College of Professional Development

NSW Government Funded

CPC60121 – Advanced Diploma in Building Surveying

Smart and Skilled Student Handbook

Reference: Smart and Skilled 2023-2024

VERSION HISTORY

Policy Owner:	Director	Jeremy Dicello
Document Management:	Administration and Compliance Manager	
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Contents

1.0 The Role of the Building Surveyor

Before committing to a building surveying course, it is important to know what a Building Surveyor does.

The Australian Institute of Building Surveyors defines the Building Surveyor as being:

A professional who is tasked with understanding the building control process. A Building Surveyor has the authority to assess building plans to ensure that they comply with the Building Code of Australia, the Australian Standards referenced within it and any other relevant Building Acts or other legislation or requirements of the jurisdiction the building is in. Building Surveyors are either private or municipal.

Building Surveyors have an impact on the design, planning and functionality of buildings as part of their responsibility to ensure that buildings are safe, accessible and energy efficient. A Building Surveyor is involved for the length of a building project, from the start until the end, and conduct inspections in order to sign off on every stage of the construction. Only one Building Surveyor can be appointed to a building project, and at the end of the building work it is the responsibility of the Building Surveyor to issue the occupancy permit or certificate of final inspection.

In addition, a Building Surveyor can also conduct inspections for a variety of reasons, such as compliance audits for insurance or dilapidation reports.

In NSW, a suitably qualified and experienced Building Surveyor can apply for Registration with NSW Fair Trading under the provisions of the *Building and Development Certifiers Act 2018*. The role of the Registered Building Surveyor is to act as a public official and independent regulator. They can:

- assess and determine applications for development certificates for building work
- be appointed as the principal certifier
- carry out inspections during and at the end of construction
- inspect swimming pool barriers.

Information about what Registered Building Surveyors (also sometimes referred to as Building Certifiers) can be found on the NSW Fair Trading Website.

Qualified Building Surveyors can also operate as:
- Building Compliance Officers in Local Government
- Building Surveying Consultants (in a separate capacity to a Registered Building Surveyor)
- Swimming Pool Certifiers

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2.0 What is Smart and Skilled Funding?

Smart and Skilled NSW funding is an NSW Government program that helps people achieve qualifications that are identified as in-demand skills and industries.

The CPC60121 - Advanced Diploma in Building Surveying as offered by the College of Professional Development falls within this category.

To be eligible for Smart and Skilled funding, the candidate must:

- Live or work in NSW (there are some concessions for Aboriginal or Torres Strait Islander Students)
- Be an
    1. Australian Citizen, or
    2. permanent Australian resident, or
    3. a New Zealand Citizen, or
    4. a humanitarian visa holder
- aged 15 years or older.
- no longer be in secondary school education.

The amount of funding that has been allocated towards the CPC60121 Advanced Diploma of Building Surveying is capped. As a result, we can only offer limited positions into the NSW Government funded course at this stage.

3.0 CPC60121 – Advanced Diploma of Building Surveying

This Advanced Diploma of Building is a qualification for Building Surveyors or Certifiers who apply knowledge of compliance requirements and construction methods and materials to the implementation of statutory building surveying requirements or to the provision of advisory building surveying services.

The scope of work undertaken by Building Surveyors applies to all Classes of residential and commercial buildings as defined in the National Construction Code (NCC), up to three storeys and not exceeding 2,000 square metres in floor area.

Building Surveyors work in a highly regulated environment and require an understanding of relevant compliance requirements as well as traditional, new and emerging construction methods and materials. They make a significant contribution to the development and construction of the built environment, often working in collaboration with specialist consultants to assess and verify that proposed and actual building works are compliant and to ensure the safety of building occupants.

The CPC60121 - Advanced Diploma of Building Surveying is made up of 22 units of Competency. Of these, 19 are core units, and 3 are electives. The details of what is required to achieve the Qualification and the make-up of the individual units of competency can be found in the Nationally Recognised Training package.

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3.1 How the Course is offered.

The course is offered online. Access will be provided to the individual units in a recommended order. While there will be some flexibility that comes with completing a course online, the submission of assessment tasks will be required by set dates. It takes on average about a month to complete a unit.

The online course material is made up of a combination of:

- Pre-recorded videos
- Text material
- Web-links
- Scheduled online real-time webinar tutorials which offer the opportunity for you to ask questions, and to meet other students.

3.2 How will you be assessed?

The Training Package for CPC60121 prescribes what is required to achieve the Advanced Diploma in Building Surveying.

Those completing the course will be required to complete assessment tasks which are made up of a combination of:

- On-line questions (generally multiple choice and/or short answers)
- Submission of reports based on practical scenarios that are typical of building surveying functions
- Video recordings of carrying out building surveying functions, such as the inspection of the critical stages of a building under construction
- Interviews with the assessor
- Submission of workplace examples
- Real-time examinations (usually via webinar).

Required Inspection and Audit of Buildings

The Training Package requires one to demonstrate the ability to inspect buildings of all classes, at various stages of construction, and after completion. **To achieve this, anyone wishing to enrol and complete the course will need to be able to arrange their own access to buildings of all classes during and post construction. Those unable to do this may not be able to complete the course.**

3.3 Course Study Timetable

It is a condition of enrolment that those enrolled in the NSW Government subsidised CPC60121Advanced Diploma of Building Surveying complete the qualification **within two years of enrolment**. As the course is offered online, it can be completed sooner, but in no less than 12 months.

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Below a timetable that is to be followed to achieve completion of the course by October 2025. The course requires the inspection of buildings at various stages of construction. It is the student's obligation to find the relevant building projects and arrange access for these inspections. Understanding that the timing of these inspections will be varied, access to these units will be offered throughout the duration of the course so as to take advantage of the opportunity for inspection and audit as they present themselves.

The CPC60121 - Advanced Diploma of Building Surveying is offered as 22 Units of Competency that cover the mandatory 19 core and 3 elective units from the CPC - Construction, Plumbing and Services Training Package.

Required Assessment Submission Date and Deadline for Unit completion – CPC60121 – Advanced Diploma of Building Surveying

Start Date:	10 October 2023	Expected Course Completion Date:	31 October 2025	
Module		**Task**	**Submissi on Date**	**Tutorial**
CPCCBS6103 – Identify and apply legal and ethical requirements to building surveying functions		Core Unit 80 nominal hours		
		Online Webinar Lesson		13/10/23
		Submit Assessment 1	**17/10/23**	
		Submit Assessment 2	**21/10/23**	
		Submit Assessment 3	**28/10/23**	
All required assessment tasks for CPCCBS6103 must be submitted by 3rd November 2023.				
CPCCBS6104 Assess and advise on compliance of design documentation for Class 1 and 10 buildings to three storeys		Core Unit 120 nominal hours		
		Online Webinar		3/11/23
		Submit Assessment 1	10/11/23	
		Submit Assessment 2	17/11/23	
		Submit Assessment 3	24/11/23	
All required assessment tasks for CPCCBS6104 must be submitted by 1st December 2023.				
CPCCBS6107 Prepare planning and development applications for buildings to three storeys		Core Unit 200 nominal hours		
		Online Webinar		1/12/23
		Submit Assessment 1		18/12/23

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Start Date:	10 October 2023	Expected Course Completion Date:	31 October 2025	
Module		**Task**	**Submission Date**	**Tutorial**
All required assessment tasks for CPCCBS6107 must be submitted by 22nd December 2023.				
CPCCBS6101 - Research and evaluate construction methods and materials for Class 1 & 10 buildings to 3 storeys		Core Unit 250 nominal hours		
		Online Webinar Lesson		18/12/23
End of Year Break				
		Submit Assessment 1&2	19/1/24	
		Submit Assessment 3&4	2/2/24	
		Submit Assessment 5&6	16/2/24	
All required assessment tasks for CPCCBS6101 must be submitted by 23rd February 2024.				
CPCCBS6108 Process building applications for Class 1 and 10 buildings		Core Unit 95 Nominal Hours		
		Online Webinar		23/2/24
		Submit Assessment 1		1/3/24
		Submit Assessment 2 Carport		8/3/24
		Submit Assessment 3		15/3/24
Class 1a and 10a Building Assessment Portfolio for CPCCBS6108 must be submitted by 22nd March 2024.				
CPCCBS6112 Conduct and report on initial construction inspections of Class 1 and 10 buildings to three storeys		Core Unit 110 nominal hours		
		Online Webinar		22/3/24
Class 1a and 10 a Building initial Inspection Portfolio for CPCCBS6112 must be submitted by 10 May 2024				
CPCCBS6114 Conduct and report on advanced and final inspections of Class1 and 10 buildings to three storeys		Core Unit 75 nominal hours		

Start Date:	10 October 2023	Expected Course Completion Date:	31 October 2025	
Module		**Task**	**Submissi on Date**	**Tutorial**
		Online Webinar		10/5/24
Class 1a and 10 a Building Final Inspection Portfolio for CPCCBS6114 must be submitted by 14 June 2024				
CPCCBS6110 Conduct and report on building surveying audits of Class 1 and 10 buildings to three storeys		Core Unit 95 nominal hours		
		Online Webinar		14/6/24
Class 1a and 10 a Building Audit Portfolio for CPCCBS6110 must be submitted by 5 July 2024				
Mid-Year Break – 8 July 2024 to 26 July 2024				
CPCCBS6118 Assess and advise on performance solutions for Class 1 and 10 buildings to three storeys		Core Unit 90 nominal hours		
		Reading Material and Tutorial if available		2/8/24
		Submit Assessment 1	9/8/24	
		Submit Assessment 2	16/8/24	
		Submit Assessment 3	23/8/24	
		Submit Assessment 4	30/8/24	
		Submit Assessment 5	6/9/24	
		Submit Assessment 6	13/9/24	
All required assessment tasks for CPCCBS6118 must be submitted by 20th September 2024				
CPCCBS6105 – Assess and advise on compliance of design documentation for Class 2 to 9 buildings to three storeys		Core Unit 90 nominal hours		
		Online Tutorial		20/9/24
		Submit Assessment 1	27/9/24	
		Submit Assessment 2	4/10/24	
		Submit Assessment 3	11/10/24	
All required assessment tasks for CPCCBS6105 must be submitted by 25th October 2024				
CPCCBS6102 - Research and evaluate construction methods and materials for Class		Core Unit 250 nominal hours		

Start Date:	10 October 2023	Expected Course Completion Date:	31 October 2025	
Module		Task	Submission Date	Tutorial
2 to 9 buildings to 3 storeys				
		Online Tutorial		18/10/24
		Submit Assessment 1	25/10/24	
		Submit Assessment 2	8/11/24	
		Submit Assessment 3	22/11/24	
All required assessment tasks for CPCCBS6105 must be submitted by 29th November 2024				
CPCCBS6116 – Assess and advise on performance solutions for Class 2 to 9 buildings to three storeys		Core Unit 90 nominal hours		
		Online Tutorial		29/11/24
		Submit Assessment1	6/12/24	
		Submit Assessment 2	13/12/24	
		Submit Assessment 3	20/12/24	
All required assessment tasks for CPCCBS6116 must be submitted by 31st December 2024				
Holiday Season Break - 20/12/24 to 18/1/25				
CPPHES4007 – Assess thermal performance of existing residential buildings		Elective 80 nominal hours		
		Online Tutorial	21/1/25	
Thermal Performance Audit Portfolio for CPPHES4007 must be submitted by 21st February 2025				
CPCCBS6109 Process building applications for Class 2 to 9 buildings to three storeys		Core Unit 120 nominal hours		
		Online Tutorial		21 February 2025
Class 2 to 9 Building Assessment Portfolio for CPCCBS6109 must be submitted by 24th April 2025				
CPCCBS6113 – Conduct and report on initial construction inspections of Class 2 to 9 buildings to three storeys		Core Unit 120 nominal hours		
		Online Tutorial		2/5/25

Start Date:	10 October 2023	Expected Course Completion Date:	31 October 2025	
Module		**Task**	**Submission Date**	**Tutorial**
Class 2 to 9 Building initial Inspection Portfolio for CPCCBS6113 must be submitted by 27th June 2025				
CPCCBS6115 – Conduct and report on advanced and final inspections of Class 2 to 9 buildings to three storeys		Core Unit 80 nominal hours		
		Online Tutorial		27/6/25
Class 2 to 9 Building Final Inspection Portfolio for CPCCBS6113 must be submitted by 25th July 2025				
CPCCBS6111 – Conduct and report on building surveying audits of Class 2 to 9 buildings to three storeys		Elective 300 nominal hours		
		Online Tutorial		25 July 2025
Class 2 to 9 Building Audit Portfolio for CPCCBS6111 must be submitted by 26th September 2025				
CPCCBS6117 – Monitor and advise on construction and compliance upgrade work on buildings to three storeys		Elective 90 nominal hours		
		Online Tutorial		26/9/25
CPCCBC4053 – Apply building codes and standards to the construction process for Class 2 to 9 Type C buildings		Core Unit 22 nominal hours (Incorporated into previously completed Units)		
CPCCBC4001 – Apply building codes and standards to the construction process for Class 1 and 10 buildings		Core Unit 18 nominal hours (Incorporated into previously completed Units)		
CPCCBC4010 –		Core Unit		

Start Date:	10 October 2023	Expected Course Completion Date:	31 October 2025	
Module		**Task**	**Submissi on Date**	**Tutorial**
Apply structural principles to residential and commercial constructions		200 nominal hours (Incorporated into previously completed Units)		
CPCCBC4012 – Read and interpret plans and specifications		Core Unit 30 nominal hours (Incorporated into previously completed Units)		
Course Complete by 31 October 2025				

4.0 Smart and Skilled Notification of Enrolment

The College of Professional Development will follow the following procedures when enrolling students in Smart and Skilled training courses:

1. **Pre-enrolment information:** Prior to enrolment you will be provided with the information about the following:

    - Recognition of Prior Learning and Credit Transfer
    - Consumer Protection information
    - Third Party and Brokering information if enrolling through a partnered Training Organisation
    - Procedures required if you want to defer or discontinue training
    - Student Support
    - Contact details for any support services provided
    - The fees chargeable
    - Information about the course you are enrolling in
    - Your rights and responsibilities
    - Information about obtaining a Unique Student Identifier (USI)

2.   **Check eligibility:** We will check your eligibility for the program.

Smart and Skilled provides **eligible students** with government funding for some higher-level courses.

You can also check out your eligibility on the eligibility Checker on the Smart and Skilled website, this will also give you an indication of the student fee that you will be required to pay to enrol in your chosen course. (Refer to Fees and Refund section below for more information on Student Fees, Concessions and Exemptions.

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To be eligible for a Smart and Skilled Place you must meet the following criteria	
Type of training	**Eligibility criteria**
For all Smart and Skilled Courses	• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and • aged 15 years or older, and • left school, and • live or work in New South Wales (or a defined NSW border

You will be asked to provide proof of eligibility and sign statements; the table below outlines the type of evidence that is acceptable. The College of Professional Development will take you through a **Proof of eligibility Checklist** on enrolment.

5.0 Proof of Eligibility

Eligibility Requirement	**Evidence Required**
Proof of Identity – Unique Student Identifier (USI)	USI – validity checked with Office of USI Registrar. All participants must set their access controls in relation to their USI to allow the NSW Department of Education and the College of Professional Development to the appropriate levels of access to their USI records. The NSW Department of Education and/or the College of Professional Development may check against Smart and Skilled records and/or USI academic transcript records.
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Naturalisation Certificate)
Permanent resident or Humanitarian Visa holder	**One of the following must be sighted:** Certificate of Evidence of Residency Status (CERS) Passport Humanitarian Visa or substantiate using The Dept. of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO)

Date of birth	Valid USI check and participant signature check
Place of residency or employment in NSW	Participant declaration and signature
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database
Previous Qualification	Participant declaration and signature detailing previous qualifications achieved
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature
Postcode for ATSI on borders	Participant declaration and signature

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6.0 Proof for Concession Exemptions

Concession: Commonwealth Government Benefit Recipient	- a letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) and the benefit or allowance category; or - a current concession card that shows the CRN and clearly shows the benefit or allowance category; or - a current Centrelink income statement that clearly shows the CRN and the benefit or allowance category; or - any other evidence that clearly shows the CRN and the benefit or allowance category; or - documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status; or - for people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training.
Fee Exemption: Aboriginal person or Torres Strait Islander person	Participant declaration and signature
Concession/Exemption: Disability	- letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or - a current Disability Pensioner Concession Card that shows the CRN; or - a current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the - disability pension and shows the CRN or - a completed NSW School Leaver Individual Transition Plan that clearly identifies the student's disability; or - any other evidence that clearly shows the CRN

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	and confirms receipt of the Disability Support Pension; or • documentary evidence of support demonstrating a clear additional need as a result of the student's disability. This • evidence must be a letter or statement from • a medical practitioner; or • an appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for a student with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or • a specialist allied health professional including rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist.
Fee Exemption: Dependent of a person with a disability	Documentary evidence that Centrelink recognises the student as a dependant child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension. The evidence should clearly show the Centrelink Reference Number (CRN) of the Disability Support Pension recipient.
Fee Waiver: Refugee or Asylum Seeker (and their Partners)	• Relevant visa documentation; or • ImmiCard (where appropriate) If the participant holds a Bridging Visa, the participant must provide a document from the Department of Immigration and Border Protection acknowledging that the bridging visa is linked to an application for a humanitarian visa. **Note:** eligible Partners must also provide evidence that their visa sponsor holds or held one of the eligible humanitarian visas.
Exemption: Social Housing recipient (aged 15- 30)	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status.

Eligibility Requirement	Evidence Required
Postcode for ATSI on borders	• A copy of the Confirmation of Placement letter • A letter from Family and Community Services or the OOHC Designated Agency verifying that the young person is in statutory or supported care • Any other evidence which clearly shows that the young person is in out-of-home Care For young people 18-30yo (one of the following must be presented): • A copy of the expired Children's Court Care order • A copy of the Leaving Care letter from the Minister for Family and Community Services • A letter from Family and Community Services verifying that the young person was previously in statutory or supported care • Any other evidence which clearly shows that the young person was previously in out-of-home Care.
Exemption: Long term unemployed	Letter from Job Service Provider

- **Declarations**

  You will also be required to sign the following documents:
  - Consent to Use and Disclosure of Personal Information to the Department of Education and Communities and Other Government Agencies
  - Privacy Form if you would like us to apply for A USI on your behalf.

- **RPL and Credit Transfer** If you are applying for RPL or Credit Transfer for any units, it is best if you let us know prior to enrolment as your student fee will be adjusted according to how many units you may be awarded recognition for. You can still apply during the course, and you may be entitled to a refund. (Refer to the section on Skills and Recognition in this document for further information).

- **Notification to the Department:** On completion of this process a copy of the Notification Report will be generated and kept on your file, you will also be given a copy. A Student Commitment ID will also be issued.

- **Fees and Charges:** You will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance.

- **Training Plan:** Prior to commencing training you will be given a copy of the Training Plan. Both you and your employer will be required to sign this.

If you have any queries regarding the Notification of Enrolment Process, please do not hesitate to contact us.

7.0 Fees and Refunds

When you enrol in Smart and Skilled you may have to pay part of the cost of training, this is known as the Student Fee, the NSW Government subsidies the remainder of the course fee. The fees (total and the amount you must pay) are set by the Government and cannot be changed. If you are entitled to a concession, you will have this fee reduced and if you are entitled to an exemption then you will not have to pay any Student fee.

When you check your eligibility as outlined in the Notification of Enrolment Student Information, you can also check if you are entitled to a concession or exemption and how much your fees will be for the qualification you wish to enrol in. We will confirm this amount when we complete the enrolment process.

Other information you should know about our Fees and Refunds process:

- Concessions or exemptions to student fees are set by the Government on completion of enrolment and cannot be changed so make sure that

you provide us with all relevant information before you enrol

- On enrolment we will give you a Schedule of Fees which will set out when and how you are required to pay the student fee
- We will let you know of any additional costs that you are required to pay
- You must have paid the student fees in full by the end of the training course, if you have not:
    − We will not issue you with a Testamur and
    − In certain circumstances will refer your debt to a Debt Collection Agency
- There will be no extra fees if we use another party to recruit or deliver training and assessment on our behalf (known as Third Party Arrangement). Please refer to our Third Party and Brokering Policy and our Assessment Policy).

7.1 Administration Fees

We will always do our best to provide good quality service and assist you with short turnaround time when handling administrative matters. In some cases, a request will incur an administrative charge:

Administration Fees	$ Fee
Credit Transfer processing fee	Free
Re-assessment Fees will apply in situations where a participant is required to resubmit an individual assessment task for the third time.	$55 per submission
Extension of unit of competency access after expiry of agreed completion date (Note that an extension can only be granted at the discretion of the Training Director. Failure to complete the unit and course by the agreed date could lead to withdrawal from the course)	$100 per unit
Fees for issuing a Statement of Attainment for the Skill Set CPCSS00005 once the relevant units are complete	$100
Course extension after agreed course expiry date	$1500 per unit of competency

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7.2 First or Subsequent Qualification

Your student fee will differ depending on if you have completed other qualifications since leaving school. Those who have another qualification will pay a higher student fee.

Information relating to the NSW Government Funded Course Fees can be found on "Smart and Killed prices, fees and subsidies" website.

The Fees for the NSW Government Subsidised CPC60121 – Advanced Diploma of Building Surveying will be confirmed after we enter your relevant information into the NSW Government Smart and Skilled Calculator

The NSW Smart and Skilled Qualification Price and Fees V 14 indicates that student/employer must pay the following fees for the CPC60121 – Advanced Diploma in Building Surveying.

1. $9,850 if it is the participant's first tertiary qualification; or,
2. $11,080 if it is the participant's second or further qualification.

Payment of this amount will be received in the following instalments:

- Instalment 1 - $1,500 on enrolment
- Instalment 2 - $1,500 due 2 months after enrolment
- Instalment 3 - $1,500 due 4 months after enrolment
- Instalment 4 - $1,500 due 6 months after enrolment
- Instalment 5 - $ 1,500 due 8 months after enrolment
- Instalment 6 - $1,500 due 10 months after enrolment
- Instalment 7 - $ 850 due 12 months after enrolment
- Instalment 8 - $1,230 due 14 months after enrolment (only applies for those who have completed previous qualification)

Note: Payment can be made on or before these dates. Any late payments may be subject to an additional 10% fee.

7.3 Refund Information

We will make refunds to students in certain circumstances as listed in the table below. To apply for a refund you should: email a request/fill in our Refund Form located on our website and send to: info@cpdtraining.com.au or call the office on 02 9570 5141 for further information.

REFUNDS	
Circumstance	**Refund Policy**
Withdrawing from a training course	You will be entitled to a full refund of fees paid if you withdraw more than 28 days before the scheduled start of the training course
	If you withdraw within 14 days before the scheduled start you will be entitled to 70% of fees paid
	After 7 days before the scheduled start of the training course no refund will be made
If a training course is cancelled before commencement	You will be entitled to a full refund of fees paid
If for any reason, we cannot complete the training	You will be entitled to a refund of fees proportional to the amount of training not delivered
If you withdraw from training but have completed an embedded qualification (ie complete all units for a lower level qualification)	No refund will be made or the difference in the student fee will be refunded

8.0 Recognition of Prior Learning (RPL)

RPL is the process by which your existing skill, knowledge and experience are recognised towards the achievement of a qualification. These skills may have been obtained through Training programs; work experience; voluntary work; schoolwork, life or sporting experience.

All students are entitled to apply for Recognition of learnt skills and knowledge. To be awarded RPL, you must provide evidence of when and how their competency was achieved.

To ensure that we assess your application for RPL in a consistent and fair manner we have developed the following process:
   a. If you feel you want to apply for RPL, contact our office. We will explain the initial application process and send you an RPL Application form
   b. When we receive the completed RPL application form, we will arrange for you to meet with the Assessor to discuss your application and make sure you understand the evidence collecting process. At this stage you will be provided with an RPL Assessment Kit
   c. We will schedule further meetings if required to assess the evidence you have provided

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d. When all the evidence has been submitted the assessor will decide if you are competent in all aspects of the unit(s)
e. If yes, Statements of Attainment/Testamur are issued for the units when you have achieved competence in all units for a qualification
f. If no, a meeting will be arranged with the Assessor to explain areas requiring further evidence or training. This will also be advised in writing.

As RPL may have an impact on the amount of funding received, it would be appreciated if you could indicate whether you intend to apply for RPL before enrolling.

9.0 Credit Transfer

The College recognises the training that you have successfully completed with other RTO's (or previously with us) and can apply credits to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:
a. Any student is entitled to apply for Credit Transfer in a course or qualification in which they have enrolled
b. You will be required to complete the Credit Transfer Application Form and present it to us with your Statement(s) of Attainment or Certificate. You will be required to submit copies which are certified as true copies of the original by a Justice of the Peace (or equivalent)
c. You can apply for Credit Transfer at any time, but we encourage you to apply before commencing a course. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded
d. Credit Transfer can only be awarded for whole units of competency that meet the training package rules of the qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for Credit Transfer, and you will be advised to seek RPL
e. You cannot enrol in a training course only for Credit Transfer.

10.0 Further information

NSW Department of Communities and Industry's Candidate Guide to Skills Recognition is a good source of further information regarding Recognition and how it applies to your training and assessment.

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11.0 Consumer Protection Policy

The College is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTO's and the Smart and Skilled Consumer Protection Policy. To ensure our students are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

The College is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:
- Advertising, marketing and promotion
- Soliciting and taking enrolments
- Training delivery
- Student assessment
- Handling of complaints by Training Providers
- Requests to cancel a student's enrolment.

The ACL also applies when these services are provided by a Third Party and Brokers on our behalf.

The College has a Consumer Protection Policy and Strategy. These are available on our website. (Part of Smart and Skills Kit).

For students undertaking training and assessment under the Smart and Skilled Program the following procedures are additional to the points above:
- The Director will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance
- The contact details of the Customer Protection Officer will be made available to all students on the website and in pre-enrolment information
- Details of, or links to, Smart and Skilled website and 1300 77 2104 contact number will be made available on all public information including the website, brochure/information downloaded from the website or printed, enrolment forms and student induction material
- The Smart and Skilled Consumer Protection Strategy can be found on NSW Government Website
- Evey attempt will be made to resolve any student complaints using the Complaints and Appeals Policy

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- If after following the Complaints and Appeals Process, a student feels the matter(s) are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students
- We will not offer inducements of any kind, either directly or through marketing agents to encourage student enrolments
- Students will sign to confirm they have received Consumer Protection Information. This will be included in their Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

Contact details for the Customer Protection Officer are as follows:

Person to contact:	Jeremy Dicello
Position Title:	Director
Details:	info@cpdtraining.com.au

If you wish to find out more about Customer Protection, you can go to https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/support-to-help-with-your-studies/smart-and-skilled-consumer-protection

Or if you have a complaint or enquiry about any service to do with Smart and Skilled you can
Email: enquiries@smartandskilled.nsw.gov.au or phone: 1300 772 104

12.0 Our Commitment

The College of Professional Development aims provide quality training and assessment that meets the requirement of the Australian Quality Framework, other Legislation that is relevant to Registered Training Organisations and, in the timeframe, and as described in our Course Brochures/Information. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee ad Refund Policy.

13.0 Complaints and Appeals

The College has a Complaints and Appeals Policy. Please contact us for a copy.

It is a requirement of Smart and Skilled that before making a complaint to the Department of Industry that you first attempt to resolve it with your training provider (The College). Please follow the steps outlined in the Complaints and Appeals Policy and we will do everything we can to resolve the issue.

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14.0 Smart and Skilled: Student Rights and Responsibilities

The College will ensure that all enrolled students will:

- Receive quality training and assessment that meets the NVR Standards for RTO's 2015
- Receive the training and support necessary to enable competency to be achieved
- Be issued AQF Certificates and Statements of Attainment on successful completion of the training course
- Have access to our Consumer Protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- Receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a Third Party delivering on our behalf
- Have their Personal Information protected in accordance with the National Privacy Principles and have access to that information on request
- Be fully informed of fees and charges to complete the training course, including any extra charges outside the course fee
- Be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- Be provided with information regarding the implications of Government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- Be provided with a safe training environment free from harassment and discrimination.

15.0 Student Responsibilities:

All students must ensure that they:

- Provide true and accurate information
- Behave in an ethical and responsible manner at all times when engaged in training and assessment activities
- Meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any related WHS instructions
- Do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff (See Code of Conduct)
- Are free from drugs and alcohol at all times while in the training environment
- Are punctual and attend all scheduled training and assessment sessions as per the Training Plan
- Complete all online assessments as per the Training Plan
- Meet all requirements of their signed Declaration of Enrolment
- Provide a USI or give permission to obtain one on their behalf.

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16.0 Third Party and Broker Arrangements

The College has not entered into any Third-Party or Brokering Arrangements for recruitment, marketing, training and assessment or any other services. If this at any time changes, the College will inform all students.

17.0 Reasonable Adjustment

The College understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

Students with any of the following could expect Reasonable Adjustment to occur and should speak to their Trainers and Assessors regarding any changes they feel they need:
- Physical disabilities
- Limited language
- Limited literacy and numeracy skills
- Limited communication skills
- Limited learning strategies.

The types of adjustments that are made must be within the College's capacity to provide them and include:
- Oral responses to questions rather than written
- Allowing extra time for assessment
- Use of technology such as voice activated software screen reading, voice synthesisers.

Any Disadvantaged Students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan.

18.0 Student Support

The College provides support to students during their studies. Each student is allocated a Trainer who can offer assistance with the technical aspects of the course, including any required assessment task. The Trainer can be contacted directly by phone or email during the course. Contact details for your Trainer will be provided after enrolment.

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(02) 9570 5141

Real-time webinar tutorials will also be offered periodically in line with the Training Plan. The tutorials offer the opportunity to ask questions in a virtual classroom environment.

The College also provides the following support for students.

Support Service	Contact details	Phone
Student Support Services	info@cpdtraining.com.au	(02) 9570 5141
Complaints/Grievances	info@cpdtraining.com.au	(02) 9570 5141
Assessment Appeals	info@cpdtraining.com.au	(02) 9570 5141
Counselling Services	info@cpdtraining.com.au	(02) 9570 5141
Special Needs/Requirements	info@cpdtraining.com.au	(02) 9570 5141

19.0 Deferral or Withdrawal from Training

19.1 Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your Trainer as a first step. Your Trainer may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your studies.

If you do decide to defer you can only do so for a maximum of 6 months, after this time you will not be entitled to continue with your course. You will not be able to defer the course if your proposed completion date falls outside of the NSW Government Funding period for this course

19.2 Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your Trainer and Assessor. They may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. If you still decide to withdraw the following applies:

- You should give formal notice in writing, of the date and the reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued with a Statement of Attainment for units assessed as

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(02) 9570 5141

competent within 21 days of notice of discontinuation
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments.

20.0 Unique Student Identifier

It has been a requirement since January 2015 that all students in Australia have a Unique Student Identifier (USI).

The USI will be a lifelong number which will enable your records and results obtained after Jan 1, 2015, to be collected in an online system. By having a USI you will be able to access your training records and results (or Transcript) whichever and whenever you need to.

You must have a USI before a RTO can issue a Certificate or Statement of Attainment. The Department of Industry has developed the following video to help students access a USI:

http://usi.gov.au/students/Pages/default.aspx

There are two ways to create a USI; our preference is that you create your own but please contact us if you are having difficulty with this.

1. Create your own
This can be done by going to the Unique Student Identifier website and following some simple steps:

To create a USI, you will be required to provide:
- Personal information – name, date of birth etc
- Contact information – at least one method of contact e-mail, mobile or mail.

Forms of ID: options are: Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard.

2. A USI is created on your behalf
You enable a USI to be created on your behalf you will need to give your permission and you will be required to sign a Privacy Notice to this effect.

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21.0 Protection of Students Privacy

Your USI contains Personal Information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

21.1 - Your Privacy

The Personal Information that you provide to the USI Register is collected, used and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction to your Personal Information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. https://www.usi.gov.au/about-us/privacy

22.0 Access to Records: Smart and Skilled

You will be required to set access controls to allow the Department of Education and Communities and the College the appropriate levels of access to your USI records.

For further information please refer to the USI Student Help Line

For more information regarding privacy of personal information please refer to our Privacy Policy. This is included as part of the Student's Kit and on our website.

23.0 Smart and Skilled (Department of Industry) contact details

Smart and Skilled website: https://www.nsw.gov.au/education-and-training/vocational/funding/smart-and-skilled-program-2023

Smart and Skilled Customer Protection Policy:
https://www.nsw.gov.au/education-and-training/vocational/funding/consumer-protection-smartskilled#:~:text=The%20Smart%20and%20Skilled%20Consumer,training%20under%20Smart%20and%20Skilled

Smart and Skilled contact number: 1300 772 104