted to the best of our ability and treated equal throughout all phases of your training.

Staff and students of CivilEdge are required to comply with access and equity requirements at all times. If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information regarding the access and equity principles, please contact the RTO Administrator on 1300 725 483.

## Privacy and Confidentiality

We respect the privacy of our students and are committed to protecting your personal information. Information collected at the pre-training review and from our enrolment form will only be used to assist with your learning, for our records and for any legislative or regulatory requirement for Registered Training Organisations.

CivilEdge will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth) and all CivilEdge policies and protocols (including those published on Altus' website at [www.altustraining.com.au](http://www.altustraining.com.au)).

Once training begins, CivilEdge will keep records of assessments and any Statements of Attainment issued. Other information that may be retained includes any correspondence or documents provided by the student. Only personal information that has been provided to us, or where a third party has been authorised to provide to us, is retained.

All these records may be seen by government auditors who also act under a Code of Conduct which means they will keep all information confidential. CivilEdge will comply with relevant legislation in the collection and storage of, and access to, personal information.



In some cases, as required by law and as required by the Australian Skills Quality Authority (ASQA) CivilEdge will need to make information available to others, such as the Australian Government's State Territory and Commonwealth Agencies.

Should a student not agree to their information being shared CivilEdge may not be able to provide training and assessment services to that person.

CivilEdge will not sell or distribute student's information to any other persons without the written consent of the student.

Please refer to attachment A for a copy of our **student privacy statement and declaration** documentation and please refer to our website for a copy of our **Privacy Policy**.

## Accessing your Student file

It is a requirement of the Australian Skills Quality Authority that you can access personal information held by CivilEdge pertaining to your progress.

You have the right to view your student file and if you would like to do so, please complete the 'RTO-SF801-AU - Access to Records Request Form' which can be obtained by contacting us on 1300 725 483 or email [info@altustraining.com.au](mailto:info@altustraining.com.au).

The RTO Administrator will contact you within 5 working days upon receipt of the 'RTO-SF801-AU - Access to Records Request Form' to arrange a mutually convenient time for you to come into the office and view your file.

Please note that you will need to provide photo identification when you come into the office to view your file.

CivilEdge will not disclose any of your personal information if requested by a third party or another training organisation upon request. If a third-party requests information, you will be notified by one of our staff members and if you approve to release your personal details, then your written consent will be required.

## Fees and Charges

Fees for training vary depending on the course and are subject to change.

Before you enrol in a course, you should expect to be informed of:

- What you will have to pay, as provided in course flyers and on our website
- Payment terms and due dates
- Any conditions that may apply to refunds, reassessments and repeating aspects of the course (readiness to progress), as provided in this handbook.

Payment is required in full at the time of enrolment, where booking is made online.

If you are invoiced for your course, our payment terms are strictly 7-days.

Altus Traffic employees may be eligible for a discount and may pay by payroll deduction, as arranged by Altus Traffic.

## CTF Funding (Western Australia only)

Learners in Western Australia may be eligible for a Construction Training Fund Subsidy to support training of eligible workers in the construction industry.

We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers.

For more information and to check your eligibility please refer to [www.bcitf.org](http://www.bcitf.org).



## Cancellation, Transfer & Refund Policy

If, due to insufficient participant numbers or for any unforeseen reason which is outside of our control, CivilEdge reserves the right to cancel or defer any course and will make all reasonable effort to promptly notify you.

Where courses are rescheduled individuals will be booked onto the next available course or if not suitable a full refund will be offered.

If for some reason you are unable to attend your course you must notify CivilEdge immediately.

### Individual Students

Cancellations for individual students (not part of an in-house designated course) will be accepted if CivilEdge is formally notified in writing more than seven (7) days prior to the course date. In this instance, CivilEdge will refund the cost of the course.

Cancellations received within seven (7) days of the course date but more than two (2) days prior to the date of training will incur a 50% fee of the total course cost, plus any other costs incurred by CivilEdge.

Cancellations received within two (2) days of course commencement and no-shows will result in a forfeit of total course cost, plus any other costs incurred by CivilEdge.

Course dates can be transferred where CivilEdge has been formally notified more than seven (7) days prior to the course date. Transfers received within seven (7) days of the course date will be assessed on a case by case basis. The first transfer will attract a minimum fee of \$20.00 per student. All subsequent transfers will attract a minimum fee of \$30.00 per student. Transfers cannot occur after the date of the course.

Cancellation Scenario	Policy Summary
Notified in writing more than 7 days prior to course date	Course Fee Refunded
Cancellation within 7 days but more than 2 days prior to course	50% fee of the total course cost plus any other costs incurred



Cancellations received within 2 days of course commencement	Forfeit of the total course cost
Course No-Shows – failure to turn up to the course	Forfeit of the total course cost

If you wish to apply for a refund please obtain a copy of the ‘RTO-SF802-AU Application for Refund’ form which can be obtained via our website [www.altustraining.com.au](http://www.altustraining.com.au).

### In-House Dedicated Courses

Unless otherwise agreed to in writing cancellation of in-house dedicated (client) courses will be accepted if the course is cancelled greater than ten (10) business days prior to the course commencement without a cancellation fee.

If in-house dedicated courses are cancelled less than or equal to ten (10) business days prior to the course commencement the agreed full course fee will remain payable.

Clients can replace a booked participant with another participant on an in-house dedicated course with no cancellation fee up to the day before the course.

If for some reason a candidate is unable to attend the in-house dedicated course, or fails to complete assessment activities, full charges will apply unless agreed otherwise with CivilEdge.

Refunds will not be issued if a participant begins an in-house dedicated course or assessment activity but fails to complete it and full charges will apply unless agreed otherwise with CivilEdge.

### General

If for any unforeseen circumstances there are changes to the agreed services, CivilEdge will advise the learner(s) as soon as practicable, including in relation to any change in ownership or training course delivery. We also encourage learners to be aware of their rights as a consumer under consumer law.

In the event that CivilEdge closes or are no longer able to provide the training and assessment services as initially agreed between CivilEdge and the student, then CivilEdge will:

1. Arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfers students will be formally notified of the arrangements including any refund of fees that may be applicable or
2. Provide a pro-rata based on hours completed to date for units that have been commenced prior to the course being withdrawn.

See also sections “Readiness to Progress” and “Reassessment fees” in this handbook.

### Additional Costs

Course marketing materials detail all equipment or resources you will need to provide as part of your course. If you cancel or withdraw from your study, then you will not be entitled to a refund for these equipment and/or resources.

## Enrolling in a Course at CivilEdge

### Prior to Booking

It is a priority for CivilEdge that you are adequately informed about your training options prior to booking and enrolling into one of our courses. Information is available on our website and we welcome a phone call or email with any specific questions.

We also encourage learners to review your state legislation in relation to traffic control and traffic management, links of which can be found at the back of this document. Specifically, it is essential that you review information provided regarding pre-requisites and entry requirements to ensure you will be suitable to the job outcomes associated with your preferred training pathway.

We also have a student self-assessment tool which is helpful for candidates interested in traffic control to further understand the requirements of becoming a traffic controller which can be found on our traffic controller course pages on our website.

### Booking a Course

Once you are ready to book a course you can book online or by calling us on 1300725483.

To book online visit our website [www.altustraining.com.au](http://www.altustraining.com.au) and review and select the course of interest. In the "Upcoming Workshops" area select "Book Now" for the course date that you would like to book.

Proceed through the booking process to confirm your course booking. This booking process includes a payment process supported by online credit card payment and agreement to terms and conditions. Altus employees have an option for payroll deductions as a payment method and can contact us for the discount code.

If at any stage you are unsure on the questions or would like to undertake a phone booking please contact us on 1300725483 or email [info@altustraining.com.au](mailto:info@altustraining.com.au).

Once your booking is confirmed you will receive a booking confirmation email with your course details.

### Course Information

Shortly after receiving your booking confirmation email you will receive from Altus additional course information including any pre-work required including a link to our online **enrolment form** and **pre-training review**. These **must** be completed and returned to Altus prior to training. This form will assist us to confirm your suitability for the course and help us to prepare for any needs or support you may require.

#### Pre-training review

Our pre-training review will cover items such as the following and we will contact you to discuss where further information is required:

1. A Language, Literacy and Numeracy (LL&N) short assessment to confirm you meet the required LLN levels for the course and or if you require any additional support.
2. Flag the option of Credit Transfers (CT) and Recognition of Prior Learning (RPL) application.

If you have any questions regarding this process, you are welcome to contact us and we will arrange a time to discuss.

## Enrolment form

The information on the online enrolment form will enable us to enrol you in the course and helps to further inform us and prepare for any needs or support required.

The enrolment form also seeks to identify any disabilities, impairments' or long-term conditions you may have and included in Appendix B of this handbook is further information to assist you to answer this question.

## Course Attendance

Upon arrival at your course, your trainer/assessor will confirm with you details provided at booking and will discuss any items related to your booking, support needs, pre-entry requirements, etc.

You will be required to bring proof of identity, USI number (refer to USI section for further information) and any required cards or documentation as requested in your course booking information such as current tickets, white cards, third-party reports, identification, etc.

## Unique Student Identifier (USI)

From 1 January 2015, all Australians who undertake vocational education and training must hold a unique student identifier (USI). This means that if you are planning to study with CivilEdge (either as a new or continuing student) you must have a USI or you won't be able to receive your Statement of Attainment once you complete your training. The introduction of the USI is part of the way that the Australian Government is improving the training sector. It ensures people can obtain a completed record of their enrolments and achievements from a single online source.

If you don't provide CivilEdge with your USI at enrolment we cannot by law issue you with a Statement of Attainment for your training. Please visit [www.usi.gov.au](http://www.usi.gov.au) for a step by step guide on how to access or set up your USI.

## Language, Literacy & Numeracy

CivilEdge recognises that not all students learn in the same way and that students will also have differing levels of Language, Literacy and Numeracy (LLN) skills. It is important to us that our students can access and participate in training without being disadvantaged by their LLN skills.

As part of our enrolment process we seek to identify any LLN needs you may have as a student and to assist you in reducing the impact this may have on your studies with CivilEdge. You will be asked to complete a short LLN assessment as part of the pre-training review which will help us to determine how best to assist you.

This assessment will enable us to determine whether additional support, if any, will be required to assist you to complete your course. Support may be provided to you in one of the following ways:

- Additional one-on-one time with the trainer/assessor
- Modification of learning strategies
- Adjusting the way you may be assessed for example, verbal assessment and scribing instead of written questioning
- Support with Information and Communications Technology (ICT) requirements.

We may also suggest support and referral to external language, literacy and numeracy programs and other training programs. The following agencies can provide language, literacy and numeracy support

including a range of courses and individual support services. Please contact the respective agency below to access these services (additional costs may apply):

- AMES Australia 13 26 37 – [www.ames.net.au](http://www.ames.net.au)
- Reading Writing Hotline 1300 655 506 – [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

If you feel that you may require additional support throughout your course regarding language, literacy and numeracy or ICT please contact our RTO Administrator on 1300 725 483 or please advise your trainer/assessor.

## Readiness to Progress

Your trainer/assessor will work with you to ensure you only move onto the next stage of your training when you are ready.

Our courses vary in structure and modes of delivery and often involve pre-work, classroom theory knowledge, practical and simulated exercises and live practical activities and assessments to enable learners to embed learning.

## Assessment timeframes

You will be given plenty of notice from your trainer regarding the time and form of the assessment/s you are required to complete. You will not be expected to sit an assessment that you have not been able to prepare for.

During your training all learners will be taking part in practical learning exercises. The trainer will record if these activities have been completed to a satisfactory level. Before progressing to assessment learners will also be asked to evaluate their readiness to progress to assessments, both will be taken into consideration when evaluating your readiness to progress.

If you are not ready to progress to the assessment and you have participated in the course, you will be scheduled onto the next available face to face course to repeat the course. This will be free of charge in the first instance, subsequent re-attendances will be charged at 50% of the course fee up to a maximum of 3 times.

## Re-assessment Fees

**Written Assessment** - A maximum of 3 attempts for written assessments are allowed. Each 'Not Satisfactory' attempt will be reviewed by the trainer/assessor, and areas to focus on for further study will be recommended. If after the 3rd attempt the learner cannot complete the written assessment satisfactorily the learner will be required to complete the course and pay the course fees again.

**Practical Assessment** - Practical assessments only occur after the satisfactory completion of the written assessment(s). A maximum of 3 attempts for the practical assessments are allowed, each 'Not Satisfactory' attempt will be reviewed by the trainer and areas to focus on for further study will be recommended. If you cannot satisfactorily complete the practical assessment your trainer will schedule an alternative time for you to reattempt the practical assessment and you will not be charged. Any subsequent reattempts will be charged at 50% course fees due to the nature of the practical tasks and the environment they must take place in.

If after the 3rd attempt the student cannot complete the practical assessment tasks satisfactorily the student will be required to complete the course and pay the full course fees again.

## Vocational Placement (Queensland)

In Queensland 20-hours of vocational placement is a requirement to successfully complete the Traffic Controller Training Course. CivilEdge will arrange and coordinate for student's vocational placement; preferably with Altus Traffic.

Vocational Placement (20 hours) is placement on the job at a roadwork site where learners are provided the opportunity to experience a range of practical activities including a significant period of stop-slow traffic control activity under close supervision. Learners can expect to do this within the locality of their training course or as agreed with Altus. This part is to be completed within 3 months of training.

In order to undertake the 20 hours vocational placement students will require appropriate attire and enclosed safety footwear, long work pants, long sleeved shirt and must have their own transport to enable them to get to placement sites as public transport is not always available.

As a student undertaking vocational placement you will be required to comply with all reasonable workplace rules and requirements governing safety and behaviour and carry out all reasonable and lawful directions of your work placement host and perform work to the best of your abilities.

If there is a breach of workplace rules and requirements governing safety and behaviour and if the learner places the host organisation or CivilEdge at risk this may result in the learner being stood down from the vocational placement site. CivilEdge will review such a situation with the host and learner which may result in the learner being required to complete the course again or their course being cancelled.

During vocational placement you will complete a vocational placement logbook and will undertake a final assessment with your trainer/assessor on-site. You will be supervised in accordance to legislative requirements and the host's policies and procedures to ensure safety first. For more information on vocational placement please ask your trainer/assessor or contact our RTO Administrator on 1300 725 483.

## Vehicle Use

In some Altus courses such as Operate a TMA learners may be required to drive an Altus Traffic vehicle. Where this is the case learners will be asked to adhere to the Altus Traffic Vehicle Policy to exercise due care and responsibility for vehicles when operating or occupying a vehicle for training purposes.

Learners will be required to provide their drivers licence of a suitable class to drive the vehicle required i.e. a UTE or truck and learners will be required to sign a declaration to acknowledge the above requirements. For a copy of this document please contact the RTO Administrator on 1300 725 483.

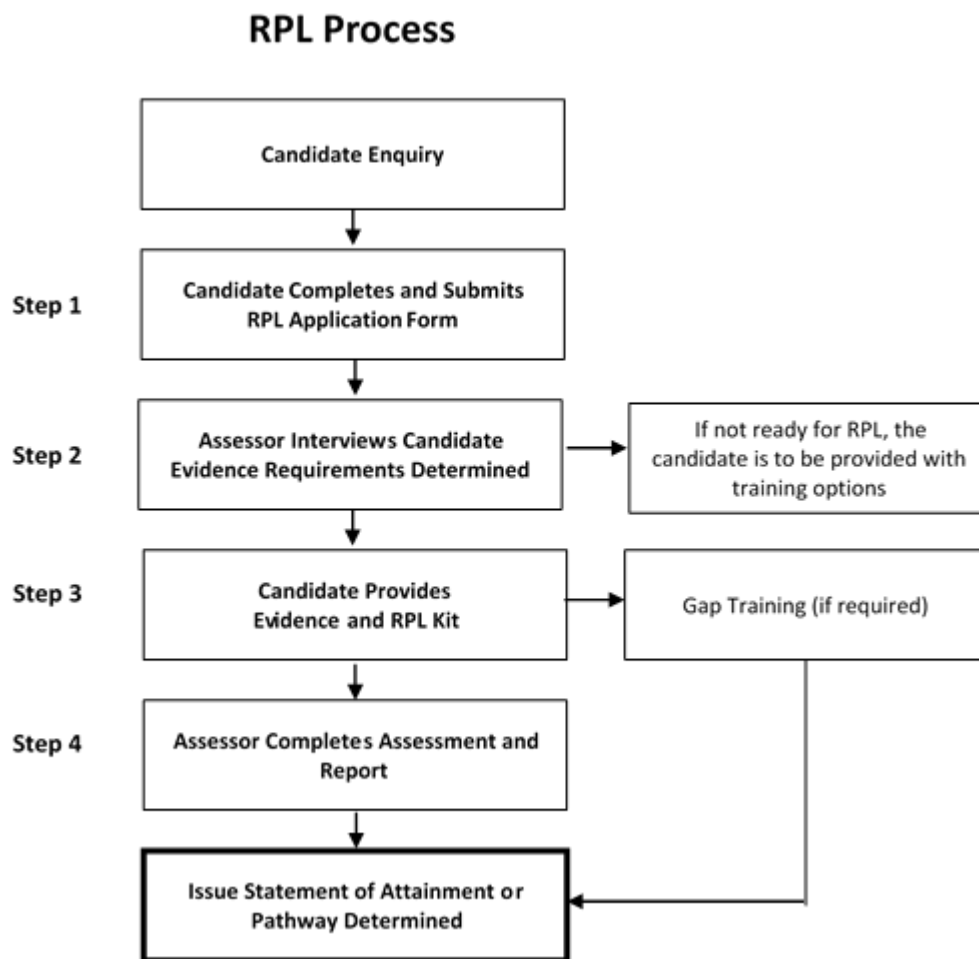
## Recognition of Prior Learning (RPL) Policy

If you have had prior experience and/or learning in relation to the unit of competencies outlined in your chosen course, then you may be eligible to apply for Recognition of Prior Learning (RPL). You can discuss and apply for RPL by contacting the RTO Administrator on 1300 725 483.

Due to the nature of traffic control and traffic management courses there are circumstances where the best and required learning pathway is to undertake a refresher program or full course rather than RPL.

Where RPL is the pathway, CivilEdge will assess each individual's circumstances, skills, experience and knowledge. You will be required to supply supporting evidence which may include your resume, work references, job docket, worksite paperwork, position description or statement of duty. This will form part of your RPL portfolio which will be assessed by CivilEdge.

Students seeking RPL are provided with a copy of an RPL application form. Our Trainer/Assessors will assist in the process of understanding RPL, gathering evidence and demonstrating competence in conjunction with the completion of an RPL kit and the collection of an evidence portfolio. Our RPL process is as follows:



- ✓ Outline on the application form the details of your past experience relevant to your training course.
- ✓ You are asked to attend an interview with an appropriately skilled course (RPL) Assessor who will talk to you about your current competency. The Assessor will determine the most

appropriate method of verifying the competencies according to the assessment criteria in the RPL kit.

- ✓ Submit a portfolio of evidence and RPL kit and the Assessor will assess your current competence against the performance criteria, skills and knowledge of the unit or module being sought.
- ✓ An assessment report is provided, where current competence is not established, a recommendation for gap training is included. You may be asked to provide additional information or attend a second interview at a later date.

Students who meet the entry and RPL requirements should be able to obtain RPL certification.

Applicants may appeal any decision through the appeals procedure - refer to the Complaints and Appeals section of this student handbook.

If you are found to not meet the RPL requirements you should be able to enrol into the associated course provided you meet the course entry requirements.

Fees for RPL will be charged upon enrolment which will occur post your interview with the assessor. RPL fees are generally equivalent to our course fees as published on our website. For further information please contact our RTO Administrator on 1300 725 483.

## Credit Transfer

If you have completed formal study at another Registered Training Organisation, then you may be eligible to receive a Credit Transfer/s for the unit/s of competency previously completed. If you wish to apply for a Credit Transfer, you will need to submit a copy of a certified Transcript or Statement of Attainment along with a copy of Altus' Credit Transfer Application form which can be obtained by contacting the RTO Administrator on 1300 725 483.

You can either submit your application to your trainer or via post to the RTO Administrator at CivilEdge.

The process of National Recognition will be completed within 14 working days from receipt of application where you will receive an email notifying you of the outcome of your application.

If the evidence provided is not equivalent to the required learning outcomes, competency outcomes, or standards in a unit of competency, then the student will be offered the opportunity to complete an RPL assessment as another method towards achieving competency.

It is important to note that credit transfer may not be available to students where regulatory requirements and or licencing conditions (including industry licencing schemes) prevent this from occurring. This is applicable to licencing requirements for the traffic control sector. If you have any questions or queries regarding credit transfer please discuss with your Trainer or contact CivilEdge directly.

## Plagiarism and Cheating

Plagiarism involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged:



- copying out part(s) of any document or audio-visual material (including computer-based material);
- using or extracting another person's concepts, experimental results, or conclusions;
- summarising another person's work;
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

Cheating involves copying another person's work as your own:

- in an assessment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

If a staff member at CivilEdge suspects that you are plagiarising or cheating, they are required to report this to the General Manager.

After discussion, if the General Manager agrees that the case warrants more than a warning, then you will be informed in writing of the nature of the act and you will be given an opportunity to respond in writing.

Depending on your written response, the General Manager will decide whether the case of plagiarism or cheating is evident and whether any penalty/s need to be issued to you.

If you are found to have plagiarised or cheated, you may be required to:

1. Re-complete and re-submit the assessment.
2. If your second submission is still found to contain plagiarism or evidence of cheating, then you will be withdrawn from the training program immediately.

If you are not satisfied with the final outcome, you have the right to appeal the decision by following the complaints and appeals procedure as outlined in this handbook.

CivilEdge treats plagiarism as a serious matter and disciplinary action will be enforced if you are found to have plagiarised upon submission of your assessments.

## Issuing Award upon Completion of your Course

Once you have successfully completed all of the assessment requirements of your course, you will be issued with Certification and any accreditation cards applicable for the course you have completed within 30 calendar days from completion of your course, providing all agreed fees are paid and you have provided your USI number.

CivilEdge issues electronic Certification and if requested by the Student can issue a printed Statement of Attainment/Certificate for a fee of \$10 including postage and handling. Accreditation cards and accreditation certificates will be posted to you where applicable.

If you require replacement Certification and this can be provided electronically there will be no charge, if you require a printed replacement copy there will be a fee of \$10.

You must complete the 'RTO-SF814-AU Replacement Certificate SOA Request' form which can be obtained upon request. Should you also require a re-issue of an accreditation card there will be an additional \$10 charge.

The form can be submitted via email to [info@altustraining.com.au](mailto:info@altustraining.com.au) or by post to CivilEdge, Level 1/660 Lorimer St, Port Melbourne VIC 3207. You must provide a copy of your ID with the request form to confirm your identity.

Please allow up to 10 working days upon receipt of the request form for your request to be processed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the course, provided that the student has been deemed competent and paid in full for the tuition related to the unit/s of competency to be shown on the Statement of Attainment.

## Pathways

Upon successful completion of your course, you may wish to further develop your skills and knowledge and enrol into another short course or qualification that is relevant to your chosen field of interest. Your trainer can provide you with industry specific pathways and some ideas on the options available.

## Reasonable Adjustment

CivilEdge have a strong emphasis on ensuring that reasonable adjustment is provided to students who are disadvantaged or require additional assistance.

CivilEdge will allow reasonable adjustments to assessment tools ensuring the integrity of the units are preserved. Individual learning plans will be developed for learners who require adjustments.

Examples of reasonable adjustment in assessment include:

- Large print materials
- Hearing loop, signing or placement for lip reading
- Substitution of an oral assessment task for a written one and vice versa
- Support to scribe answers for written assessments
- Provision of extra time
- Flexible attendance.

If you would like more information regarding reasonable adjustments, please contact the RTO Administrator on 1300 725 483.

## Student Support Services

CivilEdge acknowledges that each student is an individual and therefore their individual circumstances will be unique to them. CivilEdge is dedicated to ensuring that all students have every reasonable opportunity to complete their course.

As outlined in our enrolment process each student is required to complete our pre-training review which helps us to identify and understand your needs so we can provide you with the support you may require.

If you do require additional assistance with your training, please approach your trainer. Alternatively, CivilEdge has nominated the RTO Administrator to provide student support. The RTO Administrator can be contacted between 9am-5pm AEST Monday to Friday where you can make an appointment to discuss the support you require.

### Contact Details:

RTO Administrator

CivilEdge

Level 1, 660 Lorimer Street

Port Melbourne

VIC 3207

Ph: 1300 725 483

Email: [info@altustraining.com.au](mailto:info@altustraining.com.au)

## External Support Services

The following welfare providers offer services that may assist you further with some of your needs. Please note some services are offered free of charge, some are user pay. The services that CivilEdge can refer you to are as follows:

### Centrelink

Centrelink offers a range of social and health related services including but not limited to income support and employment assistance, child care and study assistance, self-help job search facilities.

[www.humanservices.gov.au](http://www.humanservices.gov.au)

- Families 136150
- Jobseekers 136150
- Student & Trainees 132490.

### Headspace

National youth mental health foundation, including support for drug and alcohol issues, depression and anxiety, headspace has centres located throughout Australia.

[www.headspace.org.au](http://www.headspace.org.au)

- Call 1800 650 890.

### Kids helpline

A free, private and confidential, telephone and online counselling service specifically for young people between 5 and 25.

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

- Call 1800 551 800.

## Mensline Australia

Mensline Australia is a national telephone and online counselling service for men with family or relationship concerns. Funded by the Australian Government Department of Social Services.

[www.mensline.org.au](http://www.mensline.org.au)

- Call 1300 789 978.

## Relationships Australia

A provider of relationship support services for individuals, families and communities.

[www.relationships.org.au](http://www.relationships.org.au)

- Call 1300 364 277.

## SANE Australia Helpline

Information about mental illness, treatments, where to go for support and help carers.

[www.sane.org](http://www.sane.org)

- Call 1800 18 7263.

## Legal Aid

In each state and territory, legal aid commissions deliver a wide range of legal assistance services in criminal, family and civil law matters. Some legal assistance is available free-of-charge to everyone, including through free brochures, information sessions or telephone legal advice.

<http://www.australia.gov.au/information-and-services/public-safety-and-law/legal-aid>

- Call Vic 1300 792 387
- Call NSW 1300 888 529
- Call QLD 1300 651 188
- Call SA 1300 366 424
- Call TAS 1300 366 611
- Call WA 1300 650 579.

## Gambling Help Online

Extensive gambling support information and services including a free chat and email counselling and support services

<https://www.gamblinghelponline.org.au/>

- Call 1800 858 858.

## Student Safety

Although CivilEdge's training depots and facilities are well located and easily accessible by public transport, students are advised to take all practicable steps to ensure their own safety at all times especially where sessions operate after hours and whilst on vocational placement. Please note the following in relation to student safety:

- All facilities have off street parking for students, however spaces are limited
- Private vehicles are to be parked in the visitor's car park or on the side street
- All students are to report to reception
- The supplied high visibility vests are to be worn during all practical activities and whilst moving through the depot outside the classroom
- Safety gloves are to be worn during all practical activities and assessment and should be provided by the student

- All safety signs are to be strictly followed (including speed limits, designated walk areas, smoking areas, PPE requirements etc.)
- Please do your part and ensure the training centre is kept clean and tidy
- Fighting, horseplay, practical jokes and rowdiness will not be tolerated on site
- CivilEdge does not require students to attend scheduled training sessions for more than eight hours in any one day.

If there is a breach of workplace rules and requirements governing safety and behaviour and if the learner places the host organisation (during vocational placement), CivilEdge or others at risk this may result in the learner's course being cancelled.

## Occupational Health and Safety

While CivilEdge will ensure that its premises meet the Australian Occupational Health and Safety guidelines, students must take all practicable steps to ensure their own safety while on site.

Accidents, incidents or hazards concerning students which occur within CivilEdge premises and training sites must be reported to personnel or trainers concerned immediately.

## Public Health Emergencies

During periods of public health emergencies such as Coronavirus and Flu Season students, trainers and staff must follow the Australian Federal and State Government Health Guidelines and protocols put in place by CivilEdge for your protection.

This includes students agreeing to course safety guidelines such as maintaining social distancing, practicing good hygiene and notifying your trainer/assessor should you become unwell and trainers conducting Risk Assessments at the commencement of each course.

## Emergencies and Evacuations

In the event where CivilEdge's premises need to be evacuated students not in training sessions must follow instructions from Altus staff.

In the event of an emergency where students are receiving training in the classroom they must follow the procedures as instructed by their trainers.

Students refusing to abide by Altus emergencies and evacuation procedures will be regarded as student misbehaviour and subjected to disciplinary action in accordance as determined by management.

## Relevant Legislation

A range of legislation is applicable regarding your training. The regulations and legislation for training organisations that affects your participation in Vocational Education and Training includes:

### Commonwealth Legislation:

Legislation	Purpose	Weblink
<i>National Vocational Education and Training Regulator Act 2011</i>	This is the Act that established the National Vocational Education and Training Regulator, called the Australian Skills Quality Authority	<a href="https://www.legislation.gov.au/Details/C2017C00245">https://www.legislation.gov.au/Details/C2017C00245</a>
<i>Standards for Registered Training Organisations (RTOs) 2015</i>	The standards are to ensure nationally consistent high-quality training and assessment services for the clients of Australia's VET system.	<a href="https://www.legislation.gov.au/Details/F2019C00503">https://www.legislation.gov.au/Details/F2019C00503</a>
<i>The Privacy Act 1988</i>	This Act is an Australian Law dealing with Privacy. It regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information.	<a href="https://www.legislation.gov.au/Details/C2019C00241">https://www.legislation.gov.au/Details/C2019C00241</a>
<i>Data Provision Requirements 2011 Legislative Instrument</i>  <i>Data Provision Requirements 2012</i>	This is relevant to ASQA registered RTOs and outlines the requirements for applicants and RTOs to capture and provide data to ASQA.	<a href="https://www.legislation.gov.au/Details/F2013C00497">https://www.legislation.gov.au/Details/F2013C00497</a>
<i>Racial Discrimination Act 1975</i>	It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other field of public life.	<a href="https://www.legislation.gov.au/Details/C2016C00089">https://www.legislation.gov.au/Details/C2016C00089</a>
<i>Sex Discrimination Act 1984</i>	This is an Act of the Parliament of Australia which prohibits discrimination on the basis of sex, marital or relationship status, actual or potential pregnancy, sexual orientation, gender identity, intersex status or breastfeeding in a range of areas of public life. These areas include work, accommodation, education, the provision of goods, facilities and services, the activities of clubs and the administration of Commonwealth laws and programs.	<a href="https://www.legislation.gov.au/Details/C2018C00499">https://www.legislation.gov.au/Details/C2018C00499</a>

<i>Workplace Gender Equality Act 2012</i>	This Act replaced the <i>Equal Opportunity for Women in the Workplace Act 1999</i> . The strengthened legislation aims to improve and promote equality for both women and men in the workplace.	<a href="https://www.legislation.gov.au/Details/C2016C00895">https://www.legislation.gov.au/Details/C2016C00895</a>
<i>Freedom of Information Act 1982</i>	An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies	<a href="https://www.legislation.gov.au/Details/C2019C00288">https://www.legislation.gov.au/Details/C2019C00288</a>
<i>Fair Work Act 2009</i>	An Act relating to workplace relations, and for related purposes	<a href="https://www.legislation.gov.au/Details/C2019C00270">https://www.legislation.gov.au/Details/C2019C00270</a>
<i>Disability Discrimination Act 1992</i> <i>Plus amendment</i>	An Act to eliminate discrimination against people with disabilities and to promote community acceptance of the principle that people with disabilities have the same fundamental rights as all members of the community	<a href="https://www.legislation.gov.au/Details/C2018C00125">https://www.legislation.gov.au/Details/C2018C00125</a>
<i>Australian Consumer Law 2011</i>  <i>Competition and Consumer Law Act 2010</i>	Law outlines consumer protection provisions enabling all consumers in Australia to enjoy the same rights and all businesses have the same obligations  The Act is the legislative vehicle for competition law in Australia, and seeks to promote competition, fair trading as well as providing protection for consumers.	<a href="https://consumerlaw.gov.au/other-consumer-protections/national/">https://consumerlaw.gov.au/other-consumer-protections/national/</a>  <a href="https://www.legislation.gov.au/Details/C2019C00317">https://www.legislation.gov.au/Details/C2019C00317</a>
<i>Australian Human Rights Commission Act 1986</i>	Discrimination on the basis of race, colour, sex, religion, political opinion, national extraction, social origin, age, medical record, criminal record, marital or relationship status, impairment, mental, intellectual or psychiatric disability, physical disability, nationality, sexual orientation, and trade union activity.	<a href="https://www.legislation.gov.au/Details/C2019C00030">https://www.legislation.gov.au/Details/C2019C00030</a>
<i>Occupational Health and Safety Act (VIC)</i>  <i>Work Health and Safety Act 2011 (QLD)</i>  <i>Occupational Health and Safety Act 1984 (WA)</i>	Occupational Health and Safety Acts are the cornerstone of legislative and administrative measures to improve occupational health and safety in each state. The Act sets out the key principles, duties and rights in relation to occupational health and safety. The general nature of the duties imposed by the Act means that they cover a very wide variety of circumstances, do not readily date and provide considerable flexibility for a duty holder to determine what needs to be done to comply.	<a href="https://www.business.gov.au/Risk-management/Health-and-safety/Work-health-and-safety">https://www.business.gov.au/Risk-management/Health-and-safety/Work-health-and-safety</a>
<i>Age Discrimination Act 2004</i>	The Act helps to ensure that people are not treated less favorably on the grounds	<a href="https://www.legislation.gov.au/Details/C2019C00132">https://www.legislation.gov.au/Details/C2019C00132</a>



	of age in various areas of public life including education and employment.	
<i>Equal Employment Opportunity (Commonwealth) Act 1987</i>	This Act details promotion of equal opportunity in employment for women and persons in designated groups for related purposes.	<a href="https://www.legislation.gov.au/Details/C2018C00220">https://www.legislation.gov.au/Details/C2018C00220</a>
<i>Safety, Rehabilitation and compensation Act 1988</i>	Defines the benefits payable to injured parties.	<a href="https://www.legislation.gov.au/Details/C2019C00158">https://www.legislation.gov.au/Details/C2019C00158</a>
<i>Work Health and Safety Act 2001</i>	The main objective of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces.	<a href="http://www.comlaw.gov.au/Details/C2011A00146">http://www.comlaw.gov.au/Details/C2011A00146</a>

## State Based Legislation:

### Victoria:

- Equal Opportunity Act 2010
- Crimes Amendment (Bullying) Act 2011
- Charter of Human Rights and Responsibilities Act 2006.

### Queensland:

- Anti-Discrimination Act 1991
- Education and Training Legislation Amendment Act 2011
- Fair Trading Act 1989
- Information Privacy Act 2009
- Right to Information Act 2009
- Work Health and Safety Act 2011.

### Western Australia:

- Freedom of Information Act 1992
- Occupational Health and Safety Act 2004
- Fair Trading Act 1987
- Equal Opportunity 1984.

### Tasmania:

- Personal Information Protection Act 2004
- Freedom of Information Act 1991.

### South Australia

- Freedom of Information Act 1991
- Equal Opportunity Act (SA)
- Work Health and Safety Act 2012.

### New South Wales

- Freedom of Information Act 1989
- Anti-Discrimination Act 1977
- Work Health and Safety Act 2011.

## Complaints and Appeals

If you are dissatisfied with a service offered or treatment received by CivilEdge then you have the right to lodge a complaint. In the event that you are dissatisfied with the outcome of your complaint, then you have the right to lodge an appeal. Please refer to the 'RTO-PC816-AU Complaints and Appeals' policy which can be obtained via our website [www.altustraining.com.au](http://www.altustraining.com.au). If you are not a student this form is available on the CivilEdge website.

## Surveys and Feedback

CivilEdge welcomes open communication and encourages feedback from all stakeholders to ensure that we are providing the highest quality outcomes to students, employers and industry and to guide ongoing improvement of our services.

We appreciate feedback in regard to your opinions, satisfaction, or other views about CivilEdge operations, policies, procedures and training delivery and assessment.

CivilEdge will record, analyse and use this feedback and communication to review its policies and procedures and plan for future improvements.

## Participation in National Student Outcome Surveys

As part of our commitment to quality standards CivilEdge participates in providing data to the National Centre for Vocational Education and Research (NCVER). You may be contacted and requested to participate in a National Centre or Vocational Education Research (NVCER) survey and/or an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.

## Government Contacts

### RTO Registering Body

The Australian Skills Quality Authority (ASQA) website can provide information regarding the standards that the RTO must meet in order to maintain registration.

[www.asqa.gov.au](http://www.asqa.gov.au)

### Training Package Information

The National Register website provides information regarding training packages, qualifications and units of competency. This site will also provide information about the RTO's scope of registration.

[www.training.gov.au](http://www.training.gov.au)

### State Government Bodies

State specific information associated to traffic control and traffic management can be sourced via the relevant state department websites:

#### Queensland

Department of Transport and Main Roads

<https://www.tmr.qld.gov.au/business-industry/Accreditations/Traffic-Controller-Accreditation-Scheme>

## Western Australia

Main Roads

<https://www.mainroads.wa.gov.au/OurRoads/TrafficManagement/Training/Pages/TrainingandAccreditation.aspx>

## Victoria

VicRoads

<https://www.vicroads.vic.gov.au>

<http://www.gazette.vic.gov.au/gazette/Gazettes2010/GG2010S351.pdf>

## South Australia

Department for Infrastructure & Transport

<https://www.dpti.sa.gov.au/standards/tass>

## New South Wales

SafeWork NSW

<https://www.safework.nsw.gov.au/licences-and-registrations/licences/traffic-controller-training/traffic-control-training-course-overview>

Transport for NSW

<https://www.rms.nsw.gov.au/business-industry/partners-suppliers/lgr/other-information/traffic-management.html>

## Tasmania

Department of State Growth

[https://www.transport.tas.gov.au/road/permits/traffic\\_management](https://www.transport.tas.gov.au/road/permits/traffic_management)

## Attachment A

### Privacy Notice

#### Privacy Notice

Under the *Data Provision Requirements 2012*, CivilEdge is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form) may be used or disclosed by CivilEdge for statistical, administrative, regulatory and research purposes. CivilEdge may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER;

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

Altus Training Pty Ltd will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)* and all CivilEdge policies and protocols (including those published on Altus' website at [www.altustraining.com.au](http://www.altustraining.com.au)).

#### Queensland Students

Participants information collected in Queensland by CivilEdge will be disclosed by CivilEdge to Transport and Main Roads (TMR) for the purpose of enabling TMR to review CivilEdge's performance of its obligations under our Licence Agreement to deliver training. This may necessitate TMR or a third party appointed by TMR to contact you about your participation in the Approved Training Programs.

## Attachment B

### Disability Supplement

#### Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question on our Enrolment Form.

**If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:**

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

#### '11 — Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

#### '12 — Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

#### '13 — Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

#### '14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

#### '15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

#### '16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

**‘17 — Vision’**

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

**‘18 — Medical condition’**

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn’s disease, cystic fibrosis, asthma or diabetes.

**‘19 — Other’**

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.