

# LEARNER HANDBOOK

GENERAL INFORMATION  
PROCESSES, EXPECTATIONS  
AND REQUIREMENTS



**CIVIL CONTRACTORS  
FEDERATION**

**VICTORIA**

**CONTACT AND  
INFORMATION**

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RTO 3704

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## Welcome

Welcome, and thank you for choosing Civil Contractors Federation Victoria (RTO No: 3704) (CCF) as your education provider.

CCF has an established and highly regarded reputation in the Civil Construction Industry, when you conduct training with us, you are learning skills, capabilities, and specialist knowledge about the Civil Construction Industry from the Civil Construction Industry.

We have 80 years of experience supporting and driving the civil construction industry to where it is today, during your career in civil you most likely either work with, for or be contracted under one of our members, therefore we have worked closely with them to develop Australia's leading Civil Construction training programs.

Throughout your training with CCF, you can rely on us to provide you with:

- Industry-leading contemporary training resources
- Training provided by trainers who are leaders in civil and heavily involved in the industry
- Practical applied learning with real-world outcomes
- Ongoing support from a diligent and dedicated team
- Complete flexibility to study online 24/7 (online class components only)

Remember, when studying online it does not mean you are on your own. You're joining a supportive community of hundreds of online students who are just as passionate as you. Assistance from CCF's friendly and supportive Student Experience team is just a phone call or email away. Feel free to contact the team on 03 95887600 (8.00 am to 5.00 pm, Monday to Friday AEST/AEDT) or [civiltrain@ccfvic.com.au](mailto:civiltrain@ccfvic.com.au) I wish you all the best with your studies, and I look forward to seeing you achieve your education and career goals with Civil Contractors Federation Victoria.

Lisa Kinross

Chief Executive Officer

Civil Contractors Federation - Victoria

## **I VET Accredited Courses Information:**

If you choose to enroll with CCF into a nationally accredited qualification, we have provided some information about what this means for you and our obligations to you.

Vocational education and training (VET) accredited course has been assessed by ASQA as compliant with the [Standards for VET Accredited Courses 2021](#) and the [Australian Qualifications Framework](#) (AQF).

Accreditation is formal confirmation that the course:

- is nationally recognised and meets quality assurance requirements
- meets an established industry, enterprise, educational, legislative, or community need
- provides appropriate competency outcomes and a satisfactory basis for assessment
- is aligned appropriately to the AQF where it leads to a VET qualification.

Each VET accredited course receives a national code and appears on the national register, [training.gov.au](http://training.gov.au).

Individuals or organisations retain copyright on a VET accredited course. Training.gov.au publishes the contact details for all course owners under the details of the course.

The unit code, title, and course completion mapping for each unit of competency are available online. More substantive course content is not publicly available.

If you have any questions regarding the AQF, VRQA, ASQA, or the content of the standard please contact Civil Contractors Federation, Victorian Office, and as speak with the Compliance Manager.

## **2 Privacy Statement**

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Civil Contractors Federation Victoria is required to provide the Department with student and training activity data. This includes personal information collected in the Civil Contractors Federation Victoria enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Civil Contractors Federation Victoria provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate. The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student. A student's USI may be used for specific VET purposes including the verification of student data provided by Civil Contractors Federation Victoria; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER Survey at the time of being contacted.

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact Civil Contractors Federation Victoria's Privacy Officer in the first instance by phone (03) 9588 7600 or email [civiltrain@ccfvic.com.au](mailto:civiltrain@ccfvic.com.au).

### **3 Enrolment Information**

CCF will direct you to [www.ccfvic.com.au](http://www.ccfvic.com.au) the training page on the website to complete an online enrolment form. All enrolments that are government subsidised are required to complete and provide information determining eligibility this will include:

Evidence of citizenship or residency:

- Australian Birth Certificate (not Birth Extract)
- Current Australian Passport
- Current New Zealand Passport
- Australian Citizenship Certificate
- Current green Medicare card
- Australian Certificate of Registration by Descent
- New Zealand Birth Certificate
- New Zealand Citizenship Certificate

If we are unavailable to site an original of the document or card, we will ask you to upload a copy or photo. CCF will verify the evidence through a Document Verification Service (DVS). If you were previously enrolled, we may be able to use evidence from a previous enrolment.

Prior to enrolment, there will be:

- pre-training review questions to determine course suitability
- an assessment of language, literacy, and numeracy capability
- an assessment of digital literacy

Any support requirements or reasonable adjustments to the program will be identified at this time.

#### **Unique Student Identifier (USI)**

From 1st January 2015, all students undertaking or continuing nationally recognised training will need to apply for a Unique Student Identifier (USI). The USI is a requirement under Commonwealth legislation and conditions of registration for training organisations. You must have a valid USI as a student before you can be issued with a qualification or statement of attainment

The USI initiative has been developed jointly by the Australian and State and Territory governments in consultation with stakeholders. It is supported through Commonwealth legislation in the Student Identifiers Act 2014 and through a national Information Communication Technology (ICT) system.

All National Vocational Education and Training (VET) enrolments and achievements from the 1st of January 2015 onwards will be available from a single online source.

Students will maintain the same USI throughout their lifetime and will have access to training records and results through an online portal account system. Students may access this system via: [www.usi.gov.au/](http://www.usi.gov.au/)

### Fees charges and refunds

Kindly refer to [www.ccfvic.com.au/training-courses/compliance/#fees-charges-refund-policy](http://www.ccfvic.com.au/training-courses/compliance/#fees-charges-refund-policy) for the latest fees and refund policy.

Employers/clients are invoiced before the commencement of training. This statement of fees is provided to the student and includes:

- The code and title and currency of the program
- The total cost of the program including any fee concession or waiver
- The government contribution
- Other fees including materials or other

### Schedule of Fees

The latest fees and charges is available on the CCF Website: <https://www.ccfvic.com.au/training-courses/compliance/#schedule-of-fees>

The student tuition fees as published are subject to change given individual circumstances at enrolment.

## 4 Management of complaints

CCF seeks to continuously provide a high-quality education and training environment that is safe, fair, and free from discrimination, in which all are encouraged to strive for excellence and fulfill their potential. It is committed to implementing effective complaint resolution procedures that, where possible, are managed quickly, at the local level, and with a minimum number of people involved.

The resolution process focuses on a rapid re-establishment of good educational working relationships and positive outcomes. An essential part of developing that environment is ensuring that staff and students are encouraged to come forward with their complaints in the knowledge that the responsible staff members will take prompt and effective action to address complaints.

Complaints and appeals that are not addressed have the potential to grow into major problems that can cause tension, low morale, and reduced learning and academic achievement. Unresolved or poorly handled complaints can also lead to legal action against CCF.

CCF Policy and Procedures aim to avoid blame and undue investigation. This policy applies to all students undertaking training in courses offered by CCF as well as CCF staff and clients. All parties have the right to be accompanied and assisted by a support person in every relevant meeting they attend.

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Prevent the possibility of defamation or other legal action
- Involve the minimum number of people possible

All students and staff are to be informed of the complaint resolution process. Despite all efforts of the Institute to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have complaints resolved and resolutions reached. The Complaints and Appeals process does not remove the right of the appellant to take action under Australia's Consumer Protection Laws. The objective is to:

- Develop a procedure for lodging an appeal against a decision made by the Institute's Management in a complaints dispute
- Develop a procedure for lodging an appeal against an assessment result
- Assist clients and students with access to an appeal procedure and



- ensuring that the appeal system is accessible and not unduly complex
- Allow students access to an independent assessment review by an
- outside body with appropriate qualifications should the need arise.

## 5 Legislative Requirements

These legislative requirements apply to:

Reporting and interaction with NVR in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

- Staff with responsibilities for planning, delivery, and/or leadership of teaching and learning in CCF.
- Staff with administrative responsibilities related to teaching, learning, research, and specific operational requirements.
- All organisational units involved with student experience of teaching, learning, and Training Packages, who may, from time to time, seek data and feedback information relating to their service provision.
- Corporate services staff.
- Compliance with and reporting AQF Quality Indicator Report to Regulators
- Compliance with Standards for Registered Training Organisations (RTOs) 2015.
- Compliance and reporting of Government Funded and Non-Government Course fees and charges.
- Compliance and reporting of Student Statistical Report to Higher Education and Skills Group (HESG) Skills First (formerly known as Skills Victoria) via SVTS
- Compliance and reporting National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER).
- Compliance and reporting requirements for Victorian Student Number (VSN)
- Notification to the regulatory authorities including SVTS immediately of a change in status of the RTO in the case of suspension or cancellation of registration cancellation or registration

### Compliance with Legislation

The key reference point for a list of Commonwealth legislation and regulatory requirements that relate to our RTO operation is [www.comlaw.gov.au](http://www.comlaw.gov.au). This information is also available at [www.austlii.edu.au](http://www.austlii.edu.au) with specific reference to state legislation and regulatory requirements that relate to our RTO operation.

All applicable Commonwealth and State-specific legislation and regulatory requirements have been embedded in the relevant organisational policies and procedures of CCF. Commonwealth and State-specific legislation and regulatory requirements are included in our Handbooks and other materials (for clients/staff). These handbooks/materials are provided to stakeholders to ensure they are aware of legislation that affects their participation in Vocational Education and Training (VET).

Compliance with legislation is reviewed annually (as part of the internal audit) or on a need's basis (when we are made aware of changes to particular legislation). Any changes/updates are to be included in the relevant organisational policies and communicated to stakeholders. Staff shall confirm, examine and extract data from student enrolment form into SMS, VetEnrol VetTrack, (or other compliant software such as Wisenet, etc) to satisfy reporting requirements for:

- VSN (Victorian Student Number)
- VET Student Statistical Report is updated and submitted to Skills Victoria Department at least monthly in accordance with Victorian VET Student Statistical Collection Guidelines
- National Student Outcomes Survey (NCVER)
- Student Statistical Report to Higher Education and Skills Group (HESG) Skill First (formerly known as Skills Victoria)
- collect your town of birth, driver's license number, passport number, Medicare number) or VISA Number (if applicable).

- Confirm a student Commonwealth “Unique Student Identifier” (USI) from the appropriate government authority, and if not provided by the Student for CCF to apply for a USI for you.
- The CEO/RTO Manager and/or executive Manager shall notify the regulatory authorities, including SVTS, immediately of a change in the status of the RTO in particular in the case of suspension or cancellation of registration by ASQA via email immediately
- The RTO Manager shall regularly check [training.gov.au](https://training.gov.au) for updates to Industry Training Packages and packaging rules to ensure that at least 1 nationally accredited qualification remains on CCF’s scope and that Government Funding is available and checked against the SVTS funded courses
- Quality Indicator Reports are completed periodically and uploaded to the CCF website, and/or the student management system (VetTrack) automatically notifies relevant regulators, including ASQA and The Department
- CCF is and will remain registered with the Victorian Registrations and Qualifications Authority (VRQA)
- CCF CEO and/or Compliance Officer shall notify The Department by email in the event that the insurance policies are canceled

### **Related Legislation and Regulatory Requirements**

- |   |   |
|---|---|
| ■ National Vocational Education and Training Regulator Act 2011 | ■ Company Law (Corporations Act 2001)                                   |
| ■ Standards for Registered Training Organisations (RTOs) 2015   | ■ Contract Law & Consumer Law (Competition and Consumer Act 2010 (Cth)) |
| ■ Australian Qualifications Framework (AQF)                     | ■ TASA Tax Agents Services Act 2009                                     |
| ■ Privacy Act 1988  | ■ ASIC Act 2001   |
| ■ OHS Act 2004  | ■ Charter of Human Rights and Responsibilities Act 2006 (Vic)           |
| ■ Equal Opportunity Act 2010 and related guidelines             | ■ Disability Act 1992 (DDA)   |
| ■ Anti-discrimination   | ■ Working With Children Act 2005 (WWC Act)                              |
| ■ Student Identifiers Act 2014 (USI)                            |   |

### **Access and Equity**

The primary role of the Access and Equity Policy is to promote full and equal participation of all students and staff of CCF and to foster an environment free of discrimination and harassment.

Guidelines:

CCF is committed to effecting change that promotes equality of opportunity for all. The Access and Equity Policy is guided by the following principles:

- all staff and students have a right to quality of opportunity.
- there is recognition of, respect for, and promotion of diversity within our community.
- there is the encouragement of initiatives to effect change.
- while some people need our advocacy, we support and encourage people on the journey of self-determination and self-advocacy (empowerment).
- Every person has a right to participate in decisions that affect their lives.
- Ensuring compliance with Standard 4 (Standard's for RTOs 2015) so that Learners have timely access to current and accurate records of their participation and progress



If necessary CCF may provide additional support for:

- Disability Services
- Harassment and Discrimination Complaints
- Equal Opportunity for Women
- Equal Employment Opportunities
- Indigenous People
- People from non-English speaking backgrounds
- People in rural and remote areas
- Temporary Protection Visas.

The CEO and executive team ensure that the structures and practices of CCF are in accordance with state and national legislation regarding all areas of Equal Opportunity, including sex discrimination, racial discrimination, disability discrimination, and Equal Opportunity for women in the workforce, in particular by supervising the incorporation of the principles of state and national legislation into policy. CCF also refers to the Access and Equity policy when complying with state and national education standards including (Registered Training Organisations (RTOs 2015)

### **Quality Management Focus**

CCF provides a range of training and vocational services and has specific expertise in providing relevant training services. CCF's policy is to consistently provide superior customer service through the use of quality materials, effective work procedures, and prompt, efficient, and courteous delivery.

CCF recognises that consistent quality of products and services will ensure a high degree of customer satisfaction, repeat business, and continued growth. In supporting these objectives, CCF has established a Quality System based on continuous improvement and steadfast application of quality processes, which meets the requirements of the VET Quality Framework. The quality system operations are embedded in the CCF's Quality Management System(QMS). All employees are committed to successfully implementing and maintaining these procedures and achieving the required levels of quality in products and services.

### **Client Services**

We have sound management practices to ensure effective student services. In particular, we have service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeal Policy, and Access and Equity Policy, and Student Welfare and Guidance Services.

Where necessary, arrangements will be made for those students requiring additional support. We will take every opportunity to ensure that this information is disseminated, understood, and valued by students and staff.

All fees and charges are made available to the student and employer before enrolment, course content and assessment procedures are explained, and vocational outcomes are outlined.

### **External Review**

CCF has agreed to participate in external monitoring and audit processes required by the Federal Regulator ASQA State Regulator VRQA and Skills First Victorian State Government Funding Scheme.

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

## **Finance, Management, and Administration**

CCF will demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration. At enrolment, students are provided with a statement of fees that meets the required standards of financial management.

CCF has in place guidelines and practices to monitor its operations, including the conduct of internal audits, process maps, documented procedures, and checklists. VETtrak Validation and Upload Instructions clearly define the sequential process to successfully transfer training and assessment activity data from the Student Management System (SMS) to the Skills for Victoria Training System (SVTS) portal.

Regular reporting through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) is monitored for compliance in line with the RTO Compliance Checklist. The National VET Regulator is provided with information about any significant changes to CCF's operations and/or ownership through established reporting procedures. Retention, archiving, retrieval, and transfer of records are consistent with ASQA's requirements

## **Marketing and Advertising**

Marketing and advertising of AQF and VET qualifications to prospective clients are ethical, accurate, and consistent with CCF's scope of registration. CCFVlic will use the Nationally Recognised Training (NRT) logo only in accordance with its conditions of use. CCF will not pay, provide or offer, either directly or indirectly, Incentives to undertake training subsidised through the Skills First Program, whether to any prospective student or any other person (such as an employer or social organisation).

- CCF Marketing and Promotional Materials shall disclose
- Course Fees & Charges;
- Course Code;
- Description of each Course should correspond exactly as it appears with the relevant registration bodies and reflect the
- Course content.
- Course information is to be informative and current.

A draft layout of Marketing and Promotional Materials is to be provided by the Marketing Officer and Designer to the CEO before being released to the general public it shall be audited against the criteria set out in the – CCF Marketing & Promotional Materials Compliance Checklist.

- A list of the Marketing and Promotion Materials will be maintained in the format and criteria as set out in the CCF Marketing & Promotional Materials Register. This register shall be reviewed by the CEO annually.
- All course-related publications are to be reviewed by the CEO.
- All course information will be reviewed for accuracy and compliance with relevant regulatory requirements.
- If any changes are required, the CEO will arrange for the relevant staff member to prepare a draft reflecting such changes and submit it for approval to the CEO.
- Upon completion of the approval process, the CEO will be responsible for ensuring changes are reflected in the electronic and hard copy masters.
- The new document version numbers will be adjusted and recorded by the Manager Quality Improvement, who will ensure all old versions are destroyed.

## Training and Assessment Standards

CCF Victoria has personnel with appropriate qualifications and experience to deliver training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles (including Recognition for Prior Learning and Credit Transfer). These principles ensure that assessment is:

- authentic (the candidate's work), plagiarism will be dealt with in line with CCF policy.
- valid (directly related to the current version of the relevant endorsed unit of competency)
- fair – assessment procedures will be fair, so as not to disadvantage any learners.
- flexible – assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment, eg: observation; oral assessment; practical.
- reliable (shows that the candidate consistently meets the endorsed unit of competency)
- current (reflects the candidate's current capacity to perform the aspect of the work covered by the endorsed unit of competency), and
- sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills, and job/role environment skills).

## 6 Learner Code of Conduct

### Purpose

The purpose of this code is to outline how learners of CCF Victoria are expected to conduct themselves during their participation in training and assessment and outline learners' rights and responsibilities.

### Code

#### Learner's Rights

CCF Victoria learners can expect the following to be met, during their study:

To receive a high-quality education that is intellectually stimulating. This includes:

- Up-to-date course materials and high-quality mentoring.
- Access to appropriate facilities and equipment.
- Access to mentors. Including individual consultation outside tutorials.
- Opportunities to provide feedback on curriculum and training, and to be informed of the outcome of this feedback.
- Confidence that all program requirements are accessible throughout the course and that these programs satisfy the professional requirements of the relevant accreditation bodies.

To receive timely and accurate information when dealing with CCF Victoria. This includes:

- Receiving appropriate feedback promptly on work submitted for assessment.
- Receiving accurate, timely, and accessible information about all relevant aspects of the specific course (including content, assessment requirements, and timetables), before the course commences.
- CCF Victoria will ensure that all relevant program requirements, rules, and policies relating to learner responsibilities are clear and readily accessible.
- Not being disadvantaged if CCF Victoria changes the requirements of or discontinues the program in which you are enrolled, and being advised of pathways to complete that program or an alternative program.

To be respected and treated fairly and equitably. This includes:

- Being treated fairly and in a non-discriminatory manner, regardless of your cultural and educational background.
- Having access to a fair and equitable grievance and appeals process.
- Having legal rights respected, including intellectual property rights and the right to privacy.

To study in a supportive environment. This includes:

- Having the freedom to voice alternative views, during rational discussion and debate.
- CCF Victoria is committed to ensuring that access and equity considerations are incorporated in the provision of training delivery and assessment services in an environment that embraces equal opportunity, equity, fairness, and respect for social and cultural diversity. All staff is made aware of CCF Victoria's policies and procedures at induction.

### **Learner's Responsibilities**

Learners are expected to fulfill the following obligations, during their study:

Maintain integrity, work hard, and treat others with courtesy and respect. This includes:

- Acting with honesty and integrity when submitting work for assessment, and in all other dealings with CCF Victoria, CCF Victoria staff, and fellow learners.
- Respecting the opinions and rights of others within the CCF Victoria community, treating others in a fair and non-discriminatory manner, and acting with consideration for others, at all times.
- Applying yourself to your studies to the best of your ability, by attending classes, and online tutorials and submitting assessments, as required.

Be aware of and comply with policies and procedures. This includes:

- Complying with all CCFV Victoria rules and policies relating to your responsibilities as a learner, including those summarised in this document.
- Complying with all procedures and behaving in a manner that protects the safety of others, as well as your own.

Keep informed and keep CCF Victoria informed. This includes:

- Providing fair and honest feedback on teaching performance and on the content and presentation of courses.
- Enrolling correctly in accordance with CCF Victoria program requirements, course prerequisites, and CCF Victoria policies and procedures.
- Paying all CCF Victoria fees and charges for which you are liable, by the set deadlines.
- Maintaining your email account throughout the course. This is the primary means by which CCF Victoria communicates with learners (e.g. notification of results, outstanding fees).
- Ensuring that the CCF Victoria Training Administration has your current residential address and telephone number(s), at all times.
- Reading and replying promptly to all official CCF Victoria communications to you.

Represent CCF Victoria with integrity and professionalism.

- Professionally conducting yourself while undertaking placements, internships, or fieldwork, and respecting the confidentiality of patient, client, or commercial information made available to you through such activities.

Other relevant Policies and Procedures can be found on our website at [www.ccfvic.com.au](http://www.ccfvic.com.au)

## **7 Issue of Certificate of Completion/Statement of Attainment**

### **Australian Qualifications Framework (AQF) certification documentation**

Australian Qualifications Framework (AQF) certification documentation to a learner who has achieved all of the competencies required to fulfill the qualification packaging requirements of a nationally endorsed training package.

#### **Statement of Attainment**

A statement of attainment is issued when a student has successfully completed a number of accredited units of study which do not amount to a full qualification.

#### **Certificate of Completion**

A Certificate of Completion is issued when a student has successfully completed non-accredited unit(s) of study for the courses designed by CCF as required for the industry.

All Certificates and Statements of Attainment will be created in accordance with the appropriate regulation, standards, and or guidelines, and will not deviate from the information contained therein without the authority of the CEO.

### **Issuing certificates and/or statements of attainment to apprenticeships/traineeship**

For all Trainees, and for all Apprentices who commenced and completed training CCF may issue the Qualification only when:

- a) all competencies of the Structured Training have been achieved; and
- b) the employer has returned written confirmation of the Apprentice/Trainee's competence in the workplace. The RTO must retain the written confirmation of the Apprentice/Trainee's competence from the employer for audit purposes; and
- c) CCF has given clear advice to the employer that final confirmation completes the Training Contract.
- d) CCF ensures that qualifications issued following the completion of an Approved Training Scheme contain on the certificate below the qualification title, the words "achieved through Australian Apprenticeship arrangements".

### **Handover of Qualification and or Statement of Attainment**

CCF will issue a Certificate or Statement of Attainment within 30 calendar days of a learner being assessed as meeting the requirements of their training program - providing all agreed fees the learner owes have been paid.

## **8 Student Training Records**

We are committed to maintaining and safeguarding the accuracy, integrity, and currency of your records. CCF's Policies and Procedures ensure the confidentiality of all records.

Individual Student records will be stored in our computer system, our student management system, and our learning management system. Paper records will be kept in a secure office area. It is the responsibility of our administration staff to maintain these records accurately.

Access to our office area is restricted to authorised staff only.

Our electronic records are protected by password access, we further protect our records by maintaining up-to-date virus, firewall, and spyware protection software.

Our software and hardcopy systems will retain student results, copies of Qualifications, and sufficient evidence of completion for no less than 30 years. In the event that we cease to operate as an RTO, we will transfer all records to VRQA in appropriate format and details as specified by VRQA at the time of ceasing our RTO operations.

## **9 Your Responsibilities and Obligations**

### **Punctuality**

Students are required to be at class (either face to face or online) for the start of the lesson and leave at the scheduled time. In the case of Trainees and Apprentices, employers will be advised of any student who is late to class or who leaves early. It is your responsibility to make contact with the Trainer to inform them that they will be late.

### **Attendance**

Students' attendance in VET programs is monitored throughout the year, and with any non-attendance to training, employers will be notified. Please note this information will be communicated to Apprenticeship Support Network Provider, the Employer, and yourself. It is the Employers responsibility to follow up on regular patterns of an absence of an apprentice or trainee report this information to the RTO and the Apprenticeship Support Network Provider.

### **Student Behavior**

Students are expected to adhere to the conditions and obligations of CCF, follow the Student Code of Conduct, and adhere to CCF's Policies and Procedures. Where students are not meeting the required behavior expected their enrolment in the program may be re-evaluated.

### **Coursework & Assignment Requirements**

All work that is set by the Trainer must be completed by the due date. Should students experience difficulty in completing their work it is recommended they speak with their Trainer and their CCF Administration, their employer, and the Apprenticeship Support Network Provider.

## **10 Apprentice/ Trainee Employer Supervision**

Supervisors act as role models and coaches and play an important part in keeping you safe and supporting you to develop your skills. It is the employer and supervisor's responsibility to assess what is appropriate for you in their workplace. Employers must provide supervision that enables you to safely learn the standards of skill and knowledge needed for their qualification – and job. Safety supervision plays a key role in reducing injuries and fatalities in the workplace. Kindly refer to Supervision Fact Sheet to know about employer supervision.

[https://www.apprenticeships.vic.gov.au/wp-content/uploads/2022/12/AV\\_FactSheets\\_AT\\_FINAL.pdf](https://www.apprenticeships.vic.gov.au/wp-content/uploads/2022/12/AV_FactSheets_AT_FINAL.pdf)



## **II Relevant Policies and Procedures**

These policies may change over time in accordance with our continuous improvement policy.

- Access & Equity Policy
- Assessment Policy and Procedure
- Continuous Improvement Policy
- Complaints and Appeals Policy
- Completion Within Expected Duration Policy
- Compliance With Legislation Policy
- Computer Usage Policy
- Corrective Action Policy
- Course Review Policy
- Credit Transfer Policy
- Critical Incident Policy
- Customer Service Policy
- Disability Policy
- Emergency Evacuation Policy
- Emergency Policy
- Environment Policy
- Equal Employment Opportunity Policy
- Fees and Charges Policy
- Hazard Reporting Policy
- Monitoring Course Progress Policy
- Learner Support Policy
- Occupational Health and Safety Policy
- Plagiarism and Cheating Policy
- Student Code of Conduct Policy
- Pre-training review policy and procedure
- Privacy & Personal Information Policy & Procedures
- Privacy and Student Record Access
- Purchasing Policy
- Quality Policy
- Recognition of Prior Learning (RPL)
- Recognition Of Qualifications Issued By Other Rtos Policy
- Records Management & Security Policy Procedure
- Refund Policy
- Student Support Services Policy
- Students Enrolment Policy
- Students with Special Needs Policy
- Younger Students Policy
- Issuing Of Results Policy