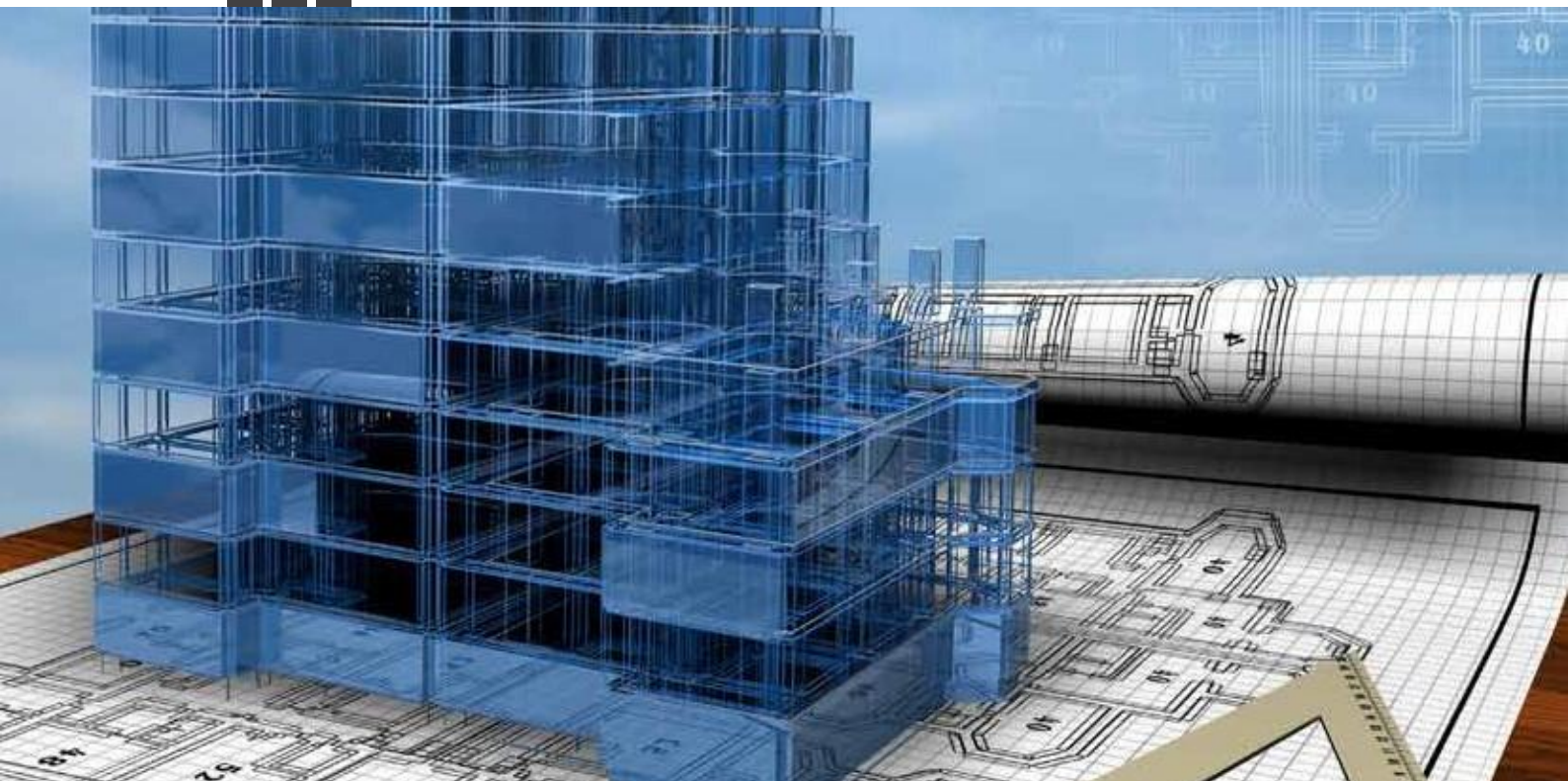




College of **Professional Development**

RTO - 40701



CPC60121 Advanced Diploma of Building Surveying

COURSE
HANDBOOK

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WELCOME TO THE COLLEGE OF PROFESSIONAL DEVELOPMENT

Thank you for choosing The College of Professional Development (CPD) for your professional training needs. We are committed to providing quality industry program to all course participants. If you require assistance with any part of your program, you are welcome to talk to our supportive staff.

A FEW DETAILS ABOUT THE COLLEGE OF PROFESSIONAL DEVELOPMENT

OUR COMPANY

The College of Professional Development (CPD) is a Registered Training Organisation (RTO) Provider 40701.

The Training Director is a shareholder in the company who is committed to the vision of becoming a leading provider of professional training to the Building Surveying and Certification Industry through the provision of quality training at a competitive price.

Our company has expertise and experience in:

- Building Surveying,
- Building Certification
- Building defects and consultancy services
- Legal proceedings and expert witness
- Fire safety
- Swimming Pool safety legislation

We deliver the CPC60121 Advanced Diploma in Building Surveying for people who want to pursue or progress a career through an accredited qualification.

We also offer shorter continuing professional development courses to the industry.

OUR STAFF

The CPD facilitators are well regarded fully qualified practitioners currently working in this industry. The Directors are represented on industry boards, state government committees, and professional institutes and have presented papers at industry conferences.

The office staff can be contacted by phone (02) 9570 5141 and email info@cpdtraining.com.au during business hours.

OUR MARKETING

CPD has marketing material that is easy to read and understand. We will meet the standards set for ethical and accurate marketing information. The website is the main source of information.

Course brochures and Handbooks and other important documents are located on the website that you can access prior to a decision to enrol in a course.

The following information sets out how we provide quality training and assessment and support to our valued clients.

COURSE ENTRY REQUIREMENTS

ENGLISH LANGUAGE AND LITERACY REQUIREMENTS

- > We offer the course to people over 18 years of age as we expect people to be adults with some work and life experience.
- > The course requires a good level of literacy–speaking, reading and comprehension and writing. This includes effective English language, communications and interpersonal skills and the ability to write a range of documentation.

TECHNOLOGY REQUIREMENTS

- > As a professional Building Surveyor you need good computer skills.
- > The blended learning means you must have adequate access to a computer with relevant software, the Internet and an email address to participate in this mode.
- > You will communicate with the trainer by email, Skype or phone and you will send completed work typed up by email attachment. So, you do need technology support to make the course as smooth as possible.

ACCESS TO BUILDING SITES AND EXISTING BUILDING FOR INSPECTIONS AND AUDITS

- > The training package for this course requires the participant to demonstrate that they are capable of inspecting buildings under construction, and to audit existing buildings.

Qualification	Class of Building
CPC60121 – AD Building Surveying	Classes 1- 10 (inclusive)
CPCSS00005 – Skill Set – Building Surveying	Classes 1a, 1b and 10a

- > It will be your responsibility to arrange access to building sites, buildings under construction and existing buildings where the [training package](#) requires the inspection or audit of a building. CPD will not be able to arrange any such access.
- > You will need to address any required legislated Work Health and Safety obligations before entering a building site. For example, you may be required to complete a Construction Induction White Card Course and to present a copy of your White Card before entering a building site.
- > CPD training are not liable for any actions or claims resulting from the need to inspect or audit a building as part of this course. All participants who are not already covered by the appropriate insurance are recommended to investigate their options (eg public liability). In some cases, insurance may be required before being able to enter a building site. It may be best to speak to an insurance broker about your options in this regard.

WORK EVIDENCE AND DOCUMENTS FROM YOUR WORKPLACE

- > You will need a workplace or projects where you can gather the evidence of building construction or surveying work.
- > You will need to have access to building sites and the like to carry out various assessment tasks

Our commitment to provision of quality courses as provided by CPD:

Upon receipt of the completed offer of a place in the course and the course fee (1st instalment) CPD agrees to:

- > Provide a receipt (tax invoice);
- > If requested by the candidate, or considered required by the Training Director undertake an interview to identify and clarify course requirements and client needs;
- > Confirm the course enrolment and
- > Confirm the course commencement date;
- > Confirm the selected payment plan;
- > Provide progressive access by unit to the course materials and assessments subject to the receipt of the relevant instalment payment;
- > Provide access to your trainer and assessor;
- > Provide tutorials as described in the marketing information;
- > Provide support for special needs to the participant; This may include the implementation of reasonable adjustment to cater any special needs when identified or advised
- > Provide trainer and administration support to participants throughout the enrolment;
- > Mark, provide feedback and results on the submitted assessment tasks within a timely period;
- > Support participants to achieve their goal of completion of the qualification with reasonable adjustments;
- > Issue results and a certificate of completion, qualification or statement of attainment/s upon satisfactory completion of the course requirements (if applicable).
- > Apply access and equity principles across our operations in order to:
 - o Promote full and equal participation of participants
 - o Foster an environment free of discrimination
 - o Assist students to identify and achieve
- > After enrolment, consider an application for Recognition of Prior Learning when sufficient evidence that demonstrates that the requirements of the relevant training package is provided
- > Consider a Credit Transfer for an equivalent Unit of Competency
- > Endeavour to address complaints within 30 days. Where more than 60 days will be required to process and finalise the complaint or appeal, CPD will inform the complainant or appellant in writing, including reasons why this time is required.
- > Make the safety of all staff, students and visitors a priority

Acceptance of course enrolment and the terms and conditions forms the agreement by the participant:

Upon accepting the offer of a place in the course, signing the agreement and making the first instalment payment, the participant acknowledges their understanding of the agreement entered into with CPD and agrees that:

- > Information provided during enrolment is correct and the participant warrants that he/she is 18 years or over;
- > A Unique Student Identifier has been obtained and that the number provided during enrolment is correct.
- > A passport size digital photo of the participant will be uploaded to the Learning Management System during enrolment. This photo will not be used for any reason other than to verify the student's identity (unless otherwise agreed by the participant).
- > All work and evidence submitted by the participant is their own, and has not been plagiarised from any other source. (Note: Evidence of plagiarism may lead to the immediate suspension or withdrawal from the course).
- > Course enrolment is complete when the 1st confirmation instalment is paid and the money is deposited in the CPD account ;

- > The terms and conditions of enrolment are accepted including fees and refund policy;
- > The course entry requirements are understood and accepted and met by the participant or the participant has declared support needs with the RTO at the application stage and accepted the policies on support:
- > The participant acknowledges that it is their responsibility to arrange access to building sites and buildings under construction where the training package requires the inspection or audit of a building to complete the relevant unit of competency. The arranging of any such access is not the responsibility of CPD.
- > Arrangements have been made to address any required legislated Work Health and Safety obligations before entering a building site, and that any such arrangements is not the responsibility of CPD Training. This may require one to obtain a White Card or the like.
- > CPD training are not liable for any actions or claims resulting from the need to inspect or audit a building as part of this course. All participants who are not already covered by the appropriate insurance are recommended to investigate their options (eg public liability and work cover). In some cases, insurance may be required by the builder before being able to enter a building site. It may be best to speak to an insurance broker about your options in this regard.
- > CPD has the participant's consent to undertake, if applicable, a credit check with the Credit Reference Association of Australia (where payment is by direct debit) ;
- > CPD will provide the date for course commencement and this date will be known as the agreed course commencement date;
- > Course duration is effective from the course commencement date.
- > The participant must complete at least three unit of competencies within 12 months of enrolment, and every subsequent anniversary of enrolment to be considered an actively enrolled student. (unless otherwise agreed by the Training Director)
- > There is no minimum time limit for the completion of the course. The maximum time limit as follows:

Course level	Maximum Time Limit
On-line CPD activity	1 month from the date of enrolment
Swimming Pool Inspector Course	2 months from the day of the final day of the face to face presentation
Skill Set or Certificate IV	2 years from the date of enrolment
Advanced Diploma	3 years from the date of enrolment

An application for an extension may be made to the Training Director. Any such application must show cause as to why an extension should be granted and may impose a fee.

Notwithstanding the above, where the training package relevant to the enrolled course is superseded, all participants are required to complete their course, or to transfer to the course replacement within 12 months from the date the replacement training package was released on the National Register. Any participant transferred to the new version will be required to meet the requirements of the new training package.

For example, if CPCC60121 – Advanced Diploma Building Surveying is replaced by a new version, those enrolled must complete the current version within 12 months of the introduction of the new version. Those transferring to the new version will be required to meet the competency requirements of the new training package. While some units may transfer across, there is no guarantee that this will always be the case, and can only be established by comparing the requirements of both training packages.

- > A participant may apply for deferral of their studies. Any such request must be made in writing and addressed to the Training Director who has the authority to grant or deny the request. The

maximum time that a participant can defer their course is 6 months from date of approval. A request for deferral will not be considered if the Training Package is within the phase out period as mentioned in the point above.

- > Participants are responsible for their own attendance, progress and submission of work including assessments;
- > Participants will communicate with the trainer and administration if there are issues or barriers to completion of the course where we may be able to help to support the participant.
- > Under the Data Provision Requirements 2012, CPD 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 the enrolment form), may be used or disclosed by CPD for statistical, administrative, and regulatory and research purposes. CPD may disclose your personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies
- > CPD owns or has the right of use of all course materials, content, assessments, online courses, handbooks, policies, procedures, business practices, and other intellectual property you will be exposed to throughout your course. All course material and assessment tasks provided as part of your course are to remain for the explicit use of the enrolled participant and must not be distributed to any other parties. Participants are only permitted to use their course materials and content for the purpose of completing the course they are enrolled in.

OUR FACILITATOR AND ASSESSOR IS HERE TO HELP

The facilitator is your main point of contact. If you are studying by distance you may be located in a remote city or town but can still stay in touch by phone and email and video conference.

Whatever mode of study, your facilitator will guide you through the module requirements and give you support and instructions. When we conduct assessments through the “professional conversations” there are clear instructions and the assessor must provide you with feedback and every opportunity to demonstrate your competence.

WHAT THE PARTICIPANT HAS TO DO

Each participant:

- > Participates in the learning in order to develop knowledge and skills;
- > Undertakes self-motivated research as required
- > Attends the workshops, or webinars;
- > Be attentive and cooperative and makes every attempt to meet deadlines;
- > Takes responsibility for your own progress as an adult learner;
- > Completes and submits work on time;

SKILLS YOU MAY ALREADY HAVE

RPL- RECOGNITION OF PRIOR LEARNING is a process of acknowledging previously completed qualifications, skills, knowledge or experience relevant to your course.

RPL is not a short cut, but instead an alternative method of showing that all of the relevant competency requirements of the training package have already been met.

It will be your responsibility as the participant to demonstrate how the relevant competency has been addressed. We have developed a RPL pack to assist you with this. It is important that any evidence provided addresses the particular requirements of the [training package](#). For example, if the training package requires one to demonstrate the ability to *assess an application for a building permit for a class 1b building*, then we would expect you see an assessment report for a Class 1b building that you were responsible for. We would also reinforce your competency by conducting a phone or video interview,

and third party report. Unfortunately, letting us know how many years of experience you may have, or that you have a particular level of accreditation alone will not be enough. As the RTO, we have an obligation to ensure that all competencies are met, and can only grant RPL if all of the competencies can be met. The assessment requirements are clearly specified in the [training package](#).

CREDIT TRANSFER (CT)

If you have a qualification or part qualification issued by another RTO, TAFE or University that is mapped directly to the requirements of the Training Package, we will recognise this and give you credit towards completion of the course. We do need to check that the certificates are valid and authentic.

CPD POLICIES SET OUT WHAT WE DO AND HOW YOU ARE SUPPORTED

CPD has written policies and procedures that:

- > Identify and meet your support needs;
- > Deliver the training and conduct of assessment;
- > Document delivery and assessment arrangements;
- > Keep track of administration and participant records;
- > Set the standards for trainers and assessors;
- > Set down how we operate the company and comply with legislation.

Training is available for people without discrimination and the focus is to assist people in professional and personal development.

RTO's must meet legislation in the VET Quality Framework. Our company is audited and must meet and sustain compliance with the legislation that is managed by the regulator, called ASQA (Australian Skills Quality Authority).

SUPPORT AND ASSISTANCE

Prior to the course, we explain the entry requirements here in this Handbook, and we ask some questions on your interest in the course, work history, and access to the workplace documents. We will also ask you about English levels and access to technology. We hope that you will identify any support needs or we will ask about this in the application interview. We follow up on a case by case basis. The adjustments we can offer are listed below.

While participating in the program, you are encouraged to discuss any needs you have with the facilitator or our Training advisor. These needs may relate to:

- > The working required to complete the assessment;
- > Your work environment;
- > Personal issues that are slowing your progress;
- > Correct use of candidate guides;
- > Use of computers;
- > Or anything that may be a barrier to you successfully completing the qualification.

Support can be offered by

- > The training advisor (for simple matters);
- > The facilitator/assessor;
- > The training director;
- > Or an external source if required.

We run professional courses so we do expect people will have good reading, writing and computing skills and this is set out in the entry requirements. We want our participants to succeed so if you are having difficulties our facilitators can provide the following types of learner support assistance:

- > Explanations of the candidate guides that you have not understood;
- > Explanations of parts of the reference and reading materials that have not been understood;
- > Flexibility in the delivering plan in terms of timing and completion of work;
- > Extra time on assessment tasks as appropriate or re-submit options;
- > Extra time on projects or portfolio evidence by request ;
- > We will make reasonable adjustments in order to cater for the needs of participants (including people who have a disability);
- > Training venues where possible will be accessible;
- > Support persons agreed in advance can be arranged;
- > We do not offer guidance or welfare advice.

ACCESSIBILITY

- > CPD will make reasonable adjustments in order to cater for the needs of participants who have a disability.
- > Training venues and facilities where possible will be accessible.
- > Materials supplied to distance learners will be text based but we supplement this material with files and course material on USB that can be adapted on your computer.

DELIVERY OF TRAINING

REFERENCE MATERIALS AND MANUALS

CPD provides the course materials on line which can be readily downloaded. These are included in the course fee.

CPD adheres to the Copyright Act. All course materials and software are licensed.

PARTICIPATION IN SELF-STUDY AND PROGRESS

Participants are responsible for managing their study load. As you are studying via distance mode, we will support you and stay in touch for encouragement and support. While we make every effort to monitor your study, it is you who knows how much support you need. That being the case, we strongly encourage you to reach out and contact us if you need any assistance at all.

Your progress is monitored; you must set aside the time needed to complete your study.

COURSE DURATION

There is no minimum time limit for the completion of the course. The maximum time limit as follows:

Course level	Maximum Time Limit
Skill Set CPCSS00005	2 years from the date of enrolment
Advanced Diploma CPC60121	3 years from the date of enrolment

Notwithstanding the above, where the training package relevant to the enrolled course is superseded, all participants are required to complete their course, or to transfer to the course replacement within 12 months from the date the replacement training package was released on the National Register. Any participant transferred to the new version will be required to meet the requirements of the new

training package. Where the AQF is no longer current and has not been superseded, all participants must complete the course within 2 years from the date the AQF was removed or deleted from the National Register (in accordance with clause 1.26 of the [Standards for Registered Training Organisations 2015](#))

For example, if CPCC60121 – Advanced Diploma Building Surveying is replaced by a new version, those enrolled must complete the current version within 12 months of the introduction of the new version. Those transferring to the new version will be required to meet the competency requirements of the new training package. While some units may transfer across, there is no guarantee that this will always be the case, and can only be established by comparing the requirements of both training packages.

Sometimes, people enrol and start a course but for personal reasons, they may not be able to complete within the agreed dates. We understand that you are busy and offer an extension of time procedure. You must submit your request for an extension before the course expiry date. You must be up to date with course fees at the time of the extension request.

If your request is successful and your extension is beyond the agreed enrolment dates you will be required to pay a course extension fee. A maximum of four months is allowed and CPD reserves the right to refuse an application for extension.

You must stay in touch by email or phone and re-commence the course at the end of the extension. If you do not re-commence it is deemed a cancellation of the course according to the terms and conditions.

PROGRAM STRUCTURE

The course is offered online and is self-paced so that you can work in your own environment in your own time. While we offer a recommended study timetable, you have the ability work through the course as fast or slow as you like during your enrolment period.

The course material is presented in a series of video and text material. Periodic webinar tutorials to supplement the learning material are offered. While participation in the tutorials are recommended, they are not compulsory. Additionally, you have the ability to make an appointment for a private tutorial or meeting with our trainers. Our trainers see their role as not only facilitators in your learning, but also as mentors in situations where you cannot get such mentorship because you may not be currently working within the industry.

The program is delivered with meaningful content and skills. You are enrolled in a unit at a time, progressing to the next unit once complete. You are required follow the sequence set out by the College program unless arrangements are otherwise made with the Training Director

The unit of competency clustering has been separated into two parts being:

1. CPCSS00005 - Skill Set for Residential Buildings up to three Storeys
2. CPC60121 - Advanced Diploma of Building Surveying

You will first complete the Skill Set which has a focus on Class 1 and 10 buildings before progressing to the commercial and industrial related units that make up the remainder of the Advanced Diploma of Building Surveying. This may enable you to apply for accreditation or registration as a Building Inspector/Assistant Building Surveyor/ Building Surveying Technician or the like. Please note that the requirements for accreditation, licensing or registration are set by the relevant state government authority and it is therefore recommended that you contact them to establish any such requirements.

SEQUENCE OF UNITS FOR THE CPC60121- ADVANCED DIPLOMA OF BUILDING SURVEYING

This qualification is the nationally accredited qualification for Building Surveyors from the CPC Construction, Plumbing and Services Training Package. The Advanced Diploma of Building Surveying consists of 19 core and 3 elective units of competency.

CPC00004 - Skill Set for Residential Buildings up to three Storeys
CPCCBS6101 – Research and evaluate construction methods and materials for Class 1 and 10 buildings to 3 storeys
CPCCBS6104 - Assess and advise on compliance of design documentation for Class 1 and 10 buildings to 3 storeys
CPCCBS6107 - Process planning and development applications for buildings to 3 storeys
CPCCBS6108 - Process building applications for Class 1 and 10 buildings to 3 storeys
CPCCBS6112 - Conduct and report on initial construction inspections for Class 1 and 10 buildings to 3 storeys
CPCCBS6114 - Conduct and report on advanced and final inspections for Class 1 and 10 buildings to 3 storeys
CPCCBS6110 - Conduct and report on building surveying audits for Class 1 and 10 buildings to 3 storeys
CPCCBS6103 – Identify and apply legal and ethical requirements to building surveying functions
CPCCBS6118 Assess and advise on performance – based solutions for Class 1 and 10 buildings to 3 storeys

Advanced Diploma of Building Surveying (completion of Skill Set CPCSS00005 plus the following)
Core Units (all must be completed)
CPCCBC4001 – Apply building codes and standards to the construction process for Class 1 and 10 buildings

CPCCBC4010 – Apply structural principles to residential and commercial constructions
CPCCBC4012 – Read and interpret plans and specifications
CPCCBC4053 – Apply building codes and standards to the construction process for Class 2 to 9 Type C construction
CPCCBS6102 – Research and evaluate construction methods and materials for Class 2 to 9 buildings to 3 storeys
CPCCBS6105 - Assess and advise on compliance of design documentation for Class 2 to 9 buildings to 3 storeys
CPCCBS6116 - Assess and advise on performance based solutions for Class 2 to 9 buildings to 3 storeys
CPCCBS6109 - Process building applications for Class 2 to 9 buildings to 3 storeys
CPCCBS6113 - Conduct and report on initial construction inspections of Class 2 to 9 buildings to 3 storeys
CPCCBS6115 - Conduct and report on advanced and final inspections for Class 2 to 9 buildings to 3 storeys
Elective Units (must complete at least 3 of the following)
CPPHES4007 – Assess thermal performance of existing residential buildings
CPPACC6003A – Assess unjustifiable hardship principles to Alternative Building Solutions for access
CPPHES4005 – Assess household energy use and efficiency improvements
PUAFIR518 – Conduct and record Bushfire Attack Level (BAL) assessment
CPPACC6002A – Apply performance-based codes and risk management principles to assessing buildings for access
CPCCBS6117 – Monitor and advise on construction and compliance upgrade work on buildings to three storeys Prerequisite – completion of CPCCBS6101 and CPCCBS6102)
CPCCBS6111 - Conduct and report on building surveying audits for Class 2 to 9 buildings to 3 storeys Prerequisite – completion of CPCCBS6102

HOW YOU ARE ASSESSED

Assessment takes place in a range of ways.

Assessments methods include:

- > Written and oral knowledge questions;
- > Self- motivated research projects
- > Case studies and scenarios;
- > Workplace tasks;
- > Third party reports;

WHO CONDUCTS THE ASSESSMENT?

- > A qualified assessor will conduct the assessment. 4

HOW MANY TIMES CAN YOU ATTEMPT ASSESSMENTS?

- > You receive feedback and a result on each assessment.
- > You will be asked to resubmit or provide gap assessments first.
- > You can attempt each assessment on 2 occasions in agreement with the assessor.
- > If you have difficulties with assessment this can be discussed with the assessor.
- > Assessments are designed to be flexible, fair, valid and reliable to all parties, and also to meet the guidelines for the unit, relevant legislation and the workplace.

GETTING RESULTS AND YOUR CERTIFICATE

- > You receive final results at the end of each module.
- > Participants assessed as competent in all units will receive the full qualification.
- > Those who do individual modules and exit early or who are not yet competent will receive a statement of attainment for units of competency successfully completed.

APPEALING YOUR FINAL RESULTS - OUR ASSESSMENT APPEAL PROCEDURE

1. For all assessment tasks but in particular for major assessment tasks, if the participant appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date.
2. If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same assessor, or that another assessor undertakes the marking of the submitted work for assessment.
This must be done within 14 days from the result date.
3. If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Training Director shall discuss the assessment decision. The request must be submitted on an assessment appeal form within 28 days of the date of the remarked results.
4. A meeting or phone conference may be offered to the participant who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of the RTO's decision related to the appeal.
5. If the appellant is still not satisfied with the result and wishes to pursue the matter, CPD offers an external mediation and assessment service. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation and assessment consideration. This will be the final decision.
6. Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
7. Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
8. Once mediation and the external assessment services has been provided by CPD, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
9. CPD will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.

A SAFE LEARNING ENVIRONMENT

We provide a sound and safe learning environment for our participants whether they are enrolled by distance or classroom. The venue is checked prior to training and any issues are reported to the office:

- > Comfortable physical environment;
- > Room size and equipment;
- > Occupational health and safety;

SECURITY

- > Personal property at training venues - Participants are responsible for their own personal belongings. We will not accept any responsibility for stolen or damaged personal property at a training venue.

EVACUATION

- > In the case of an emergency requiring evacuation of the building during one of our courses the facilitator will notify the group that they will be evacuating the building and follow designated procedures for that site.
- > We will always check rolls and names at the meeting point to ensure our course participants are located and safe.

SAFE LEARNING – BULLYING AND HARASSMENT

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes

- > Physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse;
- > Distributing or displaying offensive material (pictures, cartoons etc.);
- > Making offensive telephone calls or posting offensive messages in our shared learning space;
- > Making suggestions about sexual activity or sexual favours with threats or promises;
- > Telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- > Isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

CPD will follow up on complaints of bullying or harassment from participants. You should first talk to the facilitator about your circumstances. There is a process to follow such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or Ethnic Council.

OUR ADMINISTRATION STAFF ARE THERE TO SUPPORT YOU

The helpful and friendly staff:

- > Have good communication skills to talk regularly with participants;
- > Are well organised to handle your assessments and files and make sure everything is kept secure;
- > Have empathy with people who are studying by distance and may be located anywhere in Australia

PRIVACY

YOUR PERSONAL INFORMATION

We ensure that your personal information is protected and kept confidential. Our company operates in accordance with the Privacy Act 1988 and the National Privacy Principles.

Participant records are kept in lockable cabinets and on password protected servers in the administration offices. Only those with authority are able to access them. Participant records are not to leave the premises, except for when they are being archived.

Each participant can request access to their training records in writing. Access will be granted following ID checks in a timely manner.

WHAT INFORMATION DOES CPD COLLECT?

Our company collects personal information in the application form and in the processing of direct debits and payment arrangements.

You will be requested to provide photo ID as part of your enrolment process.

You will also be requested to provide photographic or video evidence as part of the assessment process where the training package requires you to “demonstrate” competency. For example, conducting the inspection of a building.

CONFIDENTIALITY AND PRIVACY OF INFORMATION REQUIRED FOR PAYMENT OF FEES

CPD will keep any information (including account details) in direct debit requests confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you to:

- > Only staff has access to student records for the purpose of verifying log-in, personal details, progress, issuing or re-issuing certificates, contact of the student for re-certification or other relevant cause for contact within the boundaries of the business operations.
- > Relevant regulatory bodies have access for auditing or other lawful purposes.
- > Representative agencies of the Government have access for lawful reasons.

FEEDBACK

We will ask for feedback regularly. We will use approved surveys and act on any negative feedback as an opportunity to provide improved customer service.

GENERAL FEEDBACK FROM OUR WEBSITE

There is an area on our website that asks for feedback. Please use it and we will remind you to use our surveys on the website during the course. We are always listening to our client’s feedback.

OUR COMPLAINTS PROCEDURE

1. In the first instance, the complaint should be discussed with the relevant member of staff – be it in administration or training. We encourage students to talk directly with the person involved.
2. Where that is not appropriate, the complaint can be discussed with the Training Director – by phone or through email. We will seek an immediate resolution of the matter if possible.
3. If the complainant is not satisfied with the suggested resolution, the complaint should be recorded in writing on a complaints form and submitted. This form can be downloaded from the website and sent by email. The Director will consider the written complaint. Where the matter may involve the Director or the Training Director, CPD will use an agreed third party to consider the complaint and the resolution proposed by the company. This will make the process fair and transparent.
4. A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint.
5. If agreement still cannot be reached, and the complainant wishes to pursue the matter, CPD offers a mediation service through the Conflict Resolution Network. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision.
6. Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and continuous improvement.
7. Once mediation has been provided, we will advise the complainant that all internal processes have been exhausted. The complainant can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
8. CPD will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.

COURSE FEES AND PAYMENT PLANS

Details of course and administration fees are on our website and in the “Fee Schedule” document on our Website’s download page.

REFUNDS, WITHDRAWALS AND CANCELLATIONS

Course variations – Withdrawal or Cancellation from a course and refund request

Requests must be in writing or email.

Prior to commencement	
Cancellation requested less than 7 days after enrolment without commencement of the course	50% of the 1 st instalment fee is refundable
Cancellation requested after 7 days but before 12 months after enrolment without commencement of the course	20% of 1 st instalment fee is refundable
Cancellation requested 12 months after enrolment without commencement of the course	No refund
After commencement	
Cancellation or withdrawal notified after commencement of the course – Up to and including Week 8 in the full qualification	The 1 st instalment is not refundable. Other payments in the payment plan will be considered on a case by case basis less the refund fees.
Cancellation or withdrawal notified after commencement of the course – After Week 8 in the full qualification	Once the candidate has completed 8 weeks of the course and submitted the first Module project the full payment of the instalment relevant to that unit will be required.
Course commencement means that the student has logged into the Learning Management System and viewed course resources	

- > You must submit notice of the intention and the request for a refund in writing.
- > Evidence to support the request can be submitted.
- > You must be up to date with course fees at the time of the request.
- > The request will be assessed based on information provided and the progress through the course.
- > If the request is successful, a refund administration fee is charged and deducted from the refund.
- > A refund calculation letter is provided that explains the decision.
- > Statements of Attainment for units completed and paid to date will be issued.

Special circumstances for course refunds:

CPD has the discretion to approve refunds if the student would be unreasonably disadvantaged if not granted a refund - for example if a student meets with a serious misadventure, serious illness or hospitalisation (two week period minimum) supported by a medical certificate.

Special circumstances that have been discussed and agreed upon between the customer and the Managing Director. The following circumstances would not be accepted for a refund:

- > Change in work hours
- > Job change or retrenchment
- > Moving interstate
- > Technology barriers which mean you are having difficulty completing the course
- > Language or writing barriers which were not declared at application which mean you are having difficulty completing the course
- > Insufficient access to workplace documents which mean you are having difficulty completing the course

Where a participant has commenced a course believing that they can meet the academic requirements and then find that they are unable to do the course, a part refund for the component of the course not commenced may be given. An interview will assess the circumstances. The refund will be dependent upon the length of time they have been attending training and what competencies have been achieved. Where more than 50% of the course is completed, there will be no refund. The final decision is at the discretion of the Managing Director.

SPECIAL CIRCUMSTANCES FOR COURSE REFUNDS

CPD has the discretion to approve refunds if the student would be unreasonably disadvantaged if not granted a refund - for example:

A student meets with a serious misadventure, serious illness or hospitalisation (two week period minimum) supported by a medical certificate. Special circumstances that have been discussed and agreed upon between the student and the Director.

The following circumstances would not be accepted for a refund:

- Job change or retrenchment
- Change in work hours
- Inconvenience of travel to workshops.
- Moving interstate

Where a student has commenced a course believing that they can meet the academic requirements and then find that they are unable to do the course, a part refund for the component of the course not commenced may be given.

Procedure:

- > An interview will assess the circumstances.
- > The refund will be dependent upon the length of time they have been attending training and what competencies have been achieved.
- > Where more than 50% of the course is completed, there will be no refund.
- > The final decision is at the discretion of the Director.

PROVIDER DEFAULT – IF CPD CANNOT OFFER OR CONTINUE A COURSE – FULL REFUND PROVIDED

Where CPD is in a “default” situation such as cancellation of course, a full refund including the Enrolment fee will be refunded and no refund administration fee will be charged.

A refund will not be provided for units completed where CPD is not in a position to offer the remainder of a course or unit because the learner product is no longer current, and a General Direction has been given by the Australian Skills Quality Authority (ASQA) under Section 28(1) of the *National Vocational Education and Training Regulator Act 2011*. All efforts will be made to transfer enrolments to the new version of the qualification where possible (within the requirements of the relevant legislation, training package and ASQA). A Statement of Attainment for all completed units of competency will be provided. All enrolled students will be advised of the end date of any qualification as soon as the information comes to hand.

A refund letter showing the fees to be refunded is sent to the customer.

The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund is requested.

OUR COMMITMENT TO QUALITY CUSTOMER SERVICES

CPD undertakes to meet the requirements set down as a registered training organisation and the VET Quality Framework. Our responsibilities are set out in standards, our Policy Manual and in this Participant Handbook.

For more specific details about our courses go to the website.

OTHER QUESTIONS

If you have any question which we have not covered in this handbook, read more on the website and frequently asked questions or please do not hesitate to contact us, and we will be happy to help you.



Mr Jeremy Dicello

Director

