

RTO INFORMATION HANDBOOK

CONTENTS

CONTENTS.....	2
WELCOME TO CENTURY TRAINING	4
Mission Statement	4
OUR RESPONSIBILITIES	5
COMPETENCY BASED TRAINING AND ASSESSMENT	6
Competency-Based Training (CBT)	6
National Training Packages.....	6
LEARNER ENROLMENT.....	8
Selection.....	8
Enrolment	8
Language, Literacy and Numeracy (LLN) Assessment.....	8
Digital Literacy and Online Learning	9
Access and Equity Policy	9
Learner Support and Welfare	9
Industry Engagement	9
Trainer and Assessor Requirements	9
Induction	9
Collection of Unique Student Identifier (USI)	10
Fees and Payments.....	10
Debt Recovery and Outstanding Fees	10
Refund Policy	11
Fees Paid in Advance	11
Privacy and Confidentiality	11
Academic Integrity	11
Third Party Arrangements.....	12
Continuous Improvement and Risk Management	12
Transition from Superseded Training Products.....	12
Recognition of Prior Learning (RPL)	13
What is RPL?.....	13
Is RPL an Easy Option?	13
Evidence Requirements	13
Why Apply for RPL?.....	13
How the RPL Process Works	14

RPL Responsibilities	14
Principles of Assessment for RPL	15
RPL Risk Management and Quality Assurance	15
RPL and High Risk Licensing Training	15
TRAINING DELIVERY	16
Enrolment Processing.....	16
Training Delivery	16
Re-Scheduling and Course Cancellation	16
Timeframes.....	17
Records Processing and Maintenance	17
ASSESSMENT.....	18
National Recognition for Credit Transfer	18
Issuing Assessments	18
Issuing Assessment Results.....	18
Complaints & Appeals.....	19
Grounds for Appeal.....	19
Complaints Procedure	19
Action on Complaints	19
ROLES AND RESPONSIBILITIES	20
Overview	20
Learner Responsibilities	20
Century Training (RTO) Responsibilities.....	20
DISCIPLINARY ACTION	21
LEGISLATION	23
POLICIES & PROCEDURES	26
Workplace Health and Safe Workplace.....	29
Disclaimer.....	32
INFORMATION SOURCES AND WEBSITES.....	33

Welcome to Century Training

Mission Statement

We are committed to setting industry-leading standards by equipping our learners with the confidence, knowledge, and practical skills to launch successfully into new and exciting careers.

Company Overview

Century Training is a proudly locally owned and operated Registered Training Organisation (RTO), delivering practical and immersive training experiences tailored to individuals entering or advancing within high-risk industries.

Established to meet the growing demand for real-world, industry-relevant training, Century Training offers a hands-on approach supported by experienced trainers and assessors who are passionate professionals in their respective fields. This passion translates into a learning experience that consistently exceeds expectations in both delivery and learner outcomes.

Industry Integration

As a division of Century Cranes—the largest crane hire company north of Townsville—we provide direct access to a modern and diverse fleet, including cranes ranging from 13T to 250T All Terrain models. Purpose-built simulators and practical training environments allow us to deliver a complete training package that is both current and workplace-ready.

Century Cranes and Century Training are known across Far North Queensland for their commitment to safety, excellence, and workforce readiness.

Our Core Values

- Safety – Prioritising the wellbeing of all learners and staff.
- Integrity – Acting with professionalism and honesty.
- Quality – Delivering nationally recognised, high-standard training.
- Innovation in Learning – Embracing technology and best practices to enhance outcomes.

Scope of Registration

Century Training is listed on the National Register for Vocational Education and Training (VET). You can view our scope of nationally recognised qualifications and units of competency at:

👉 <https://training.gov.au/Organisation/Details/41225>

Our Responsibilities

At Century Training, we are committed to safeguarding your personal information and supporting your success throughout your learning journey.

Privacy and Information Security

Century Training will not disclose any student information without written consent, except where required by law or under the VET Quality Framework. All student records are securely stored in our electronic database and are only accessible by authorised personnel.

Written consent is obtained before using any student photographs, video footage, testimonials, or feedback in marketing or promotional materials. As part of the enrolment process, students are asked to indicate whether they consent to being photographed or recorded for training quality and/or marketing purposes.

Student Support and Engagement

From your first day at Century Training, our goal is to provide the support, development, and encouragement needed to help you feel confident in your learning and equipped to achieve your employment and personal goals.

We value your input, ideas, and enthusiasm. Your contributions help us maintain a learning environment that is professional, inclusive, and forward-thinking.

Feedback and Continuous Improvement

We actively seek student feedback to continually improve our training and support services. Learners are encouraged to complete a formal feedback survey at the conclusion of each course. These surveys are sent electronically to the nominated student email address.

In addition to formal methods, our trainers and staff regularly gather informal feedback throughout the training and assessment process. Students may also submit feedback anytime through our website:

👉 www.centurytraining.com.au

Your suggestions and recommendations are always welcome and are a vital part of our continuous improvement efforts.

Competency Based Training and Assessment

Competency-Based Training (CBT)

Under the Competency-Based Training system, learners are assessed as either Competent or Not Yet Competent. This system does not use a grading scale like schools or higher education. Instead, it focuses on whether a learner can consistently demonstrate the required skills, knowledge, and attitudes in a workplace context.

Below are some key definitions:

- Competency – The ability to perform tasks and duties to the standard expected in the workplace.
- Competency-Based Training (CBT) – Training that develops the required skills, knowledge, and attitudes to meet industry competency standards.
- Competency-Based Assessment (CBA) – The process of gathering and evaluating evidence to determine whether an individual has achieved the required level of competence.
- Competency Standard – An industry-determined benchmark that outlines the required skills, knowledge, and attitudes to perform a job effectively. Competency standards are made up of units of competency, which include elements, performance criteria, a range of variables, and an evidence guide. These are endorsed components of a Training Package.

Under this system, experienced individuals may be able to have their skills formally recognised without needing to complete training—this is done through Recognition of Prior Learning (RPL) or Recognition of Current Competence (RCC). Nationally recognised qualifications are awarded based on demonstrated competency, not just course completion.

National Training Packages

A Training Package is a nationally endorsed framework that defines the skills and knowledge required to perform effectively in the workplace. These packages ensure consistency across industries and are used to assess skills without dictating how training should be delivered.

Training Packages are recognised across Australia and consist of the following components:

- Training guides including applicable legislation
- Assessment guidelines, instruments, and processes
- Competency-Based Training and Assessment principles
- Qualifications Framework
- Customisation and contextualisation guidelines
- Packaging rules (how units can be combined)
- Core employability and key competency areas

As a learner, you are encouraged to familiarise yourself with the Construction, Plumbing and Services or Resources and Infrastructure Industry Training Package relevant to your qualification.

More information is available on the National Training Register:
👉 www.training.gov.au

Learner Enrolment

All learners must complete a selection, enrolment, and induction process before beginning their training. This process ensures compliance with the relevant National Training Package and supports learner access, equity, and readiness.

Selection

Century Training selects all learners ethically, fairly, and in accordance with the specific requirements of the training product. Our Access and Equity Policy ensures that all selection decisions are made in line with equal opportunity legislation and do not discriminate based on age, gender, cultural background, disability, or prior educational attainment.

Enrolment

The enrolment process may vary depending on your individual circumstances and the course you are enrolling in. Entry requirements for each course are outlined in the relevant Course Information Summary, available at:

👉 www.centurytraining.com.au/courses

Our administration team will guide you through each step of the enrolment process.

Important enrolment information:

- Confirmation of enrolment will be sent via email upon receipt and processing of your enrolment documentation, either in hard copy or online form.
- By signing the enrolment form, you confirm that you have read and understood this RTO Information Handbook and accept your rights and responsibilities.
- You must notify Century Training of any changes to your personal details, including your address or contact number. Some enrolments may require evidence of identity or eligibility, particularly for government-funded courses.
- If you have special learning needs, please inform our staff before your course starts so appropriate support can be arranged.
- If you are applying for Recognition of Prior Learning (RPL) or Credit Transfer, please advise us during enrolment to receive the correct application forms.
- Please ensure that your full legal name and other personal details are accurate, as these are used to generate your official Statement of Attainment or Qualification.

Language, Literacy and Numeracy (LLN) Assessment

All learners are required to complete an LLN assessment at the start of their course. This ensures that any required support or reasonable adjustment can be identified early. The LLN assessment aligns with the Australian Core Skills Framework (ACSF) and helps ensure that you are equipped to successfully complete your training and assessment.

Digital Literacy and Online Learning

Learners are expected to possess basic digital literacy skills.

Century Training aids with learners unfamiliar with digital platforms, and ensures all online content is accessible and secure.

Access and Equity Policy

Century Training ensures fair and equal access to all learners regardless of age, gender, cultural background, or disability.

We provide reasonable adjustments and alternative assessment methods where required.

Learner Support and Welfare

Century Training is committed to providing learners with the support they need to succeed.

Support services include academic advice, language support, counselling referrals, and access to reasonable adjustments.

Industry Engagement

We relate to industry stakeholders Century Cranes Jointly, which ensures our training remains current and relevant.

Century Cranes and other construction industries input informs our assessment practices, training content, and equipment used on a regular basis.

Trainer and Assessor Requirements

All trainers and assessors hold relevant qualifications and demonstrate current industry experience.

They engage in ongoing professional development in both their vocational field and adult learning practices.

Induction

At the start of your training, your trainer will conduct an induction session. This includes essential information about:

- Health and safety procedures
- Complaint and appeal processes
- Course expectations and code of conduct
- Support services and communication protocols

This induction ensures that all learners are fully informed and prepared for successful participation in their course.

Collection of Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number that allows your training records and results to be kept together in a secure, online account controlled by you. Your USI gives you access to a complete record of your nationally recognised training and is required when enrolling in any accredited course in Australia.

All Registered Training Organisations (RTOs) are required by law to collect and report a USI for every learner.

What you need to do:

- If you already have a USI, please ensure it is clearly written on your enrolment form, along with your full name, date of birth, and town/city of birth so Century Training can verify your number.
- If you do not have a USI, you can create one by visiting:
 - 👉 www.usi.gov.au
- If you prefer Century Training to apply for a USI on your behalf, you must:
 - Complete and sign the Enrolment Form giving consent.
 - Provide valid identification such as a Driver's Licence, Medicare card, or Australian Passport.

Fees and Payments

The fees for each course or unit of competency are listed on the relevant Course Information Summary, available at:

👉 www.centurytraining.com.au/courses

Payment Process:

- A Tax Invoice will be issued at the time of enrolment.
- Course fees must be paid in full before the course commences to confirm your placement.
- If the total course cost exceeds \$1,500, a deposit of \$1500 will be required at the time of enrolment, and the remaining balance must be paid on the first day of training.
- Your enrolment is confirmed when payment has been received.

Accepted payment methods include:

- Direct Deposit
- Visa / MasterCard / Debit Card
- Cash (in person)

Receipts will be issued for all payments. Payment plans may be arranged by request prior to enrolment—please contact administration to discuss your eligibility.

Debt Recovery and Outstanding Fees

Where students or sponsoring companies fail to pay all course fees and charges by the due date, Century Training will initiate debt recovery procedures to recover the outstanding amount.

Debt collection refers to the process of securing payment from individuals or organisations who are legally obligated to pay fees owed. It is important for all students to understand that by signing the Application for Enrolment, they are entering into a binding agreement to pay all applicable course fees in full.

⚠ Please note:

No official qualifications, including Statements of Attainment or Certificates, will be issued to students who have not fulfilled their financial obligations.

If you are experiencing financial hardship or need to discuss payment arrangements, we encourage you to contact our administration team prior to the course commencement.

Refund Policy

Refunds may be issued under the following conditions, at the discretion of the Manager or Director of Century Training:

- A full refund will be issued if the learner cancels prior to the commencement of the course.
- A refund will be issued if the learner was incorrectly charged and payment has already been made.
- In the unlikely event of a course cancellation by Century Training, a full refund will be issued to all affected learners.
- Once the course has commenced, no refunds will be issued except in exceptional circumstances and at the discretion of the General Manager.
- No refund will be provided if a learner's enrolment is terminated due to misconduct or disciplinary action.
- All approved refunds will be processed via Electronic Funds Transfer (EFT) to the learner's nominated bank account.

Fees Paid in Advance

- All course fees must be paid in full by the due date indicated on your Tax Invoice and prior to course commencement.
- No Statement of Attainment, Certificate, or Record of Results will be issued until all fees have been paid in full.

Privacy and Confidentiality

We manage personal information in accordance with the Australian Privacy Principles.

All learner records are securely stored and only accessible by authorised personnel.

Academic Integrity

Learners must maintain academic honesty and avoid all forms of plagiarism and cheating.

Breaches of academic integrity may result in disciplinary action.

Third Party Arrangements

Century Training does not currently engage any third-party providers for training or assessment services.

If this changes, all third-party arrangements will be documented, monitored and made transparent to learners.

Continuous Improvement and Risk Management

We continuously review our systems through audits, feedback, and industry consultation.

Identified risks are recorded and managed through a structured improvement process.

Transition from Superseded Training Products

Century Training monitors training packages for updates.

Recognition of Prior Learning (RPL)

What is RPL?

Recognition of Prior Learning (RPL) is a formal process that acknowledges the skills and knowledge you have gained through:

- Previous formal and informal education
- Work experience
- Life experience
- On-the-job training

These experiences are assessed against the competencies of the qualification you are enrolling in. If your prior learning matches the required competencies, you may not need to repeat that portion of the course.

Is RPL an Easy Option?

RPL is not a shortcut. While it can reduce the amount of training required, the process of compiling, presenting, and verifying evidence is often more time-consuming than completing the training itself.

- RPL assessments require the learner to collect, organise, and present substantial evidence aligned to specific competency criteria.
- Fees for RPL are not heavily discounted, as the assessment process often requires more time and resources than standard training delivery.
- RPL is based on specific and relevant learning outcomes, not simply experience or time in a job.

Applicants must be willing to actively participate in the process and support their application with clear and appropriate documentation.

Evidence Requirements

To be considered, your RPL evidence must be:

- Current – Typically no more than five years old
- Authentic – Must clearly show your own work and contributions
- Valid – Must directly relate to the unit(s) of competency
- Sufficient – Must provide enough depth and breadth to prove competence

Why Apply for RPL?

Applying for RPL offers several advantages:

1. Identifies whether your existing skills align with course outcomes
2. May reduce the duration and workload of your course
3. Recognises the skills and knowledge you already bring—you're not starting from scratch

How the RPL Process Works

If you wish to apply for RPL:

1. You will complete an RPL Application Form outlining your relevant experience, skills, and qualifications.
2. An RPL assessor will guide you on what evidence is required to support your application.
3. Once you have collected and submitted your evidence, the assessor will review it and may arrange a formal interview or practical demonstration to validate your competency.
4. You will be informed of the assessment outcome, and if successful, credit will be granted for relevant units.

At the interview, the assessor will examine your documented evidence and ask questions to determine whether you are eligible for recognition of prior learning. After the interview, you will be notified of the RPL decision. If your application is successful, you will not be required to do certain parts of the course program.

If your application is unsuccessful you can appeal against the decision if you believe it was unfair.

What do I do now?

If you think you might be eligible for RPL you need to ask for an RPL application form.

If you are not sure about whether to apply for RPL you should discuss it with the Training Coordinator.

RPL Responsibilities

Learner

- Completion of Application for RPL.
- Collection and collation of supporting evidence.
- Arranging and preparing for interview to discuss evidence provided.

Assessor:

- Briefing applicant about the RPL process & requirements.
- Providing the applicant with support throughout the RPL process.
- Conducting the RPL interview and assessing the adequacy of the evidence presented by the applicant.
- Providing feedback on the applicant's success in demonstrating the nominated learning outcomes.
- Submission of RPL records to allow the appropriate reports and credentials to be issued to the Applicant.
- Advising applicant on available follow up options.
- Issuing the applicant with their certification.

Principles of Assessment for RPL

Century Training aims to ensure that its RPL process is valid, reliable, flexible and fair. This is to ensure that when the RPL takes place with the applicant, the level of service provided is of a high standard and meets the four principles above. We also ensure that the RPL process is structured to minimise the time and cost to applicants by providing guidelines, information and access to resources, including assessors.

RPL Risk Management and Quality Assurance

Applicants may seek Recognition of Prior Learning (RPL) for up to 100% of a qualification, which can introduce higher levels of assessment risk. As the risk level increases, so must the rigour and quality assurance applied to the RPL process.

To manage this risk effectively:

- A greater volume and quality of evidence will be required.
- Additional assessment scrutiny may be applied.
- Multiple assessors may be involved to ensure consistency and fairness in the assessment decision.

This ensures that all RPL decisions maintain the integrity of the qualification and meet the compliance requirements of the Standards for RTOs 2025.

RPL and High-Risk Licensing Training

In accordance with Workplace Health and Safety Queensland (WHSQ) regulations, RPL is not permitted for the purpose of issuing a High Risk Work (HRW) licence.

All learners pursuing HRW licences must complete:

- The full theory assessment, and
- The full performance (practical) assessment

However, learners may submit documented prior experience—such as holding an expired HRW licence or demonstrating substantial prior use of the equipment. This evidence may inform training customization, however, cannot replace assessment requirements.

Important:

- Expired licences or licences from overseas jurisdictions are not valid for full RPL.
- The complete assessment process must still be undertaken to meet regulatory standards.

Century Training and WHSQ require sufficient, verifiable evidence before any training adjustments are considered.

Training Delivery

Enrolment Processing

All learners are required to complete and sign an Application for Enrolment Form prior to commencing any course. Century Training ensures that all personal information collected is treated in accordance with our Privacy Policy, and is only used for its intended purpose.

Enrolment forms can be accessed in the following ways:

- Via email through our Student Management System
- Downloaded from the Century Training website
- As a paper-based form from our head office

Once received, completed enrolment forms and supporting documentation are processed, and an electronic learner file is created and stored securely in our digital system.

Training Delivery

- Administration is responsible for the preparation and coordination of all training sessions.
- The assigned trainer is responsible for delivering the training and guiding learners toward competency.
- Relevant course materials will be distributed during the first session, where the trainer will introduce course expectations, content, and assessment requirements.
- Trainers will support, monitor, and mentor learners throughout the program.
- All assessments will be arranged by the trainer in consultation with the learner.

Re-Scheduling and Course Cancellation

In the event of a change to scheduled training, the following procedures apply:

- If minimum class numbers are not met, learners will be notified with at least 48 hours' notice and offered an alternative course date.
- If training is cancelled due to weather events or trainer unavailability, learners will be notified by phone and email—ideally with 24 hours' notice.
- If the RTO ceases to deliver a particular course, Century Training will assist learners with a transfer to an alternative provider.
- In the unlikely event that Century Training ceases operation, learners will be contacted by management to arrange assistance in transferring to another provider.
- If learners are unable to contact Century Training, they may seek support from the Commonwealth Ombudsman:

Phone: 1300 362 072

Website: www.ombudsman.gov.au

A full refund will be provided for any course cancelled by Century Training.

Timeframes

- Learners undertaking short courses will typically complete both training and assessment on the same day.
- For High-Risk Work (HRW) licensing units, additional logbook hours may be required after formal training. These must be completed and assessments booked within 12 months.
- Learners who do not complete the process within this 12-month period will be required to re-sit the Formal Training at their own expense.

Records Processing and Maintenance

The Training Coordinator or a nominated staff member is responsible for maintaining training records in accordance with:

- Organisational policies and procedures
- Government regulations
- Specific Training Package requirements

All records are retained and managed in compliance with the Standards for RTOs 2025.

Assessment

National Recognition for Credit Transfer

Century Training recognises all applications for credit transfer based on AQF qualifications or Statements of Attainment issued by another RTO relevant to our scope of registration. Credit transfer applies to:

- AQF qualifications with the same qualification code and name
- National Training Package Units of Competency with the same unit code and name
- Accredited courses with the same course code

Learners must provide evidence such as Statements of Attainment, Academic Records, or Certificates. Course mapping guides may also be used to establish a direct correlation between competencies claimed and those achieved.

Issuing Assessments

Trainers/assessors issue assessments upon request with the relevant Assessment Cover Sheet.

Cover Sheet must include:

- Date issued
- Competency number and name
- Learner's name and signature (to be signed prior to submission)

Issuing Assessment Results

- Assessments marked Competent (C) are filed and recorded in the learner's assessment file and Assessment Record Form.
- Assessment Feedback Forms are issued to the learner, showing either Competent or Not Yet Competent.
- For Not Yet Competent results, assessors will provide guidance and offer further assistance as needed.

Re- Assessment

Re-Assessment Learners assessed as Not Yet Competent are offered the opportunity for reassessment.

- For short courses, reassessment discussions occur immediately with the trainer or RTO.
- For high-risk licensing units, assessors and learners discuss outcomes and next steps.

May include:

- Further training and Additional workplace experience
- Reassessment within 2 calendar months requires only the incomplete assessment section.
- Reassessment after 2 calendar months requires re-taking the entire assessment.

- All reassessments must occur within 12 months. Beyond that, full retraining is required.
- Reassessment fee: \$350, payable by the learner.

Complaints & Appeals

Century Training recognises that situations may arise in which a learner feels they have not been treated fairly or in accordance with policies and procedures. To address this, Century Training provides clear procedures for resolving complaints and appeals.

Grounds for Appeal

An appeal may occur as a result of:

- Academic unfairness
- Discriminatory behaviour relating to assessment

Learners who are dissatisfied with their assessment result may lodge an Assessment Complaint Form, available on the Century Training website or at the office. The form must be fully completed and submitted to the RTO for review.

Complaints Procedure

All complaints must be documented. The procedure is as follows:

- RTO staff request the complainant complete a Complaint Form.
- RTO staff investigate the matter and consult with relevant individuals.
- RTO negotiates with the complainant and/or mediates to resolve the issue.
- If unresolved, an independent third-party mediator may be engaged. Any associated costs will be shared equally between the complainant and Century Training.
- Each step taken is recorded in the Complaints Record Sheet.
- The completed record is filed in the Complaints and Appeals Register.

Action on Complaints

- Authentic complaints and non-conformances are immediately investigated.
- Personal complaints are logged and resolved through management as corrective actions.
- Outcomes are recorded in the Corrective Action Register.

If the complaint or appeal is not resolved within 60 calendar days, Century Training will:

- Notify the complainant in writing with reasons for the delay
- Provide weekly updates on the progress until the matter is finalised.

Roles and Responsibilities

Overview

Successful achievement of your training program will be based on mutual respect between yourself and your trainer. A positive working and learning environment is achieved in the following manner:

- Respect for the rights and opinions of others
- A safe working environment
- Equal opportunity for all
- A fair and just complaints procedure
- Access to relevant learning materials
- Access to support staff

All personnel working with Century Training aim to ensure that any anti-discriminative and/or sexual harassment acts are dealt with immediately and are not tolerated.

Learner Responsibilities

You must ensure that you:

- Provide a USI (Unique Learner Identifier) prior to enrolment: www.usi.gov.au
- Attend required training sessions on time
- Take an active part in training activities
- Assist in developing your training schedule (if applicable)
- Keep your training logbook and documents safe
- Complete all assessment tasks
- Follow safe working practices at all times
- Use and care for your learning resources
- Complete assessment and be signed off

Century Training (RTO) Responsibilities

Century Training will ensure that:

- You are given necessary support and encouragement to achieve competency
- You are involved in developing the training schedule (if applicable)
- You receive required training materials and resources
- Your logbook and documents are signed and up to date
- Assessment records are current and meet National VET Regulations
- You receive the original copy of your Statement of Attainment
- Quality control procedures are followed at all times

Disciplinary Action

Learner Conduct

Learners are expected to demonstrate a high level of personal responsibility in their learning and in their interactions with staff and other learners.

Any learner who displays inappropriate or dangerous behaviour—such as disruptive conduct in class or refusal to follow WHS procedures—will be required to attend a disciplinary meeting to discuss required behavioural changes. If the learner fails to implement the agreed changes, they may be dismissed from the course.

Attendance Expectations

Training programs are vocational in nature and may challenge learners' endurance and commitment. Regular and punctual attendance is essential for successful course completion.

Learners with irregular attendance may be required to attend a disciplinary meeting to address and resolve the issue.

Disciplinary Procedure

Investigation and Documentation:

- A designated staff member will investigate incidents of misconduct and/or poor attendance.
- Documentation will include:
 - Date, time, and location of the incident(s)
 - Description of behaviour(s)
 - Witness statements (if any)
 - Impact on staff and/or other learners
 - Summary of any prior discussions related to the issue

Disciplinary Interview:

- An interview will be scheduled as soon as practicable.
- The learner will be informed of their right to have a third party present.

The following will be discussed:

- The learner's account of the incident, including any extenuating circumstances
- Their understanding of the consequences and effects of their actions
- Their thoughts regarding future behaviour

Action Plan:

A behaviour change plan will be developed, including:

- Clear expectations
- Timeframes for review
- The learner will be informed of the consequences if the plan is not followed.
- The disciplinary interview and agreed action plan will be documented.
- The learner's signature will be obtained to confirm acknowledgement.
- A copy will be provided to the learner.
- All documents will be stored in the learner's file.

Escalation and Corrective Measures

If the behaviour continues, the following corrective measures will apply:

- Oral Warning or Counselling
- Dismissal from Course

Dismissal Process Guidelines:

- Clearly focus on the cause of dismissal
- Present a firm, objective, and final decision
- Conduct a brief, private, and businesslike meeting
- Avoid personal accusations or emotional language
- Provide information about any course fee refund, if applicable
- Issue a Statement of Attainment for completed units (where applicable)

Record-Keeping

All disciplinary steps will be recorded and securely maintained in the learner's file in accordance with privacy and compliance requirements.

Legislation

National VET Regulations for RTOs

As a Registered Training Organisation, Century Training has agreed to operate within the Principles and Standards of the National VET Regulations for Registered Training Organisations.

Legislative Requirements

Century Training will meet all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations and Industry Standards will be met always. All Learners are to familiarise themselves with legislation that is relevant to their training. This includes legislation relating to the following:

- Workplace Health and Safety
- Workplace harassment, victimisation and bullying
- Anti-discrimination including equal opportunity, racial vilification, disability discrimination
- Vocational education and training
- Apprenticeships and traineeships (if applicable)

Following is a list of legislation and accompanying information that may be applicable to you:

General Legislation

Anti-Discrimination Act 1991

An Act to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct.

Copyright Act 1968

An Act relating to copyright of materials and the protection of certain performances, and for other purposes.

Equal Employment Opportunity (Commonwealth Authorities) Act 1987

An Act to require certain Commonwealth authorities to promote equal opportunity in employment for women and persons in designated groups and for related purposes.

Freedom of Information Act 1982 (Commonwealth)

An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies

Human Rights and Equal Opportunity Commission Act 1986

An Act to establish the Human Rights and Equal Opportunity Commission, to make provision in relation to human rights and in relation to equal opportunity in employment, and for related purposes.

Human Rights means:

- (a) The rights and freedoms recognised by the International Convention on the Elimination of All Forms of Racial Discrimination;
- (b) The rights and freedoms recognised by the Covenant;
- (c) The rights and freedoms declared by the Declarations or recognised or declared by any relevant international instrument.

Industrial Relations Act 1999 (State)

An Act relating to industrial relations in Queensland, and for other purposes. The principal object of this Act is to provide a framework for industrial relations that supports economic prosperity and social justice.

National Vocational Education and Training Regulator Act 2011

The objects of this Act are:

- (a) to provide for national consistency in the regulation of vocational education and training (VET);
- (b) to regulate VET using:
 - (i) a standards-based quality framework; and
 - (ii) risk assessments, where appropriate;
- (c) to protect and enhance:
 - (i) quality, flexibility and innovation in VET; and
 - (ii) Australia's reputation for VET nationally and internationally;
- (d) to provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs;
- (e) to protect learners undertaking Australian VET by ensuring the provision of quality VET;
- (f) to facilitate access to accurate information relating to the quality of VET.

Privacy Act 1988

An Act to make provision to protect the privacy of individuals, and for related purposes in accordance with the National Privacy Principles.

Right to Information Act 2009 (State)

An Act to give a right of access to information in the government's possession or under the government's control unless, on balance, it is contrary to the public interest to give the access.

Vocational Education, Training and Employment Act 2000 (State)

An Act to provide for vocational education, training and employment. Objectives include:

- (a) To establish a system for the provision of high-quality VET;
- (b) To allow stakeholders to advise government on VET priorities;
- (c) To support training by and within industry;
- (d) To facilitate relevant training and employment;
- (e) To regulate registration of training organisations;
- (f) To support national integration of VET systems;
- (g) To promote youth participation;
- (h) To implement the 'Stepping forward' initiative

Vocational Education, Training and Employment Regulations 2000 (State)
Regulations to support the Vocational Education, Training and Employment Act 2000.

Whistleblowers Protection Act 2001 (Qld)

Promotes public interest by protecting persons who disclose:

- Unlawful, negligent or improper conduct affecting the public sector
- Danger to public health or safety
- Danger to the environment.

Work Health and Safety Act 2011

Provides a nationally consistent framework to secure the health and safety of workers and workplaces.

Workplace Relations Act 1996

Provides a framework for cooperative workplace relations to promote economic prosperity and welfare.

Legislation Resources

All relevant legislation is available on the following websites:

www.austlii.edu.au

www.legislation.qld.gov.au

Policies & Procedures

Access and Equity

Century Training supports equal opportunity in the selection of employees and learners and ensures that people are not discriminated against based on sex, pregnancy, race, beliefs, marital status, physical or intellectual disability, sexual preference or age. This means that all employees and learners are entitled to equal consideration and respect in their dealings with Century Training.

Century Training ensures employees and those seeking employment, learners and those seeking enrolment, are treated equitably. This means:

- Selecting people based on their skills, aptitude and relevant qualifications including life experience
- Recognising and valuing different skills and ideas
- Ensuring a workplace and learning environment, which is free from discrimination and harassment
- Giving everyone an equal chance to develop skills and make the most of their talents
- Supporting employees and Learners to combine work, study and family responsibilities.

Century Training is committed to supporting full access to the organisation's range of services and employment opportunities by people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender.

However, Century Training also ensures the highest standards of service delivery through the employment of the best qualified staff most suited to the available positions.

Century Training ensures that learners derive maximum benefit from the course and will select learners based on their ability to fulfill the course entry requirements. This includes assessment and support to identify language, literacy and numeracy difficulties.

Access of Records

Century Training Learners have access to their personal records whenever required, and it is also made available to the learner at the time of enrolment. Before accessing personal information, a learner must first provide Century Training with photo proof of identity.

Disability Discrimination and Anti-Discrimination

Every consideration and assistance will be given to those persons with disabilities wishing to participate in construction industry training.

Persons will only be disqualified on the basis of failing to meet the specifications stated in Workplace Health and Safety guidelines or other regulatory body rulings.

Under the Anti-Discrimination Act you can complain if you feel you are being directly discriminated against because of your:

- Sex
- Marital status
- Pregnancy
- Parental status
- Breast Feeding
- Age
- Race
- Impairment
- Religion
- Political belief or activity
- Trade Union activity
- Lawful sexual activity
- Gender identity
- Sexuality
- Family responsibilities
- Association with or relation to a person with any of the above attributes.

EEO & Sexual Harassment

It is both illegal and against the policies of Century Training for any person, male or female, to sexually harass another person by:

- Making repeated and unwanted verbal or sexual advances, sexually explicit derogatory statements or sexually discriminating remarks in the workplace.
- Causing the person to feel threatened, humiliated, patronised, harassed, or interfering with the person's job performance.
- Undermining job security, creating a threatening or intimidating work/training environment.

Complaints should be reported to the Training Coordinator either verbally or in writing. A confidential investigation will be conducted immediately.

External Review

Century Training has agreed to participate in external monitoring and audit processes required by the Australian Skills Quality Authority (ASQA). This covers random quality audits, audit following complaint and audit for the purpose of re-registration or extension of scope.

Support Services

Century Training offers a range of support services to assist learners who may require assistance to complete their chosen course.

Language, Literacy and Numeracy

Step 1: LLN requirements are advised during enrolment and discussed if concerns are raised.

Step 2: If support is required, we will contact learners to discuss options.

Step 3: If support needs exceed our capacity, learners will be referred externally at their own cost.

External agencies:

TAFE Queensland – 1300 308 233 – www.tafeqld.edu.au

Reading & Writing Hotline – 1300 655 506 – www.readingwritinghotline.edu.au

Vision Australia – 1300 84 74 66 – www.visionaustralia.org

Fantastic Phonics – (02) 6379 8350 – www.vocationalliteracy.com.au

Cairns Library – Adult Literacy –

www.cairns.qld.gov.au/library/community/adult/adult-literacy

Other Special Needs

Support examples:

- Hearing Impairment – Pre-read materials or support person with sign language.
- Sight Impairment – Verbal delivery or reader software.
- Physical disability – Verbal/written combination.
- Intellectual disability – Extended delivery time, verbal/written combination.

Management and Administration

Century Training has sound financial and administrative practices, secure record-keeping, insurance coverage, and fair policies for refunds and learner services.

Marketing and Advertising

Marketing is conducted with integrity, accuracy, and professionalism without misleading comparisons.

Privacy

Century Training collects personal information to support training delivery. Personal data is only collected with consent, kept confidential, not distributed without permission, and is secured.

Quality Management Focus

We value feedback from Learners and stakeholders through evaluation forms. Feedback is reviewed at staff meetings and documented on a Corrective Action Register (CAR).

Reasonable Adjustment

Century Training ensures access and participation for people with disabilities by adjusting, consulting with learners, respecting privacy, and working with external support agencies.

Sanctions

Century Training understands its obligations under the Learner Handbook and accepts that failure to comply may result in withdrawal of RTO registration.

Learner Services

We ensure timely assessment results and qualifications, access to support, and transparency in fees and procedures. Trainers are accessible for guidance during business hours.

Training and Assessment Standards

Personnel are appropriately qualified. Training meets national principles. Facilities and materials support learner success.

Welfare and Guidance Services

Learners are referred to services as needed. Maintained by Administration Officer.

Specialist services:

Headspace – (07) 4041 3780 – headspace.org.au

Lifeline Australia – 13 11 14 – www.lifeline.org.au

Beyond Blue – 1300 22 4636 – www.beyondblue.org.au

Suicide Call Back Service – 1300 659 467 – www.suicidecallbackservice.org.au

Black Dog Institute – (02) 9382 4530 – www.blackdoginstitute.org.au

Wuchopperen Health Service – (07) 4080 1000 – www.wuchopperen.org.au

Workplace Health and Safe Workplace

Health and Safety Century Training recognises that safety is an essential part of all its activities and aims to safeguard, so far as is reasonably practicable, the health, safety and welfare at work of all its staff, participants and visitors. We encourage an attitude of mind which accepts good safety practice as normal.

Learners should always conduct themselves in a safe manner. The Work Health and Safety Act 2011 and subordinate legislation requires that employers and others ensure the health and safety of people who may be affected by workplaces, workplace activities or specified high risk plant.

To meet these requirements Century Training will provide safe systems of work, a safe environment, safe plant and equipment and staff who are competent. The Work Health and Safety Act 2011 requires that you look after your own health and safety and that of others.

It is a requirement that Century Training report all hazards, illnesses and incidents, including dangerous occurrences and damage to property, this is to be reported to the Training Coordinator. By reporting injuries, the potential severity can be identified, and corrective actions can prevent similar recurrences. All work-related injuries and illnesses must be reported immediately, and an Incident Report Form must be completed, if possible, within 24 hours after the occurrence regardless of when it occurred.

You must:

- Follow instructions given by Century Training for the health and safety of yourself and others
- Use personal protective equipment if it is provided and you have been trained in its use

You must not:

- Deliberately interfere with or misuse anything provided for workplace health and safety
- Deliberately do something that could endanger the workplace health and safety of any person
- Deliberately do something where you could injure yourself

The following advice represents good safe practices and should be followed by all:

- Follow instructions
- Report anything that could injure or harm a person
- Report any faults or malfunctioning equipment immediately
- All accidents should be reported immediately to a responsible person in the area where they occur
- Make sure you know what to do in an emergency
- If in doubt, ASK

Emergency Evacuation Procedure

At the commencement of your course, the trainer will outline the emergency evacuation procedure in detail through the learner induction.

During an emergency evacuation, please ensure you:

- Remain calm, proceed to the nearest fire exit and leave the building quickly without running
- Assemble at designated Emergency Assembly Area
- Call "000" or ("112" from a mobile phone) for Emergency Services and report fire/emergency
- Give the exact location of the emergency and the number of casualties. Ask the likely time of arrival of the emergency service
- Check those assembled outside building to ensure everyone is accounted for
- DO NOT GO BACK INSIDE THE BUILDING

Fire Regulations

A fire extinguisher must be kept in working order at the work/training site.

- In the event of a fire please advise your local fire department
- Sound the general alert
- Ensure everyone in your local area is aware of the fire warning
- Evacuate the building, assemble in the designated assembly area, and report to your trainer

Cleaning/Maintenance

It is the responsibility of each staff member to ensure that the workplace/training area is kept both tidy and clean always. It is the responsibility of each learner to ensure they clean up after themselves.

Smoking

Because of the dangers to health caused by smoking, and the duty of Century Training to provide, as far as is reasonably practicable, a working environment which is healthy, Century Training promotes our training venue to be a NO SMOKING ZONE.

Should a learner request a designated smoking area, smoking will be strictly permitted on the front parking area. Please ensure you consider other learners in your presence, stick to this area only and use the bins provided.

Alcoholic Beverages

All employees/training Learners are to have a 0.00% Blood Alcohol Content (BAC) always. This is a mandatory requirement and failure to adhere to this policy will result in instant dismissal for staff and removal from the learning environment for Learners.

Prescribed Drugs

Employees/training Learners can take prescription drugs during working hours, only if they do not affect the individual's working/training (if applicable) or reasoning capacity.

Illegal Drugs

Any employee/training learner caught using or dealing in illegal drugs of any kind will be dismissed instantly without warning and Police action will be taken.

Medical Emergencies

Please ensure you advise staff if you have a medical condition which may affect your participation or attendance at Century Training.

Please ensure you fill in the Next of Kin on your enrolment form to enable Century Training staff to contact your family or emergency contact person in the event of a medical occurrence.

Should a medical emergency arise for someone else whilst you are at Century Training, you should protect yourself from any danger, ensure bystanders are not at risk, and then look at assisting the casualty if you are suitably qualified to do so. DO NOT MOVE THE CASUALTY unless they are in direct danger and you are qualified to do so. Notify a staff member immediately. Any staff member will know who to contact and the procedures to follow.

Disclaimer

This Student Handbook has been developed to inform current and potential students studying with Century Training of the relevant services provided and the rights and responsibilities of all parties involved in the training and learning journey.

Although the information presented in this resource is correct at the time of printing, changes to legislation and/or Century Training policies may impact on the currency of information included. Century Training reserves the right to vary and update information without notice.

Students are advised to seek any changed information and/or updates by contacting Century Training. Therefore, Century Training deny all liability for any errors, or for any loss or other consequences resulting from any individual relying on or acting upon any information in this Student Handbook.

Information Sources and Websites

Organisation	Website or Contact	Information
Department of Industry – Skills	www.training.gov.au	Training Packages, Qualifications and Courses, Units of Competency, RTOs, GTOs, Industry advisory bodies.
ASQA (Australian Skills Quality Authority)	www.asqa.gov.au	National VET Regulator Standards for RTOs
AQF (Australian Qualifications Framework)	www.aqf.edu.au	Information on National qualifications for schools, VET sector and Higher Education
Australian Institute of Training and Development	www.aitd.com.au	National association for professionals involved in training, learning and human resource development in Australia. Membership required.
Australian Flexible Learning Framework	www.flexiblelearning.net.au	E-learning skills development opportunities, resources and support including toolboxes
DET (Department of Employment and Training, Qld)	www.training.qld.gov.au	State training requirements and information
Centre for Training Materials	www.training.qld.gov.au Follow the links – Registered Training Organisations → Centre for Training Materials	Transition Guides
QTIS (Queensland Training Information Service)	www.training.qld.gov.au Follow the links – Registered Training Organisations → Funded Programs	Search for Apprenticeships /Traineeships; qualifications and courses; RTOs; User Choice status; Commonwealth funding and conditions.
Legislation Online	www.legislation.qld.gov.au	All relevant legislation
Australian Apprenticeships	www.australianapprenticeships.gov.au	Australian Apprenticeships Centres and information
VET Training	www.training.com.au	VET Sector links and information
Workplace Health and Safety Department	https://www.worksafe.qld.gov.au/	Information on training for WHS
Commonwealth Ombudsman	www.ombudsman.gov.au	Contact in the event cannot contact RTO