



# Combined Team Services

Life, Learning and Work

## Student Handbook 2018



(08) 9791 6611

[www.ctsconsult.com.au](http://www.ctsconsult.com.au)

## Welcome to Combined Team Services

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Combined Team Services is a Registered Training Organisation (RTO) – provider number: 50995. We offer a range of nationally recognised training as well as professional individual and workforce development.

This handbook contains information on our policies and procedures. Please feel free to contact staff at any time if you have any queries about enrolment, course details or while you are completing your studies. We have a very supportive and friendly team who are willing to assist wherever we can.

Should you have any questions, problems or concerns, please don't hesitate to contact us.

Further details of our policies and procedures can be found on the CTS website at [www.ctsconsult.com.au](http://www.ctsconsult.com.au) or information can also be obtained from Combined Team Services staff. Personal profiles of our qualified and experienced staff are also on our website.

### Our Vision

To be the training and human resources provider of choice

### Our Mission

“Providing excellence to all stakeholders through a professional focused and ethical approach that meets or exceeds customer expectation”

### Our Values

- Safety
- Integrity
- Synergy
- Communication
- Ethics
- Continuous Improvement

### CTS Achievements and Sponsorships



Combined Team Services has won many awards including “Employer of the Year” (twice), “IT”, “Integrated Management” and “Team Culture” awards at the WA South West Small Business Awards. We have been a WA Telstra Small Business finalist three times, and in 2013 were state finalists in the WA Training Awards.

The Directors at Combined Team Services are passionate about developing the capacity of individuals as well as organisations. They have sponsored many programs over the last few years including the judge's award at the South West Small Business Awards, the South West Institute of Technology Student of the Year Awards, the ATC Apprentice and Trainee Awards, the Forza Dragon Boat Club and the Geographe Power of One Safety Award.

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## How to Enrol

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Staff are happy to discuss the criteria and selection procedures for each training program. Prior to you enrolling in a qualification they can assist you to identify what type of training is suitable for your needs and what, if any, prerequisites are required. Once you are ready to enrol contact our office for an enrolment form. Once you have completed the enrolment form you can scan and email the form or post the hard copy to our office.

Our contact details are on the last page of this handbook. We accept cheque, credit card, purchase order or direct deposit payment.

Your enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made, or fees and charges have been waived.

Combined Team Services will assign you a Case Manager who will support your learning and assess your work. Your Case Manager will assist you with your Training Plan and any questions or queries you may have.

CTS has chosen specified units for students to enrol in for each qualification we deliver. Alternative units can be chosen in consultation with CTS, based on client requirements and Trainer/Assessor Competencies.

## Unique Student Identifier

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From the 1<sup>st</sup> January 2015, all students undertaking nationally recognised training are required to provide their Unique Student Identifier (USI). The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. The USI will be available online and at no cost. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1<sup>st</sup> January 2015.

Combined Team Services is not permitted to issue any qualifications or statements of attainment to a student who has not supplied their USI, or given permission to Combined Team Services to apply on their behalf. Please note you do not require a USI to participate in the 5 Day Safety and Health Representative Course.

Please contact us if you need assistance applying for your USI.

## Funded Training

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### Construction Training Fund

Established in 1990, this fund (formerly BCITF) provides subsidies for training to eligible people in the building and construction industry. To find out if you are eligible go to [www.bcitf.org](http://www.bcitf.org) Some of our training attracts Construction Training Fund subsidies - Call us for more information.



### **Traineeships**

Fees for training funded by the Government of Western Australia Department of Training and Workforce Development are governed by the current VET Fees and Charges Policy. This includes traineeship fees. This policy is available for download from the <http://www.dtwd.wa.gov.au/future-skills-wa> website, or you may contact us for more information.

### **General industry training**

Combined Team Services has funded places for eligible Job Seekers to complete the Certificate IV in Work Health and Safety. Please refer to our website for a list of Brokers or contact us for further information.

If CTS secures other funded training opportunities these are published on our [website funding page](#).

## **Fees and Charges**

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### **Fee for service training**

Combined Team Services will provide all students with a breakdown of all fees and charges associated with courses and qualifications/units of competence prior to commencement. Current fees and charges for public courses/enrolments are provided on the CTS website. Please note that fees, charges and course details may change without notice. Please contact us prior to enrolling to confirm costs and course details are still current. Once you have enrolled in a qualification/course/unit of competence your tuition fees are fixed for the original term of your enrolment.

### **Text book fees**

CTS staff will advise students of the relevant website to purchase their own text books upon enrolment.

### **Resource fees**

Resource Fees will be charged according to Course Brochures and CTS website.

### **Fees paid in advance**

CTS collects fees in advance for services not yet provided to students at various intervals throughout a course or enrolment. To ensure the protection of fees paid in advance, CTS will not collect more than \$1500 from an individual student prior to the commencement of a course/enrolment. Following commencement, we may require payment of additional fees in advance but only such that at any given time, the total amount required to be paid for tuition or other services yet to be delivered to the individual does not exceed \$1500.

### **Course fees and refund policy**

Combined Team Services is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Combined Team Services is required to have and provide details of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

Combined Team Services is committed to ensuring fair and reasonable refund practices.

Combined Team Services will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

All refund information can be found on our website [www.ctsconsult.com.au](http://www.ctsconsult.com.au)

## Fee waivers

Combined Team Services may waive all or part of your tuition fees in cases of severe financial hardship for government funded/subsidised training programs. CTS are required to record details of the reason for the decision to waive fees for audit purposes.

If you believe you may be eligible for your tuition fees to be varied or waived, you must apply in writing stating the reason why you are applying and indicate what you can afford to pay.

CTS can also arrange a payment plan with you. Should the extreme financial hardship status occur after fee payment has been made, there will be no refund for fees already paid.

You may post, email or hand deliver the written application to the Combined Team Services Bunbury office.

## Concession fees

A concession fee for **Government funded courses** may be available to individuals who fall into the following categories:

- Person holding a Pensioner Concession Card
- Person holding a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs
- Person holding a Health Care Card
- Persons and dependents of persons in receipt of the Youth Allowance
- Persons who are inmates of a custodial institution

**Please present your evidence of concession at time of enrolment and we will advise you if you are eligible for concession fees.**

## Learning and Assessment

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### Flexible learning & assessment

Training can be delivered in a variety of ways depending on your needs, including on the job, flexible delivery, online, classroom based and Recognition of Current Competencies. Most qualifications can be enrolled in at any time.

#### Enrolment process:

- **Decision:** Choose your qualification
- **Enrolment:** Fill out an enrolment form and return to us along with your payment
- **Commencement:** A Case Manager will be allocated to you and will arrange a meeting to discuss your unit options. This can be done via face to face or over the phone if preferred
- **Study Time:** Completing a unit every 6 weeks will require 3 to 6 hours per week (depending on experience and unit size)
- **Support:** Your allocated Case Manager will contact you monthly via email and/or phone
- **Process:**
  - Return your assessment tasks as you complete them, no later than the due date. We encourage you to send them for feedback and progress checks if you are unsure
  - Receive feedback from your Case Manager within 10 working days when submitted prior to your due date.
  - Competency Development Action Plan (CDAP) if extra evidence is required
- **Completion:** Nationally recognised statement of attainment or qualification

Flexible learning is self-managed learning with trainer support available via email, online or phone. Face to face support is available by prior appointment. Should you have any specific requirements in regards to completing training and/or assessment please speak with or see your Case Manager.

### **Enrolment timeframe**

Your course fees cover learning support and assessment within the timeframe of your enrolment. You will be provided a Training Plan which outlines commencement and completion date for each unit you are enrolled in.

Once your enrolment timeframe has been reached, your enrolment will automatically expire unless an extension has been granted. You will need to request this extension in writing prior to the expiry date. Once your enrolment has expired you will need to re-enrol in your course and new course fees will be raised for any units of competence that you are still studying.

### **Online learning and assessment**

We offer a range of qualifications online. Check our website for new additions to our online learning qualifications.

### **Classroom training programs**

We offer face to face training at our training room in Bunbury and we can also visit your workplace to deliver training. We encourage you to BYOD (Bring your own device) when attending our training room. We offer free WIFI access during your attendance at classroom training. Alternatively, you are welcome to use the laptops and/or tablets available for your convenience. Refer to the CTS calendar on our website which has the latest dates for public training courses.

### **Customised/corporate training programs**

We can tailor a program to suit you and your organisation. Various options include extensive workplace visits, dedicated workshops, one on one and group coaching/mentoring and business development. Contact us to discuss how we can develop a program for your workplace.

## **Text Books for Sale & Customised Manuals**

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Most courses will require you to purchase text books and learning guides. CTS staff will advise students of the relevant website to purchase their own text books. It is the student's responsibility to purchase these resources unless prior arrangements have been made with CTS. In the event that CTS does purchase your text books, these will be charged at recommended retail price. Postage and handling charges may apply.

CTS also specialise in the development of customised training resource materials to suit your workplace and individual requirements. These resources are developed in consultation with the learner and industry, and include resources for the Business Services and Resource and Infrastructure Industry training packages.

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## Recognition of Prior Learning (RPL)

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### RPL process

Students must declare their intent to RPL a unit on the enrolment form at the time of enrolment. No refunds will be provided if a student decides to RPL a unit midway through their enrolment term.

Our RPL assessment process includes any or all of the following:

- Portfolio assessment
- RPL interview
- Skill observation
- Third party validation
- Currency checks

If a student is deemed not competent in a unit after all relevant methods above have been exhausted, or the enrolment term has lapsed, a result of Not Competent will be recorded and the unit expired until re-enrolment.

### RPL Fees

Fee for Service RPL fees are dependent on units selected, qualification and where you are located. Prior to your RPL assessment we will advise you of costs. RPL fees will never exceed learning pathway fees.

If you are enrolled in a unit which is funded by the Government, RPL fees are governed by the current VET Fees and Charges Policy.

Bulk corporate RPL discounts of up to 50% may be available. Contact CTS to discuss.

### RPL Enrolment Terms

- Where a student applies to complete a whole qualification, industry skill set or training package skill set by RPL, enrolment terms will be negotiated with you at the time of enrolment and your invoice will record your enrolment end date.
- Where a student's qualification consists of a mix of RPL and full learning and assessment units, the normal term of enrolment applies.

## Training Contracts

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We can provide training for your trainees in the following traineeships:

- Customer Engagement (Level 4)
- Business (Level 3 & 4)
- Resource Processing (Level 2 & 3)
- Occupational Health & Safety Officer (Level 4)
- Manager (Level 4 & 5)



You'll discover there are lots of business advantages in developing your own skilled workforce. Traineeships combine practical experience at work with structured training. Taking on a trainee is an easy and simple process, and employers may be eligible for incentives including commencement and completion payments, payroll tax exemptions and subsidised course fees. A range of flexible training arrangements are available. A trainee does not have to be a new inexperienced worker; some existing employees may be eligible for a funded traineeship.

To find out more about traineeships contact The Apprenticeship Office to discuss how you can get started now.

### The Apprenticeship Office:

Telephone: 08 6551 5000

Web: [The Apprenticeship Office](#)

Email: [info@dtwd.wa.gov.au](mailto:info@dtwd.wa.gov.au)

## Combined Team Services Policies

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### Language, literacy and numeracy support

Staff can offer extra support on enrolment if this is required and you are encouraged to approach Combined Team Services at any time if you need extra help. Alternatively, we can refer you to the appropriate external assistance. Assistance available includes career planning, individual coaching, identifying best options for study and referral to external agencies if appropriate.

### Submission of work

When you submit your work, no matter how much or how little or by what method (mail or email to your Case Manager) you must include an Assessment Cover Sheet clearly identifying who you are and exactly what you are submitting. Work will not be assessed without this cover sheet which is available for download from the Combined Team Services website. Please include your name in the footer of each page. If you are sending your work by mail, please keep a photo copy of your work. Combined Team Services will not take responsibility for lost mail.

### Return of student work

We do not return student work unless we have been advised by you in writing when you submit your work. Please do not send in original documents, certificates etc. If you intend collecting your work from our training facility at 14 Plaza Street, South Bunbury we will hold work for one month from the completion of your enrolment end date. After this date student work is shredded. If you require us to return your work via post, a **postage and handling fee** is payable prior to posting. Source evidence from each student is kept in electronic form for audit purposes.

### Copyright and referencing

Students must comply with copyright protection provided by the Copyright Act 1968. More information on copyright can be obtained from the Australian Copyright Council and the Australasian Legal Information Institute. Work submitted by students must be original and their own work. If work is used from another source this must be acknowledged and referenced appropriately. If students have worked together on an assessment this should be clearly noted and information provided on the contribution made by each student. A bibliography template is downloadable from the Combined Team Services website.

Students are expected to behave honestly and fairly. This means for example that they should not cheat, collaborate when not authorised, or copy another student's work. All outside sources used should be referenced appropriately. If an assessor believes a student has behaved dishonestly in an assessment, for example copied someone else's work without appropriately acknowledging the source, the assessor will investigate the matter to the extent they believe is necessary. This will include making reasonable efforts to contact the student to discuss the alleged misconduct. Should the matter be minor or unintentional the assessor may dismiss the matter. Should the matter be serious it will be referred on to the Training Manager and/or Chief Executive Officer for further investigation. Disciplinary action will be taken for serious misconduct. Action could include asking for work to be resubmitted, providing a written warning or cancelling a student's enrolment.

### Reassessment procedure

Clients will be given the opportunity to be reassessed where competency is not achieved within a reasonable timeframe. Wherever possible reassessment will take place at nominal cost to the client. Consultation will be undertaken between the student and the assessor to determine a suitable time and place for reassessment.

### Request for extension for submission of assignment work

Candidates may request a “due date extension” for the submission of work that is due for assessment **if their studies have been interrupted by circumstances beyond their control.** Applications for an extension will only be considered in extenuating circumstances and must be made in writing to your case manager, preferably prior to the expiry of your enrolment.

If circumstances have changed that will predict an extension being required in the future, please do not hesitate to discuss this with your case manager before the due date.

### Issuance of qualifications

Combined Team Services issue qualifications and Statement of Attainment which meet the required outcomes of a qualification or unit of competency, in accordance with the Australian Qualifications Framework Implementation Handbook and the Standards for Registered Training Organisations 2015. Certificates and statements of attainment **will not be issued until all fees have been paid.** Authentic Certificates and Statements of Attainment issued by Combined Team Services will have the Company Seal imprinted on them.

### Reprint of Certificate/Statement of Attainment

Should you require a reprint of your Qualification or Statement of Attainment, a fee of \$50.00 will be raised to cover postage and handling, printing and administration.

### Recognition of qualifications issued by other RTO's

We recognise the AQF qualifications and statements of attainment issued by other Registered Training Organisations. Please provide copies at time of enrolment for unit of competency credit transfers.

### Complaints

Combined Team Services acknowledge the student's right to lodge a complaint when they are dissatisfied with the training and /or assessment service and experience that they have been provided by Combined Team Services.

Combined Team Services will ensure that clients have access to a fair and equitable process for expressing complaints, and that Combined Team Services will manage the complaint with fairness and equity.

In doing so, Combined Team Services:

- a) has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- b) ensure that these procedures are communicated to all staff, third party partners and clients;
- c) ensure that all necessary documentation and resources are in place to enable clients to submit a complaint;
- d) ensure that each complaint and its outcome is recorded in writing; and
- e) ensure that customer complaints and their outcomes are fed into continuous improvement initiatives.

CTS students or clients can access the Complaints Policy and Complaints Lodgment Form from the CTS website. If you do not have access to the internet contact us and we can organise a hard copy for you.

### Appeals against assessment

Where an appeal against an assessment decision is made, Combined Team Services will ensure that all details surrounding the decision are fully explained to the complainant and, where possible, the appeal is settled internally.

If required, Combined Team Services will enlist an external assessor to hear the appeal and issue a judgment. The complainant will be provided with feedback about the outcomes of the assessment process and will be provided with guidance on future options in relation to those outcomes.

In the event of an appeal not being settled, Combined Team Services will ensure the complainant has all the necessary contact details for other avenues of appeal, including the State Registering body – the Training Accreditation Council. A record will be kept in the Appeals and Complaints file by the Director of any “issues” arising which could constitute a ‘high risk’ of action at a future date.

### Confidentiality/privacy

Combined Team Services is committed to complying with obligation under Privacy Act 1988, and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures and discloses personal information. Combined Team Services is committed to safeguarding any confidential information obtained by the RTO.

Client information and results will be treated in confidence. Information will not be released to a third party without the written permission of the client. Clients will be asked to sign the consent form for the disclosure of information. Students may access their personal records by lodging a request in writing using the form (Request to Access Personal Records) available from our website. The full CTS Privacy Policy is available on the CTS website.

### Evaluation and continuous improvement

Evaluation and feedback is welcomed from all our clients to help us to continually improve our services. Feedback will be sought from clients and learners systematically. An evaluation form can be downloaded from our website or alternatively use our online “[Survey Monkey](#)” to submit your comments.

### Access and equity

Supportive staff are available to assist students with career direction and personal action plans. Combined Team Services policy will treat all students equally with fair and equal opportunities with no discrimination.

### Access

Access generally refers to the ability of an individual to enter training. Improving access for equity groups may therefore involve such strategies as:

- Improving physical access to a training venue
- Ensuring that selection criteria to enter a training program does not discriminate against learners
- Adapting marketing activities to encourage learners

## Equity

A person from an equity group has the same right to study at an educational institution as any other student. To ensure this occurrence, Registered Training Organisations must address equity issues to comply with the Standards for Registered Training Organisations by addressing equity issues.

Equity refers to the capacity for all learners to achieve results in training and to receive training in an inclusive environment. Inclusive environments acknowledge and value the differences between people and cultures; they include rather than exclude. Registered Training Organisations must also comply with the anti-discrimination legislation that applies within their state or territory. For more information visit the Human Rights and Equal Opportunities Commission website at [www.hreoc.gov.au](http://www.hreoc.gov.au). More information on the policies and procedures mentioned are available on our website at [www.ctsconsult.com.au](http://www.ctsconsult.com.au)

## Duty of care

Combined Team Services owe an obligation to take practical care for the safety and welfare of students, staff and other clients while under our instruction for the purposes of a training activity. The obligation is to take measures that are reasonable in all situations to protect students, staff and other clients from risks of harm that reasonably ought to be foreseen. This means protection from hazards and harm that could occur against which preventative measures can be taken.

## Fitness for work

Participants are reminded that some industrial worksites and mine sites may randomly select individuals on site to undergo a drug and alcohol screen. CTS have a Fitness for Work Policy. Any participant who is in doubt about their fitness for work/training, for whatever reason, are obligated to not put themselves or others at risk. Do not attend training or assessment if you are not fit for work. Please inform your facilitator if you are taking any type of medication that may affect your performance and your fitness for work/training. If the facilitator has due cause to believe you are not fit for work/training, they have the legal obligation to exclude you from further participation, pending evaluation of the circumstances. Please refer to our Appeals Process for further information.

## Welfare and guidance services

A list of services available can be accessed through links on our website [www.ctsconsult.com.au](http://www.ctsconsult.com.au)

## Student Conduct

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Students are expected to participate in all training activities and carry out tasks set by the Trainer and/or Assessor to the best of their abilities. Should the student fail at completing tasks, activities or not attend scheduled training sessions repeatedly, the student may have their training suspended as a result. All tasks and activities must be your own work; plagiarism will not be tolerated.

Being under the influence of or consuming alcohol and/or drugs during training will not be tolerated and will result in the termination of training and/or the student being asked to leave the premises (subject to site specifications). Prescription medication is the only exception to this rule.

Students are to behave in a manner that does not threaten or disrupt any other students, staff members or the general public and reflects the standards of workplace professionalism at all times. Failure to demonstrate the correct behaviour that is expected may result in the offending student being ejected from the class, suspension or termination of their training.

Behavioral misconduct includes:

- Theft
- Fraud
- Plagiarism and/or cheating
- Confidentiality agreement breach
- Discrimination and harassment
- Being under the influence of and/or consumption of alcohol or drugs
- Physical assault

Students acknowledge that any breach of the above mentioned standards in the workplace or RTO may result in being excluded, suspended or terminated from their training program.

Combined Team Services will investigate any behavioural breach on a case-by-case basis and reserve the right to reprimand, suspend or terminate any student that breaches these behavioural standards immediately and without warning depending on the case evidence given.

## What Combined Team Services expect of you

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- That you work and interact in ways that demonstrate Combined Team Services Values
- That you are punctual when attending training sessions
- At the completion of each unit, you submit your assessment to your Case Manager
- That you attempt to meet all criteria in order to be deemed competent
- You ensure that you are familiar with the Learning Outcomes relevant to the qualification for which you are completing
- That you maintain a level of commitment to completing the qualification/unit of competence
- That you endeavour to ensure you submit all assessment material to your Case Manager by the due dates
- That you contact your Case Manager if you have any worries or problems with the course so that they can be resolved as quickly as possible
- That you make yourself familiar with the contents of this handbook
- That if you feel your needs are not being met or you are dissatisfied with the assistance or service that is being provided to you please contact our Operations & Training Manager on 9791 6611 or email [training@ctsconsult.com.au](mailto:training@ctsconsult.com.au)

## Terminology

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### **ASSESSMENT**

Assessment is the process of collecting evidence and making judgments as to whether competency has been achieved.

### **AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF)**

The Australian Qualifications Framework (AQF) provides a national framework for all education and training qualifications in Australia. The AQF aims to provide consistency of qualifications across Australia. Qualifications and Statements of Attainment issued by Registered Training Organisations (RTOs) have national recognition irrespective of whether the training and/or assessment have taken place on the job or off the job.

### **COMPETENCY**

Being able to perform and demonstrate the required knowledge and skill in the workplace. The required knowledge and skill are usually specified as required Standards of Performance.

### **COMPETENCY STANDARDS**

Define the competencies required for effective performance in the workplace. All nationally endorsed competency standards are expressed in outcome terms and have a standard format comprising of Unit Title, Unit Descriptor, Elements of Competency, Performance Criteria, Range of Variable and Evidence Guide.

### **ELEMENT OF COMPETENCY**

The basic building blocks of the unit of competency. Elements describe the tasks which make up the broader function or job as described by the unit.

### **EMPLOYABILITY SKILLS**

Employability Skills are skills that apply across a variety of jobs and life contexts. There are eight Employability Skills: Communication, Teamwork, Problem Solving, Initiative and Enterprise, Planning and Organising, Self-Management, Learning, and Technology.

Employability Skills Summaries for Training Package qualifications can be downloaded from <http://employabilityskills.training.com.au>

### **EVIDENCE**

Information gathered which, when matched against the performance criteria, provides proof of competency.

### **EVIDENCE GUIDE**

The Evidence Guide specifies the context of assessment, the critical aspects of evidence and the underpinning knowledge and skills. Its purpose is to guide assessment of the unit of competency in the workplace and/or training environment. The Evidence Guide relates directly to the Performance Criteria and Range of Variables defined in the Unit of Competency.

### **FAIRNESS**

A fair assessment will not disadvantage any person and will take into account the characteristics of the person being assessed, such as candidates of Non English Speaking Backgrounds.

**FLEXIBILITY**

Flexibility in assessment allows for assessment either on or off the job at mutually convenient times and situations.

**KEY COMPETENCY**

Employment related general competencies that are essential for effective participation in the workplace.

**MODERATION**

Moderation is the process which involves assessors discussing and reaching agreement about assessment processes and outcomes in a particular industry or industry sector.

**QUALITY ASSURANCE**

A planned and systematic process of ensuring that the requirements of the assessment system, competency standards and any other criteria are applied in a consistent manner. Quality assurance mechanisms are an integral part of a well designed assessment system.

**RANGE OF VARIABLES**

Part of a competency standard, which sets out a range of contexts in which performance can take place. The range helps the assessor to identify the specific industry or enterprise application of the unit of competency.

**REGISTERED TRAINING ORGANISATIONS**

Training Organisations that have been registered in accordance with the Australian Quality Training Framework to provide vocational education and training (VET) services.

**TRAINING PACKAGE**

Training packages are a set of learning and assessment resources, which provide a basis for the achievement of national qualifications as a result of assessment against competency standards. Training packages have endorsed components: national competency standards, national qualifications, national assessment guidelines and also include non-endorsed components, learning strategies, assessment materials and professional development materials.

**UNIT OF COMPETENCY**

A unit of competency describes a discrete job or function and is written in terms of workplace outcomes. Further developed through elements and performance criteria.

**VALIDATION**

The quality review of the assessment process.



## Scope of Registration

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### Nationally Recognised Qualifications

Certificate III in Business – BSB301115  
Certificate IV in Business – BSB40215  
Diploma in Work Health & Safety – BSB51315  
Certificate IV in Work Health & Safety – BSB41415 (CTF funding available to eligible candidates)  
Diploma of Leadership & Management – BSB51915  
Certificate IV in Leadership & Management – BSB40215  
Certificate IV in Customer Engagement – BSB40315  
Certificate II in Resource Processing – RII20515  
Certificate III in Resource Processing – RII30415



### Traineeships – (Payroll Tax Exemptions are available)

Business (Level 3)\*\*  
Business (Level 4)\*\*  
Customer Contact (Level 4)\*  
Frontline Management (Level 4)  
Manager (Diploma)\*\*  
Resource Processing (Level 2)\*\*  
Resource Processing (Level 3)\*\*  
Occupational Health and Safety Officer (Level 4) \*\*

\*Funding is available for Existing and New Workers

\*\* Funding is available for New Workers

### Skill Sets

2 Day Key Management Skill Set (BSBSS00043)



Government of Western Australia  
Department of Training  
and Workforce Development



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### Short Courses

- 5 Day Safety Representatives Course
- 2 Day Refresher Safety and Health Rep Course
- Safety for Supervisors
- Safety Committee
- Safety and Leadership
- WHS for Managers and Directors
- Stress Management
- Internal Auditing
- Communication
- Who killed Mr Stanley? – mock accident investigation
- How to performance manage for success
- How to manage your team's dynamics
- How to be a more effective communicator
- Provide incredible customer service
- Better manage your time at work
- Deal with different personalities in the workplace
- Be a great mentor in the workplace
- Be a better workplace negotiator
- How to deliver presentations for impact
- How to be a better listener so you don't miss a beat
- How to coach others for success
- How to build KPI's that move teams forward
- Support teams to work together successfully
- How to be more confident (assertive) at work

# TRAINING HQ

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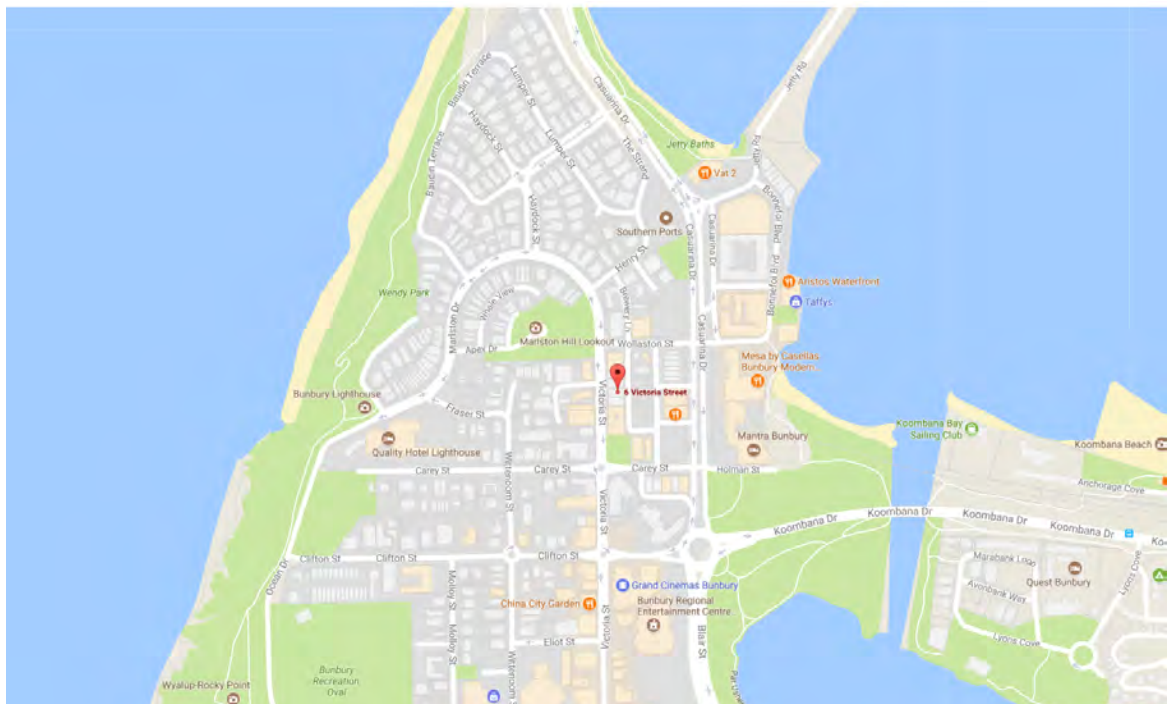
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