

LEARNER HANDBOOK

GENERAL INFORMATION
PROCESSES, EXPECTATIONS
AND REQUIREMENTS



**CIVIL CONTRACTORS
FEDERATION**

VICTORIA

**CONTACT AND
INFORMATION**

03 9588 7600

ccfvic.com.au

RTO 3704

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Welcome

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

CCFV has an established and highly regarded reputation in the Civil Construction Industry. When you conduct training with us, you acquire skills, capabilities, and specialist knowledge about the Civil Construction Industry directly from the industry itself.

With more than 80 years of experience supporting and driving the civil construction industry, we have collaborated closely with our members to develop Australia's leading Civil Construction training programs. Throughout your career in civil construction, you are likely to work with, for, or be contracted under one of our members.

CCFV provides a range of accredited and non-accredited training solutions for the civil industry through our Registered.

Training Organisation (RTO)

During your training with CCFV, you can rely on us to provide:

- Industry-leading contemporary training resources
- Training is delivered by trainers who are leaders in civil construction and actively 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 (for online class components only)

It's important to note that studying online doesn't mean you are alone. You become part of a supportive community of hundreds of online students who share your passion. Assistance from CCFV's friendly and supportive Student Experience team is just a phone call or email away. Feel free to contact the team at 03 9588 7600 (7:30 am to 5.30 pm, Monday to Friday AEST/AEDT) or civiltrain@ccfvic.com.au (short courses) and apprenticeships@ccfvic.com.au (qualifications)

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.

Kind Regards,



Lisa Kinross
Chief Executive Officer
Civil Contractors Federation - Victoria

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Training and Assessment

Courses

CCFV offers a wide variety of short courses as well as a range of qualifications in Civil Construction. CCFV Victoria is pleased to announce that in conjunction with the Victorian Government Dept. of Education & Training's Skills for Economic Recovery Initiative, we are offering funded qualification and short course training to people looking to join or seek new work in the construction industry. The unit code, title, and course completion mapping for each unit of competency are available online on our website www.ccfvic.com.au.

VET Accredited Courses

Our Vocational Education and Training (VET) accredited course has been assessed by the Australian Skills Quality Authority (ASQA) as compliant with the Standards for VET Accredited Courses 2021 and the Australian Qualifications Framework (AQF).

Each VET-accredited course is assigned a national code and is listed on the national register,

www.training.gov.au Individuals or organizations retain copyright on a VET-accredited course, and Training.gov.au publishes the contact details for all course owners under the details of the course.

Non-Accredited Courses

CCFV delivers non-accredited short courses meticulously designed by our expert trainers to meet the unique requirements of the industry. These specialised courses are crafted through extensive consultation with the industry, ensuring that the content is relevant, up-to-date, and aligned with current industry needs. Our trainers, equipped with firsthand industry experience, bring practical insights to the training sessions, enhancing the learning experience for participants. These non-accredited short courses offer a valuable opportunity for professionals and individuals to acquire specific skills and knowledge tailored to the demands of the civil construction sector.

Prior to enrolment or the commencement of training and assessment, whichever comes first, CCFV provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Enrolment Process

CCFV will direct you to the training page on our website, www.ccfvic.com.au, where you can conveniently complete an online enrolment form. Please note that all our enrolments are done online.

The Enrolment Process includes (may vary depending on the course type):

- Pre-Enrolment Information about the course
- Pre-training review to assess course suitability for the learner.
- Evaluation of language, literacy, and numeracy capabilities.
- Evaluation of digital literacy.
- Finding out a relevant Training Plan suitable for the learner and employer requirements.
- Completing and acknowledging an Enrolment Form

Any support requirements or necessary adjustments to the program will be identified during the enrolment process. Your cooperation in completing these steps ensures a smooth and efficient enrolment experience.

Pre-Training Review (PTR)

The pre-training review is undertaken to guarantee the development of the most suitable training program tailored to the individual learner. During this process, the following aspects are discussed and verified:

- The qualification being pursued
- Determination of the most suitable Australian Qualifications Framework (AQF) level
- Selection of the specific stream or elective units
- Consideration of applying for Recognition of Prior Learning (RPL) or Credit Transfer (CT)
- Assessment of Language, Literacy, and Numeracy (LL&N) requirements associated with the qualification
- Identification of potential LL&N support needed
- Assessment of any additional support the student may require to successfully complete the qualification
- Clarification of where and how the training will take place
- Determination of where and how the assessment will be conducted
- Identification of the individuals involved in the training and assessment process
- Explanation of the rights and responsibilities of the Registered Training Organization (RTO), the student, and the employer (if applicable)

Government-Funded Courses

For government-funded course enrolments, it is mandatory to provide eligibility information, including evidence of citizenship or residency. A copy or photo of the original document needs to be uploaded along with the enrolment form. Learner needs to be present in Victoria to be eligible for funding. CCFV will then verify the evidence through a Document Verification Service (DVS). If the DVS check fails, CCFV may contact the learner for additional documents.

Government funding is available only if the learner meets the eligibility criteria set out by the Department. Check your Victorian Skills First Eligibility here: <https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>

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.

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/

For further information about Unique Student Identifiers, including access, correction, and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

Language, Literacy and Numeracy (LLN)

CCFV is committed to delivering a positive and fulfilling learning experience for all participants. To aid us in achieving this objective, we request that you inform us before enrolling if you have any specific learning requirements.

For short courses and fee-for-service programs, a basic level of language, literacy, and numeracy is a prerequisite for successful training completion. For Qualification, learners will need to complete an online LLN quiz. This quiz is designed to help CCFV assess learners' current proficiency in language, literacy, and numeracy (LLN), ensuring that the learner is well-suited to successfully undertake the chosen training course.

The results of this LLN quiz will be stored in the learner file and referenced for all subsequent enrolments. It's important to note that all training and assessments are conducted in English. If LLN needs are identified by either the learner or CCFV, we will engage in a discussion with you to explore the support mechanisms that can be implemented, offering you the best possible chance of success.

Digital Capability

CCFV mandates that all learners possess a fundamental level of computer literacy necessary for the successful completion of the program. This includes the ability to use the internet for research, access, and complete assessments online, and demonstrate word processing skills adequate for generating assignments as needed.

Additionally, learners are expected to provide evidence of computer literacy at a level aligned with industry standards for vocational competency. This ensures that learners not only meet the program's requirements but also possess the necessary digital skills relevant to their chosen field.

Special Needs

Consistent with CCFV's commitment to Access and Equity practices, learners with special needs are afforded the same opportunities as any other candidate. Our training and assessment programs proactively consider special needs from the planning stage onward, implementing reasonable adjustments to accommodate flexible learning and assessment methods tailored to the unit of competency. An Individual Support Plan will be discussed and developed for any assistance required.

For the effectiveness of learning and assessment strategies, CCFV encourages potential learners requiring special assistance to identify their needs either before enrolment or on the enrolment form. It is important to note that neither CCFV nor any of its representatives assume responsibility for undisclosed conditions that may be exacerbated during training or for instances of unsuccessful learning where appropriate supports have not been identified. This underscores the importance of proactive communication to ensure a supportive and inclusive learning environment for all participants.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) provides learners with an opportunity to have their current skills and competencies recognised. Each student is offered the opportunity to submit a request and be assessed for RPL. You should ideally apply for RPL at the time of enrolment. Evidence of the skills must be current and must match the stated units of competency. RPL is assessed by the completion of one or a combination of the following:

- Review of Evidence including relevant qualifications
- Interview
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Written/Oral reviews.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees in the Schedule of Fees or upon contacting us. For more information about applying for RPL, contact the office.

Credit Transfer (CT)

Credit transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the current course of study. The credential may be a Statement of Attainment or a USI transcript for specific modules or units of competency, or it may be a complete qualification.

A Credit Transfer applies where the unit or module code for the qualification already held matches or is equivalent to the unit or module code for the qualification being sought. Where a unit/qualification code is not the same or equivalent, the student is encouraged to apply for RPL.

Training Plan (TP)

The training plan is an agreement between the student, employer (if required) and CCFV, which sets out the training conditions, units to be trained and the type of training to be undertaken. Learners have the right to negotiate with CCFV to develop a plan that recognises the skills already attained, and the best options for training delivery, supervision, and workplace support.

Changes to the Training Plan during the course should be acknowledged by all the stakeholders involved and will be saved in the learner file for audit purposes.

Training Locations

CCFV Training operates from two main locations in Notting Hill and Clarinda. These well-equipped training centres provide a conducive environment for comprehensive learning experiences.

Moreover, our commitment extends beyond these premises, as our dedicated trainers are mobile, reaching client locations across both regional and metropolitan Victoria. We also offer group booking for employers. This approach ensures accessibility and convenience for our participants, facilitating tailored training sessions to meet the diverse needs of individuals and organizations throughout the region.

Training Delivery Modes

CCFV provides a diverse range of training delivery modes to accommodate the varied preferences and needs of learners.

Training can include all or any of the following modes of delivery:

- Face-to-face training
- Online learning and assessment (if applicable)
- Onsite Practical
- Workplace-based learning.
- Blended delivery modes
- Synchronous delivery

These varied delivery modes exemplify CCFV's commitment to offering dynamic and effective training solutions.

Assessment Activities

The assessment activities are thoughtfully designed to align with industry standards and ensure a comprehensive evaluation.

Assessments may consist of any or all of the following:

- Online activities
- Workbook activities
- Workplace Logbook
- Theoretical tests including online quizzes, multiple choice, and short answer formats.
- Research and projects
- Practical demonstration either on-site or in a simulated environment
- Pre-recorded real-time webinars.

These varied assessment activities are tailored to accommodate different learning styles and ensure a thorough evaluation of participants' capabilities, contributing to a well-rounded and effective training experience at CCFV.

Resulting Codes/Assessment Outcomes

Upon the successful completion of a unit or qualification, the resulting codes and unit names are crucial components documented on the transcript, providing a comprehensive record of an individual's completed units. A unit will be completed only if the students as submitted, the trainer have assessed and marked competent in all the required assessment activities for a unit.

Competent (Successfully Completed)	C	Recognition of Prior Learning	RPL
Not Competent (Unsuccessfully Completed)	NC	Withdrawn (unit has been withdrawn after starting)	W
Credit Transfer	CT	Attended (student attended the class)	A

Please be aware that:

- CCFV does not guarantee that you will successfully complete any course that you enrol in with us. We will provide all information, tuition, and assistance within our capability; but in the end it will always be up to the learner to complete the necessary work in the timelines requested.
- CCFV does not guarantee that you will obtain an employment outcome when you successfully complete a course with us.

Learner Management System (LMS)

CCFV employs the Cloud Assess Learner Management System to enhance the overall training experience for participants. This robust platform facilitates seamless management of learners' progress, and assessments. Cloud Assess streamlines the assessment process, allowing for efficient tracking of individual performance and providing timely feedback from the trainers.

The user-friendly interface ensures accessibility, enabling learners to navigate through their training materials, submit assessments, and access resources conveniently. Cloud Assess offers the flexibility of accessing course materials remotely, allowing individuals to learn at their own pace.

Digital Requirements

The digital requirements for a course at CCFV may include:

1. **Email Account:** Students may be required to have a valid email account for communication with trainer, receiving updates, and accessing course materials.
2. **Software and Applications:** Specific software or applications may be necessary for online learning, virtual sessions, or simulation exercises, like Teams, Word, Browser.
3. **Digital Literacy Skills:** Basic digital literacy skills, such as navigating online platforms, using email, and participating in virtual discussions, are often expected.
4. **Access to a Computer:** Participants may need access to a personal computer or laptop for online learning components. For some courses, a tablet forms part of the material fee and will be provided by CCFV.
5. **Internet Connection:** A reliable internet connection is essential for accessing online resources, participating in virtual classrooms, and submitting assignments. While you are CCFV Notting Hill campus you can check with staff for Guest Wi-Fi access.

It's important to check the specific course requirements and guidelines provided by CCFV for accurate and detailed information regarding digital requirements.

Victorian Government VET Student Enrolment Privacy Notice

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).

Collection of your data

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

Civil Contractors Federation (Victorian Branch) provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <https://www.vic.gov.au/training-data-collection>

Use of your data

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.

Disclosure of your data

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. This includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

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).

Survey participation

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.

Consequences of not providing your information

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.

Access, correction, and complaints

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. Please refer to our website (<https://www.ccfvic.com.au/training-courses/compliance/#complaints-and-appeals>) for detailed information and access to the necessary forms to register a complaint.

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

Learner Rights and Responsibilities

Choosing to undergo training with CCFV implies your commitment to taking personal ownership and responsibility for your success and conduct. You are expected to understand and comply with any relevant policies and procedures during your time with us. Failure to meet any or all CCFV standards or policies may result in suspension and/or expulsion from your training program. These guidelines, shaped by state and national laws, including Australian consumer laws, prioritize the well-being of students and employees, along with maintaining academic integrity.

Learner's Rights

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

- To receive a high-quality education that is intellectually stimulating.
- To receive timely and accurate information when dealing with CCFV Victoria.
- Be respected and treated fairly and equitably.
- To study in a supportive environment.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Receive training, assessment and support services that meet their individual needs.
- Provide feedback/complaints to the RTO on the client services, training, assessment, and support services they receive (<https://www.ccfvic.com.au/training-courses/compliance/#complaints-and-appeals>)
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur.

Learner's Responsibilities

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

- Be aware of and comply with CCFV policies and procedures.
- Represent CCFV Victoria with integrity and professionalism.
- Treat people, their views and their property with respect and fairness regardless of their background or culture
- Paying all CCFV Victoria fees and charges for which you are liable, by the set deadlines.
- Keep your phone number, email, and postal address up to date in CCFV records.
- Refrain from behaviour that could offend, embarrass, or threaten others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Contribute regularly with their Trainer/Assessor.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Notify the RTO if any difficulties arise as part of their involvement in the program.
- Notify the RTO if they are unable to attend a training session for any reason.
- Approach their course with due personal commitment and integrity.
- Provide medical certificates or evidence of extenuating circumstances in support of absenteeism.
- Must be medically fit for the nature of the course.
- Follow dress rules - as a representative of CCFV you must always maintain a high standard of personal presentation and personal hygiene.
- Not to smoke in non-smoking areas.
- Not to be under the influence of alcohol or illicit drugs
- Where advised in the course booking confirmation, learners have an obligation to provide for themselves any personal protective equipment required and must present for training as advised.

Unacceptable Behaviours

- Continuous interruptions or inappropriate behaviour to the trainer/CCFV staff/class whilst delivering the course content.
- Smoking in non-smoking areas and being under the influence of alcohol or illegal drugs.
- Discriminatory, harassing, abusive, threatening, or violent behaviours of any kind whether physical or verbal.
- Harassment, intimidation, threats, violence of any kind (verbal, written, innuendo, physical etc.)
- Sexual harassment or Bullying
- Acting in an unsafe manner placing yourself or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Lack of personal hygiene.
- Other objectionable or inappropriate or illegal behaviour.

Fees, charges, and refunds

The latest course fees for all courses delivered by CCFV are available on the Schedule of Fees at the CCFV Website: <https://www.ccfvic.com.au/training-courses/compliance/#schedule-of-fees>

Please be aware that the course fees, as published on the Schedule of Fees, are subject to change based on individual circumstances at the time of enrolment.

Employers/clients will be invoiced before the commencement of training. A statement of fees or invoice will be provided to the student before commencement, that includes, at minimum:

- The code and title, and currency of the program
- The total cost of the program, including any fee concession or waiver.
- The approximate value of government contribution (if necessary)
- Other fees, including materials or other charges.

Please refer to www.ccfvic.com.au/training-courses/compliance/#fees-charges-refund-policy for the latest fees and refund policy. CCFV will never require a learner to pay more than \$1500 in prepaid fees for accredited training and it is a requirement that the initial invoice should be paid before the course commencement.

Awards

Australian Qualifications Framework (AQF) Certification Documentation

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

Statement of Attainment

A Statement of Attainment (SOA) is issued when a student has successfully completed a number of accredited units of study that do not constitute a full qualification.

Certificate of Completion

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

Certificate of Attendance

A Certificate of Attendance is issued when a student has successfully attended a non-accredited unit(s) of study designed by CCFV as required for the industry. (eg: Awareness courses)

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

CCFV 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, provided all agreed fees have been paid.

Issuing Certificates and/or Statements of Attainment to Apprenticeships/Traineeships

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

- a. All competencies of the Structured Training have been achieved.
- b. The employer has returned written confirmation of the Apprentice/Trainee's competence in the workplace. CCFV will retain the written confirmation of the Apprentice/Trainee's competence from the employer for audit purposes.
- c. CCFV has given clear advice to the employer that final confirmation completes the Training Contract.
- d. CCFV 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."

Complaints and Appeals

CCFV 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.

Remember that your trainer is there to assist you, and they should be your first point of contact (if it's practical). You can access a formal independent complaint process if you need more clarification or resolution by filling out a formal complaints form. Please refer to our website (<https://www.ccfvic.com.au/training-courses/compliance/#complaints-and-appeals>) for detailed information and access to the necessary forms.

Suspension, Deferment or Withdraw

CCFV recognises that circumstances may arise where a student needs to temporarily suspend, defer, or withdraw from their enrolled course. To initiate the process, individuals/employers are required to contact our staff via phone or email to request the necessary forms.

It is important to note that the withdrawal process and refund eligibility are subject to the terms outlined in the Fees and Refunds policy (www.ccfvic.com.au/training-courses/compliance/#fees-charges-refund-policy). CCFV is committed to facilitating a transparent and fair withdrawal process for our students and employers.

Cancellation Due to Non-Engagement and Non-Responsiveness to Communications

If a student fails to engage in studies within the required timeframe and does not respond to CCFV communications, the following cancellation policy shall apply:

1. Non-engagement

If a student shows a lack of engagement by not participating in the required studies, attending classes, or submitting assignments within a required timeframe depending on the course, CCFV reserves the right to cancel the student's enrolment.

2. Non-Responsiveness to Communications

If a student consistently fails to respond to CCFV communications, including but not limited to emails, phone calls, or other official notifications, CCFV may consider this as non-compliance with enrolment requirements.

3. Non-Engagement/Responsiveness of Traineeship/Apprenticeship

CCFV is required to notify the Victorian Registration and Qualifications Authority (VRQA) or the Apprenticeship Support Network (ASN) provider of specific events affecting Apprenticeships and Traineeships within 2 weeks.

Cancellation Procedure

1. Initial Notification

CCFV will make reasonable attempts to contact the student through various communication channels to address the lack of engagement and non-responsiveness.

2. Warning

If the lack of engagement and non-responsiveness persist after the initial notification, CCFV will issue a formal warning to the student, clearly outlining the concerns and the potential consequences.

3. Grace Period

Following the warning, the student will be given a specific grace period within which they are expected to rectify the situation by actively engaging in studies and responding to communications.

4. Enrolment Review

If, at the end of the grace period, the student continues to demonstrate non-engagement and non-responsiveness, CCFV will conduct a thorough review of the enrolment status.

5. Cancellation

Based on the findings of the review, CCFV reserves the right to cancel the student's enrolment due to persistent non-engagement and non-responsiveness.

It is the responsibility of the student to remain actively involved in their studies and respond promptly to communications from CCFV. Failure to do so may result in the cancellation of enrolment without eligibility for a refund or credit. This policy is subject to periodic review and updates as deemed necessary by CCFV. If you want to dispute/ complain you can submit it via

<https://www.ccfvic.com.au/training-courses/compliance/#complaints-and-appeals>

Employer/Student Feedback Survey

CCFV values the input of employers and students and is dedicated to using feedback as a constructive tool for the ongoing enhancement of its training programs and services. A systematic and transparent process is used to collect, review, and respond to feedback provided by employers and students using the below survey links:

- Learner Survey (Qualification) - <https://bit.ly/3Ap8Cau>
- Learner Survey (Short Course) - <https://bit.ly/3QMPydf>
- Employer Survey (All courses) - <https://bit.ly/3Tc6ETE>

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 CCFV and to foster an environment free of discrimination and harassment.

CCFV 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 equal and quality opportunities.
- There is recognition of, respect for, and promotion of diversity within our community.
- There is encouragement of initiatives to effect change.
- While some people need our advocacy, we support and encourage people on the journey of self-development and self-advocacy (empowerment).
- Every person has a right to participate in decisions that affect their lives.
- Ensuring compliance with Standard 4 (Standards for RTOs 2015) so that learners have timely access to current and accurate records of their participation and progress.

CCFV ensure that the structures and practices of CCFV 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. This is particularly done by supervising the incorporation of the principles of state and national legislation into our policy.

If you believe you are experiencing bullying, harassment, or discrimination whilst at CCFV please refer the matter, verbally initially to the any member of staff you feel most comfortable with.

If you believe that you and/or other employees have been unlawfully discriminated against in your employment, you can raise your complaint to CCFV through our complaints form (<https://www.ccfvic.com.au/training-courses/compliance/#complaints-and-appeals>) or request assistance from the Fair Work Commission (<https://www.fwc.gov.au/>). You can do this by submitting an [online enquiry](#) or calling Fair Works Commission on 13 13 94.

Apprenticeship/ Traineeship

In lockstep with the Civil Contractor Federation's commitment to skilled workforce development for the civil construction industry, we offer a range of Apprenticeship & Traineeship Programs, designed to;

- Assist newcomers to the industry in starting their careers.
- Benefit employers and mentors looking to onboard apprentices for future employment.
- Continually induct new workers to the industry, helping to ensure a sustainable skilled workforce for the current and future pipeline of critical infrastructure works.
- Time commitment is approximately 12-18 hours per month and may vary depending on the course.

As an apprentice or employer, you may be eligible for Government payments throughout an Australian Apprenticeship. Use the Incentives Explorer (<https://www.apprenticeships.gov.au/support-and-resources/incentives-explorer>) to see what payments and incentives you could claim.

The CCFV Victoria Team is committed to delivering the very best skills development training in the industry. We offer a range of qualification (<https://www.ccfvic.com.au/training-courses/apprenticeship-in-civil>).

The CCFV RTO Relationships Lead and Team is a single point of contact to support you and your employer with any queries or concerns. The team is available via phone and email.

Phone: 0395887600 Email: apprenticeships@ccfvic.com.au

Apprentice/ Trainee Employer Supervision

Supervision in the workplace is essential for apprentices or trainees to become competent in their chosen trade or vocation, and to work safely, confidently, and effectively. 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 your workplace. Employers must provide supervision that enables you to safely learn the standards of skill and knowledge needed for their qualification – and job.

When undertaking Certificate III or above, apprentices or trainees must be withdrawn from routine work duties for a minimum of 3 hours per week (pro rata for part-time with a minimum of one hour) for planned training, averaged over a 4-week cycle.

For more information about legal obligations and Employer/Supervisor/Apprentice/Trainee Fact Sheet kindly visit: <https://www.apprenticeships.vic.gov.au/rights-and-obligations/supervision/>

Apprentice/ Trainee Workplace Logbook

You may be issued a logbook, which is a record of your time at work where units of competencies (outlined in your training plan) are completed off by your supervisor. It is your responsibility to keep your logbook up to date and on hand if needed.

Your records need to show you are **on track to complete your apprenticeship** to continue to be reimbursed for training costs. CCFV will record your progress from your Logbook towards your units of competency.

Logbooks need to:

- Entries must relate to the units of competency from your training organisation
- Entries signed by a supervisor/employer
- Follow your training plan

External Support

Apprenticeship/Traineeship support

The Australian Government delivers targeted support to Australian Apprentices and their employers. Check out the below webpage for more information.

- [Australian Apprenticeship Support Network](#)
- [Australian Apprenticeships Incentive System](#)
- [Australian Apprenticeship Priority List](#)
- [Australian Apprenticeship Support Loans](#)
- [Australian Apprenticeships Incentives Program](#)

Financial support for Apprentice/Traineeship

As an Australian Apprentice, you may be eligible for financial and non-financial support from the Australian Government and your State or Territory Government. The easiest way to check what support you may be eligible for is to check the [Apprenticeships Incentives Explorer](#) or speak to your [Australian Apprenticeship Support Network provider](#). This support may include Australian Apprenticeship Wage Subsidy, Trade Support Loans, or Living Away From Home Allowance.

TradeMutt

TradeMutt is an Australian-based workwear brand known for its distinctive and colourful work shirts. The brand actively supports mental health initiatives and promotes open discussions about mental health challenges faced by workers in these industries. It's recommended to check TradeMutt's official website to avail discounted rates for all kinds of workwear. (<https://trademutt.com>)

Beyond Blue

Beyond Blue is an Australian independent non-profit organization that focuses on mental health and well-being. The organization provides information and support to individuals, families, and communities affected by mental health issues, with a particular emphasis on depression and anxiety. The organisation provides various support services, including a 24/7 helpline where individuals can speak with trained mental health professionals. They also offer online chat support and forums for peer support on their website. (<https://www.beyondblue.org.au/>)

Stay in touch

CCFV staff is available on

Phone: 03 9588 7600

Email: civiltrain@ccfvic.com.au (short courses) or apprenticeships@ccfvic.com.au (qualifications)

We are available from 7:30 am – 5:30 pm AEST/AEDT weekdays to provide maximum availability to students. Outside of these hours, students can contact trainers for any support or access the Help and Support page on the *Cloud Access Learning Management System (LMS)*, this page contains several FAQs to facilitate self-assistance.

Stay informed and connected with the latest industry updates by following the Civil Contractors Federation (CCFV) on our social media platforms. We strive to keep our community well-informed, and your active participation ensures you stay abreast of the most recent advancements and trends. Don't miss out on valuable updates that can enhance your industry knowledge and professional insights. Follow CCFV on social media today to be part of a dynamic network and stay at the forefront of the construction and civil contracting sector.



[linkedin.com/company/civil-contractors-federations-victoria](https://www.linkedin.com/company/civil-contractors-federations-victoria)



[instagram.com/CCFV_victoria](https://www.instagram.com/CCFV_victoria)



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[youtube.com/@civilcontractorsfederationvic](https://www.youtube.com/@civilcontractorsfederationvic)



twitter.com/CCFV_victoria

CivilHQ - CCFV Victoria's online member communities platform



CONNECT

Forum chats are available on mobile app & desktop so you never miss a conversation



COLLABORATE

Connect with CCF members through our professional membership directory



CONTRIBUTE

Share knowledge & access learning resources including industry webinars & podcasts

CivilHQ is a free online communities platform designed for CCFV Victoria members to connect, collaborate, and contribute with other likeminded individuals within the civil construction industry. Experience real-time conversations, learnings, and discussions plus gain exclusive access to private communities and a library of training and resources.

Join the Conversation: <https://civilhq.ccfvic.com.au/home>