TAS BUILDING GROUP
Apprentice Employment & Training

Student Information Guide

WITH YOU EVERY STEP OF THE WAY

CONTENTS

Introduction: 2
Tasmanian Building Group Apprentice Employment & Training: 2
Terminology used in Australian Apprenticeships: 3
Training Package Information: 4
What are Competency Standards? 4
Unique Student Identifier: 4
Training Plans: 5
Enrolments: 5
On and Off the Job Training: 6
Recognition of Qualifications issued by other RTO's - Credit Transfer (CR): 7
Recognition of Prior Learning (RPL): 7
Assessment: 9
Assessment Appeals Process: 11
Student Support Services: 11
Work Health & Safety: 14
Access & Equity: 14
Discrimination & Harassment: 15
Apprentice and Trainee responsibilities 16
Employer Responsibilities: 17
Code of Conduct 18
Fees and Charges Policy: 21
Complaints and Appeals Policy and Procedure 23
Artificial Intelligence (AI) Policy and Procedure 25

Introduction:

The management and staff of Tasmanian Building Group Apprentice Employment & Training (Tas Building Group) extend a warm welcome to you.

Tas Building Group is committed to high standards in the provision of vocational education and training and other client services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist learners achieve the best possible outcome.

Tas Building Group will ensure that you will receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

The contents of the Student Information Booklet will be discussed with you during your Induction Program.

In this booklet, you will find information about Tas Building Group, Policies and Procedures. Also included are an Enrolment Form, Recognition of Prior Learning Information & Application Form, Credit Transfer Application form and Training Plan. These need to be completed, where applicable, and signed with your Tas Building Group Training Consultant, Employer or School.

As part of our commitment to quality, a Tas Building Group Training Consultant will visit your workplace every six (6) weeks to conduct Assessments, discuss your progress, assist with completion of workbooks/Assessment Tasks and/or discuss any problems you are experiencing. In addition to this, contact will be made with you and your employer by phone, or Email. You and your employer will receive 12 contacts from your Tas Building Group Training Consultant per year.

Learners are requested to read the Policy and Procedures at the back of this booklet. The Policy & Procedures describe in more details Tas Building Group's commitment to providing a quality service to all students enrolled with us.

We sincerely hope your time at Tas Building Group is a memorable and productive learning experience.

Tasmanian Building Group Apprentice Employment & Training:

Tas Building Group is registered with the Australian Skills Quality Authority as a Registered Training Organisation and accordingly, all qualifications issued under our Scope of Registration carry National Recognition.

Tas Building Group is also a highly successful Group Training Organisation and plays a vital role in servicing industry and community needs through its wide range of employment and training services and programs.

The Company's delivery of these comprehensive employment and training programs provides an extensive range of services not normally enjoyed by regional and isolated communities.

Tas Building Group will:

- Provide high quality training services, including training and assessment and administrative processes to support contract compliance.
- Demonstrate the highest ethical standards in its dealing and conduct in the provision of the training services.
- Maintain strong links to industry.
- Provide you with information about current legislation and regulatory requirements.
- Provide student support where a perceived obstacle (including a disability) may prevent you undertaking or completing your qualification.
- Process your enrolments and develop an appropriate training plan for you. Determine whether you can be credited with units of competency through Credit Transfer (CT) process or through the assessment of Recognition of Prior Learning (RPL) or.
- Conduct assessments and make the final decision on competency.
- Issue a nationally recognised qualification and/or statement of attainment at the completion of the training and assessment process.

Tas Building Group won't guarantee the following:

- That a learner will successfully complete a training product on its scope of registration.
- That a training product can be completed in manner which does not meet the requirements of clause 1.1 and 1.2 of the standards for Registered training organisations
- That a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Tas Building Group's scope of registration is publicly accessible via www.training.gov.au and covers the following:

- Certificate III in Carpentry
- Certificate III in Cabinet Making and Timber Technology
- Certificate II in Construction

Terminology used in Australian Apprenticeships:

Throughout this booklet terms such as competencies, resources and learning materials will be discussed. Here are some explanations on what is meant.

Competencies:

A competency is a statement about the skills and knowledge a trainee needs to complete in an area of work. For example, 'Provide Quality Customer Service'. In the terminology of competency standards, a unit of competency includes:

- The **elements** of the competency are the components of the work that make up the whole standard.
- The **Performance Criteria** of the competency is the standard to which it is being carried out.
- The **range of variables** of the competency is assessed via "Performance Evidence", "Knowledge evidence" and "Assessment conditions".

Resources:

This means the learning materials, hardware, software and other equipment you need to carry out training and assessment in an Australian Apprenticeship.

Learning materials:

The supplementary material needed to support learning, for example, workbooks/learner guides, background reading, video and audio tapes, CD, internet sites, etc.

Training Package Information:

Training Packages are an Australian Government initiative designed to make training more flexible and affordable for industry. A Training Package comprises three nationally endorsed components. They are:

- National Competency Standards
- National Assessment Guidelines
- National Qualifications

Training Packages also contain resources to support delivery and assessment. The Training Package concept is designed to provide greater flexibility in gaining competency to the standards required.

Training Packages provide guidance on assessment and provides Employers, Australian Apprentices and Training Consultant's with the benefits of having an industry benchmark for training and assessment requirements. Training Packages also provide a career pathway.

What are Competency Standards?

Within each Training Package, competency standards endeavour to advance quality and consistency in current and future work practices. The standards form the basis through, consistent and valid assessment. The assessment requirements in each Training Package, provide overall guidance on the relationship of competency standards to the conditions for assessment to occur.

Competency standards identify the skills, and knowledge needed by a person to perform a job. The achievement of these competencies leads to a nationally recognised credential. You also benefit by being able to access national qualifications through a variety of pathways.

Unique Student Identifier:

To undertake nationally recognised training you need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5

A USI account will contain all your nationally recognised training records and results. Your results will be available in your USI account. More information about the USI is available at www.usi.gov.au.

In the event that you have an approved USI exemption, you will need to provide written evidence of this at your enrolment. If you have an approved USI exemption it is important to note that your assessment results will not appear on your VET transcript or be available through the USI system.

Training Plans:

All students have a Training Plan which documents their proposed learning and assessment strategy. The Training Plan will be signed by you, your employer and a Tas Building Group Training Consultant. Training Plans are usually developed and signed prior to training commencing but must be finalised no later than four (4) weeks after training commencement.

The outcome of your Pre-Training Review shapes the approach Tas Building Group will take to design your Training Plan.

All Training Plans will include, at least the following information:

- Name and contact details of your employer
- Title and code of qualification
- Unit title and code of competencies/modules to be obtained.
- Scheduled hours for competencies to be obtained.
- Timeframe for achieving competencies including the proposed start date and end date of each competency (and actual dates where training has already occurred, for Apprentices/Trainees)
- Delivery modes to be used.
- Assessment details and arrangements
- Party or parties responsible for the delivery and/or assessment of each competence; and
- Record of RPL assessment and CT granted, as relevant.

A Training Plan can be changed after training commences and units selected may be replaced by another where it would create a better fit. This would only occur following discussion and agreement with your Training consultant (and employer, if applicable).

Enrolments:

Tas Building Group will apply the following procedure to complete a student enrolment:

- **Step 1.** On initial contact, you (or employer) will be informed of the Tas Building Group training and assessment model and the choices they have in adjusting the training model to suite their particular circumstances.

- **Step 2.** You will be provided with the Student Enrolment Form, Training Plan and the Student Information Guide which provides you with the relevant information on the training program content, delivery style, student rights, student obligations, complaint and appeal procedures and fees.

During the pre-enrolment process the following are determined:

- That you meet the entry requirements (including any Tas Building Group specific business decisions) for the training program. For example, all learners must hold a white card prior to commencement, unless undertaking training in CPCWHS1001 Prepare to work safely in the construction industry.
- Your language, literacy and numeracy skill levels will be assessed to determine if they are adequate to meet the requirements of their desired training program.
- Any previous training can be recognised via the completion of an RPL application or Credit Transfer application.
- If you have any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted; and
- You will be informed about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways.
- Your USI details are to be collected and recorded on the enrolment form (or information about exemptions granted and associated impacts are recorded)
- Support services identified during the pre-training review assessment will be discussed and agreed with you and put in place before the commencement of the training program.
- Privacy information is provided.
- You will sign your acknowledgement and understanding of the information provided.
- For students under 18 years of age, it is the students Guardian who signs the acknowledgement and understanding of all information.

Step 3. Once you have completed the enrolment process this information is then entered into the Tas Building Group VETtrak system.

An invoice for any applicable tuition fees will be issued.

If necessary, you may also be required to provide proof of age, white card and concession evidence. It is a contractual requirement that we copy and retain this evidence except if you are completing a fee for service course.

On and Off the Job Training:

On the Job Training:

On the Job Training requires guided learning by your workplace supervisor/trainer. It is not time spent by you doing routinely scheduled work without close supervision.

Tas Building Group, in conjunction with your employer has responsibilities that include:

- Induction training
- Identifying skills to be learnt and tasks to be undertaken
- Arranging specific on the job training activities
- Arranging time for practice and assessment
- Monitoring your Training Plan and providing feedback
- Providing off-the-job training which is integrated with on-the-job training
- Providing access to a safe and ergonomically sound workplace
- Provide a forum for meetings, discussions and assessment sessions

You can enhance on-the-job training by:

- Being factual and realistic
- Being Positive
- Being well organised
- Being observant and listening to what is being discussed
- Being prepared to ask and be asked questions, and provide relevant answers
- Being fair and reasonable in your training
- Being respectful of the person and the environment you work with

NB: This also applies to your employer and Tas Building Group's Training Consultant

Off the Job Training:

Off the job training is structured training provided away from the workplace. Attendance at short courses for specific skills development is encouraged. Depending on the Course you are enrolled in you may be required to attend off-the-job training. This will be discussed with you and your employer when the Training Plan is being developed. All off-the-job training will be delivered by appropriately qualified/experienced trainers.

Recognition of Qualifications issued by other RTO's - Credit Transfer (CR):

Tas Building Group recognises equivalent statements of attainment and qualifications issued by Registered Training Organisation (RTO's) Australia wide (Credit Transfer). Original copies must be sighted and copied for the student file by relevant Tas Building Group Training Consultants before credit can be given. To prepare for Credit Transfer you should indicate your decision to apply for CR when completing your enrolment or as soon as possible after your induction program.

Evidence required for Credit Transfer:

- Students seeking credit transfer must fill out the credit transfer application form and attach evidence of completing the unit/s or 'equivalent' unit/s.
- Credit transfer applicants are required to attach to their application, his or her statement of attainment or qualification certification (including the record of results) for examination by Tas Building Group. These documents will be used to verify the voracity of the certification and details of the units of competence the applicant should receive credit for.
- Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. To enable this the applicant is to authorise Tas Building Group to view their USI transcript to validate, or sign authority to verify the documentation with the issuing RTO. If this is not provided you are required to submit copies of certification that have been certified as a true copy of the original by a Justice of the Peace or Commissioner of Declarations.

Recognition of Prior Learning (RPL):

In accordance with the requirements of the VET Quality Framework, Tas Building Group provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is Recognition of Prior Learning (RPL)?
RPL involves the assessment of previously unrecognised skills, knowledge and experiences an individual has achieved, irrespective of how the skills, knowledge and experience was obtained. RPL assesses unrecognised learning against the requirements of a unit competence. It should be noted that RPL is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this manual.

To prepare for RPL you should indicate your decision to apply for RPL when completing your enrolment or as soon as possible after your induction program.

Then, in consultation with your Training Consultant you should:

- Obtain a copy of the RPL Procedure and Application Form
- Decide which module(s) you are applying for.
- Provide an Evidence Portfolio in line with the Assessment requirements in the module information.
- Arrange for a direct practice observation of your competence if applicable.

Evidence for recognition of prior learning may include:

- Work records.
- Records of workplace training.
- Assessment of current skills.
- Assessment of current knowledge.
- Third party reports from current and previous supervisors or managers.
- Evidence of relevant unpaid or volunteer experience.
- Examples of work products.
- Observation by an assessor in the workplace.
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined together with a number of evidence items, you will start to provide a strong case for competence. Tas Building Group reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Clients seeking recognition are provided with:

- RPL Procedure, Information and Application form
- Performance criteria from a learning unit or element of competency listed in an Nationally recognised training package or course.
- Guidance on identifying, gathering and submitting evidence of your achievements.
- Guidelines as to possible sources of evidence.
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment.
- The opportunity to negotiate the form of assessment.

RPL is available for all subject modules. The learning outcomes of each module provide the RPL benchmarks. Clients may receive full recognition for the competencies required for a course or module.

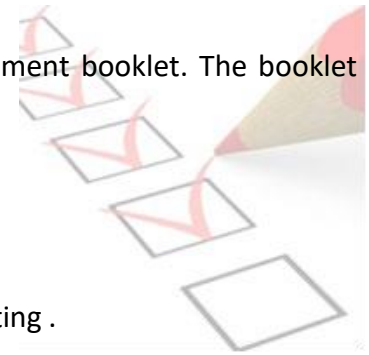
Clients must document their claim for competency in sufficient detail to enable the Training Consultant to decide on assessment needed.

If you require further information, please ask your Training Consultant.

Assessment:

Assessment refers to the process of collecting evidence and making judgement on whether a student has achieved competency.

Tas Building Group has processes to ensure that all assessment conducted complies with the Principles of Assessment (fairness, flexibility, validity, and reliability) and Rules of Evidence (validity, sufficiency, authenticity and covers all training package requirements.



All learners are provided with a copy of the generic information for assessment booklet. The booklet contains detailed information about:

- Assessment documentation
- Assessment terminology
- Assessment decision making rules.
- Re-Assessment and re-enrolment process for a Not Yet Competent rating .
- Plagiarism/Cheating and appropriate referencing rules.
- Unit Assessment record
- Assessment appeal process
- Assessment documentation
- The learner declaration
- Worksheets
- Simulated assessment Reasonable adjustment.
- LLN.
- Time allocated for assessment activities and tasks.
- Seeking clarification about assessment requirements

Assessment Method:

Competency based assessment involves a wide range of assessment methods and gives you the chance to demonstrate what you can do in a work-related role or task by providing relevant evidence of your skills and knowledge.

Your Training Plan will indicate which assessment methods will apply to each unit of competency. You can expect to have your competency assessed using one or more of the following assessment methods:

- Demonstration/Observation of Performance – Your Training Consultant may watch you demonstrating particular tasks in the workplace.
- Work Samples – These photos or videos are examples of the work you have completed on a regular basis as part of your job or training.
- Written Activities – Tasks set out in workbooks or class activities requiring written completion.
- Question and Answer – These may be either written or verbal.
- Test (oral, written, or practical) – You may be asked to provide answers to a series of set questions or tasks to demonstrate your level of understanding.
- Third Party Report – This form of evidence is used when a colleague or supervisor can attest in writing as to your competence in relevant tasks and to your skills/ability to be able to undertake them successfully.

Assessment Tools for each unit of competency consist of:

- Assessment task 1 -Knowledge Questions
- Assessment task 2- Observation Checklist

If for any reason the Training Consultant is not able to observe the student perform any component of the Observation checklist the training consultant will utilise Assessment Task 3 which is a Third-Party Report

- Assessment Task 3 -Third Party Report

It is our responsibility to ensure that you are properly prepared prior to every assessment as directed by your training consultant. You will, in all cases, receive clear assessment instructions, including what is needed for you to be assessed as competent in a unit.

All training consultants follow the Tas Building Group assessment flowchart when conducting assessment. The components of the flowchart are listed below:

- Step 1: Prepare for assessment.
- Step 2: Prepare the candidate.
- Step 3: Plan and prepare the evidence-gathering process.
- Step 4: Collect the evidence and make the assessment decision.
- Step 5: Provide feedback on the assessment.
- Step 6: Record and report the result.
- Step 7: Participate in the reassessment and appeals process.

If assessed as ‘Competent’, that particular unit of competency will be recorded as being successfully completed. If assessed as ’Not Yet Competent’, your training consultant will suggest strategies for you to reach the required level of competency, within a negotiated time frame.

Your training consultant will provide feedback to you on assessment material submitted.

Assessment Appeals Process:

All students have the right to appeal about any decision made by Tas Building Group including assessment decisions if they:

- Believe that the assessment is invalid. and/or,
- Feel that the process was invalid, inappropriate or unfair.

Ideally Tas Building Group's strong preference is that all issues which arise during RTO operations are resolved at the time they occur between the persons involved.

Before making an appeal, we ask that you discuss the matter with either the CEO to reach a decision. If you are still not happy, you are then entitled to lodge a formal Appeal in writing within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this part is not binding to either part in the dispute.

You have the right to a support person to be involved at all times during the appeal process.

Please read Tas Building Group's Complaints & Appeals Policy & Procedure attached for more details.

Student Support Services:

Tas Building Group is committed to supporting students through to successful completion of the training product in which they are enrolled. We recognise that LLN is often not the only support service required by learners.

Tas Building Group aim to either provide directly, or refer students to, the appropriate support service to enable successful program graduation.

All students are encouraged to contact their Training Consultant if they wish to ask about any vocational education and training or personal counselling services.

In addition to the LLN assessment and ensuring the right student fit with the desired training product, student support needs are identified through a variety of means including:

- Students self-identifying a support need
- Trainer Assessors identifying a support need
- Employers identifying a support need
- Guardians identifying a support need
- Student progress is slow and follow up on the situation reveals a support need

Once a need is identified (other than LLN), Tas Building Group will determine the appropriateness of providing internal support services or decide to refer the student to external support services.

Tas Building Group will provide internal support services in instances where the following assistance might be appropriate:

- Additional tutoring on theoretical aspects
- Additional repetitions of demonstration of practical activities
- Adjusting deliver times to accommodate student commitments.
- Mentoring students in study skills

Tas Building Group will refer the student to external support service OzHelp Tasmania where the service relates to:

- Mental health counselling, Financial counselling
- Addiction counselling, Family counselling
- OzHelp Tasmania https://www.lifelinetasmania.org.au/pages/category/ozhelp
- Ph: **1300 003 313**

LLN skills are generally included and identified in Training Packages and accredited course programs. In identifying LLN requirements, clients need to:

- Count, check and record accurately
- Read and interpret
- Estimate, Calculate and Measure
- Communication skills

Where it is determined that a student does have deficiencies with language, literacy or numeracy skills, Tas Building Group adopts strategies which enable the student to progress in their desired training program.

Where it is determined that a student has language, literacy or numeracy skills which are beyond the support available within Tas Building Group, the student should be referred for dedicated language, literacy and numeracy training. This training is available through most public training providers ie TAFE. These courses have been designed to provide students with the opportunity to gain specific language, literacy and numeracy skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain language, literacy and numeracy related employability skills.

The options for the student's attendance at this training are to be investigated by Tas Building Group in close consultation with the student. These options will be presented to the student but ultimately it is the student's choice on the path that they take. The cost for attendance at this training is met by the student and will not be met by Tas Building Group.

Below are links to Language, Literacy and Numeracy services that can be accessed in Tasmania. To access, please place mouse over link, press the control button your computer and the click your mouse button. This will then open the link and take you to the information on contact details of these organisations.

https://libraries.tas.gov.au/get-help/reading-writing-maths-help-for-tasmanians/

https://26ten.tas.gov.au/Pages/default.aspx

Student Privacy:

Tas Building Group adheres to Commonwealth and State Privacy Principles which strengthens our own ethical standard and practices regarding client confidentiality.

In the course of our many functions, Tas Building Group may collect personal, sensitive or health information. Tas Building Group keeps this information in strict accordance with the appropriate legislation.

Information collected will only be used for the purpose for which it was collected and all records and electronic data are protected from unauthorised use or access. The disposal of information that is no longer required for such purpose will be carried out in accordance with legal and organisational requirements.

No information will be disclosed without your consent unless required by law or a legal authority.

Reasonable access to information will be provided to individuals or their appointed representative should they require detail about personal information held by Tas Building Group.

Why do we collect personal information?

When you enrol we ask you for personal information so they we can identify you as a student of Tas Building Group, and so that we can contact you if necessary (to pass on your results, for example). We try to only collect the information we need, though sometimes we ask questions which are required by government departments (such as "what is your highest level of schooling?"), or where we think we can offer you some extra assistance (such as "do you have a disability?"). Tas Building Group may also collect sensitive information (for example, health information), with your consent.

What happens if I don't provide my personal information?

You can choose not to provide your personal details, but then we may not be able to provide you with all the services we offer.

How do we collect personal information?

We generally collect your personal information from your enrolment form.

What do we do with the information we collect?

Generally, the information we collect about you stays with Tas Building Group. Sometimes we have to report to government agencies, and this may involve passing on personal details. For example, we are obliged to provide information to government departments upon their request. Of course, those departments must also respect your privacy, and will also have a privacy statement/policy in place.

Details regarding your attendance and ongoing training and assessment requirements, including progression against the training plan, knowledge, and practical performance, may also be provided:

- To your employer, if you are an Apprentice or Trainee
- To your school, if you are a School-based Apprentice or Trainee
- To your parent or guardian, where you are under 18

No other information will be released without obtaining signed consent in writing for the disclosure of information.

How do I know if the information is correct?
We will do everything we can to make sure that the information we hold about you is up to date and correct. You can help us in this by filling out your enrolment form carefully and letting Student Administration know when any of your personal details change.

Can I access my personal information?
Tas Building Group members of staff can provide current students access to their own records so long as the student is known to the member of staff. This is an informal process that can occur at mutually convenient times.

In instances where the Tas Building Group's staff member does not know the student, the staff member must confirm the identify of the student prior to providing the student access to any of their own information. The member of staff must make a file note describing what information was accessed, when, where, how and by whom.

In instances where the request is made by a past student, the past student must fill out the request to access information form, which will be processed by the administration team, who will coordinate the requested access, subject to approval from the CEO.

If a request is received for information from an employer or parent of a past or present student, no information must be given unless we have a written request from the student authorising us to do so.

Work Health & Safety:

Tas Building Group is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees. Management of Tas Building Group is responsible for ensuring that the level of Occupational Health & Safety is not compromised and recognises its obligations under the Australian and State rules and regulations. We will provide the necessary resources for the successful implementation of this policy and its supportive procedures

If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of your Training Consultant immediately.

Access & Equity:

Tas Building Group is committed to Access & Equity Principles & Processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act, Human Rights and Equal Opportunity Act, Racial Discrimination Act, Combatting Antisemitism, Hate and Extremism Act, and the Disability Discrimination Act.

In the event of a situation that is considered by students to be in violation of Tas Building Group's Access & Equity Policy, students are required to report the situation to their Training Consultant.

Programs are designed and wherever possible facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students. Your Training Consultant can assist you in the sourcing of appropriate support service providers that may help you overcome barriers and/or personal issues.

Child Safety:

At Tas Building Group, we are proud to be an inclusive organisation committed to child and youth safety and wellbeing. This commitment is central to everything we do. Tas Building Group have legal and moral responsibility to ensure any enrolled learners under 18 years of age are protected from any type of abuse and take actions where they believe there is a requirement to do so. Tas Building Group are committed to executing this responsibility by implementing all aspects of the Child Protection Procedure.

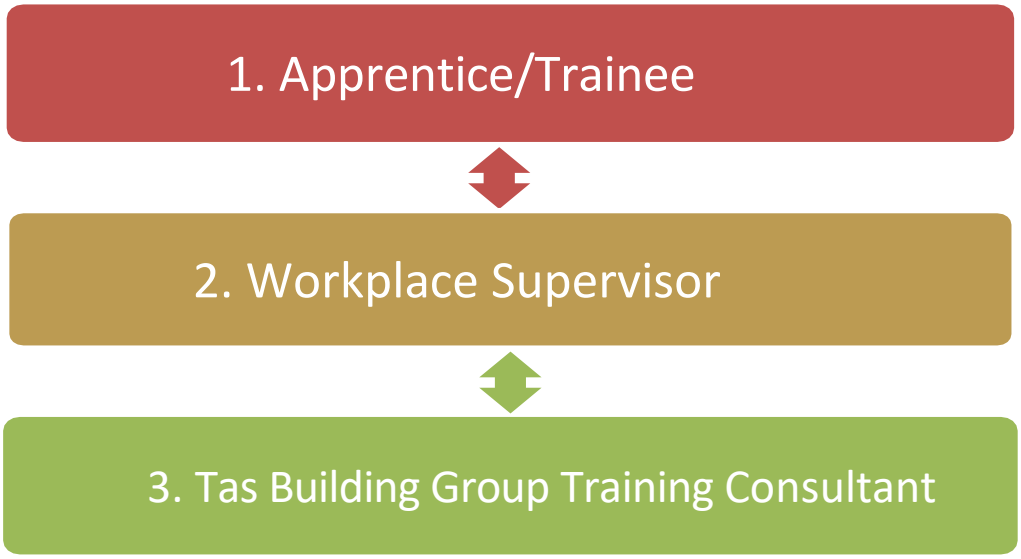
Discrimination & Harassment:

At Tas Building Group we are committed to ensuring that both the training and assessment environment and our workplace are free from discrimination, harassment and antisemitism. All employees, contractors, and clients are made aware that discrimination, harassment and antisemitism will not be tolerated under any circumstances. In the event of a breach of this policy, disciplinary action will be taken against any employee, contractor or student involved. Any suspected criminal conduct will be reported to police authorities immediately.

By implementing this policy, we strive to achieve the following objectives:

- Create a working environment which is free from discrimination and harassment and where all employees, contractors and clients are treated with dignity, courtesy and respect.
- Ensure that all parties know their rights and responsibilities.
- Provide an effective procedure for complaints based on the principles of natural justice.
- Treat all complaints in a sensitive, fair, timely and confidential manner.
- Guarantee protection from any victimisation or reprisals.
- Promote a productive and cohesive workplace.
- Encourage the reporting of behaviour which breaches this Discrimination Harassment Policy; and
- Always promote appropriate standards of conduct.

There are three parties in your training and assessment process:



Apprentice and Trainee responsibilities

Active participation:

You should be an active participant in your training and assessment.

It is your responsibility to:

- Complete the assessment activities and any other activities required, to help you work towards acquiring the necessary skills and achieving competency.
- Collect evidence that shows you are competent, such as work samples, photos, videos, a report you have written, research you have done and/or assessment activities.
- Keep your records neat, organised and up to date.
- Be prepared to show your supervisor how to do a task.
- Advise your Trainer if you are unable to keep an appointment.
- Present your completed worksheets to your Trainer/Teacher at each visit, or when requested.

Employer Responsibilities:

The employer/workplace supervisor plays an important part in the development of the skills and knowledge of the apprentice/trainee. The employer/workplace supervisor is responsible for:

- Supervising the work duties of the apprentice and trainee and providing opportunities for practice and consolidation of the skills they are developing.
- Releasing the apprentice/trainee from their normal work duties for training.
- Being available to meet with the Tas Building Group Trainer at each training visit (or making an alternative time to catch up) to discuss the progress of the apprentice/trainee.
- Participating in the assessment process by confirming the assessment strategies are appropriate for the workplace and apprentice/trainee (negotiating changes where necessary) and verifying that the apprentice/trainee is demonstrating the appropriate work skills.
- Confirming their agreement with the decision of the Trainer that the apprentice/trainee is competent in a unit of competency/cluster of units and/or the qualification as a whole. For apprentices/trainees, the employer must confirm the apprentice/trainee's competence in the workplace at agreed stages during the apprenticeship/traineeship.
- Support the apprentice/trainee on the worksite via exposure to the required practical experience and time to complete learning and assessment activities for each unit of the qualification in this training plan.
- Withdraw the apprentice from routine work duties, for the purpose of attending and undertaking structured training for any units in the training plan if required.

The training activities done by the apprentice/trainee during this time may include:

- Face-to-face training with the Tas Building Group Trainer
- Completion of set activities and assessment tasks
- Job rotation
- Instruction in a new process by the Workplace Supervisor
- Practising skills under supervision
- Attendance at seminars and workshops

Tas Building Group
Apprentice Employment & Training
Registered Training Organisation
Code of Conduct

Aim of the Code

The aim of this Code is to produce the best outcomes for students and/or employers by developing a high- quality, continuously improving service that engenders ethical behaviour between all parties.

The Code is:

- A framework for the delivery and recording of high-quality training services to customers.
- A means for improving delivery of training services.
- A means for developing a flexible, innovative training service that is responsive to both industry and student needs that is consistent in providing high-quality service that is cost effective to students, industry, the State Training Authority and Tas Building Group.
- A reference point to assess the quality and relevance of services, and a means of encouraging a co-operative approach for addressing issues in relation to the service delivered.
- A method of identifying inadequacies or problems in the delivery of training services.
- A consumer protection measure for customers that encourages them to take action to improve service quality.

The Code has six Principles

Principle One: Ethical, Respectful and Fair Treatment

(The quality of the relationship with the customer)

This aim will be achieved through:

- Conducting all business in a manner that is ethical.
- Providing accessible, well-presented premises
- Recognising the special needs of students and employers through acknowledgment and consideration of individual circumstances and backgrounds.
- Seeking feedback from customers wishing to comment on and discuss the services.
- Complying with any relevant legislative requirements.
- Recruiting or contracting appropriately experienced and qualified staff and training them as required to meet quality training & service objectives.
- Use of external expertise, or referral of students to other organisations, when necessary, to meet the training needs of the student and employer.
- Informing students and employers of their rights and responsibilities regarding the training services offered.
- Regular face-to-face contact in line with Government Funded Training Program Guidelines.
- Provision of all relevant training materials in accordance with training package requirements in a timely manner.
- Provision of proper explanation of Fees & Charges Policy.

- Will inform the student and employer as soon as practicable, if there is a change in ownership of the RTO, the RTO intends cease to deliver a qualification, the RTO intends to close or if we established any new 3rd party arrangements and subsequently any changes to that third party arrangement should it occur.

Principle Two: Delivery of Services

(The quality of information, advice and assistance provided to customers)

This aim will be achieved through:

- Explaining the objectives of the training program including the responsibilities of all parties.
- Providing accurate and easily understood advice about the training services.
- Providing students and employers an explanation as soon as possible of any reasons for making any decisions that may affect them.
- Displaying training related brochures, leaflets and posters.
- Provide referral information to other relevant services eg., New Apprenticeship Centres.
- Striving to achieve the best possible training outcome for each student.
- Providing accurate and up to date information on training programs.
- Ensuring all relevant resources and tools are utilised to improve assessment and training outcomes including the appropriate marketing and use of RPL/Credit Transfer
- Establish a schedule for Assessment/Monitoring appointments that is convenient to both the student and employer.
- Provide employers and students with feedback on Assessment results including any suggested action required to address skills gaps.
- Keeping accurate, comprehensive and secure records.
- Providing access to records as required.
- Providing Certificates/Statement of Attainment/Results in a timely manner that accurately reflect the training outcome achieved.

Principle Three: Prompt, Courteous Service

(How Tas Building Group responds to service enquires from customers)

This aim will be achieved through:

- Answering telephones promptly and courteously and directing calls to staff who can provide the assistance required.
- Responding promptly to letters and faxes in writing or by telephone.
- Staffing our administration with people who are familiar with all the services offered and have a strong customer focus.
- Keeping appointment times or advising students and employers at least one working day in advance of changes, whenever possible.
- Responding to reasonable queries within one working day and when that are not possible informing the customer when their queries will be answered.
- Addressing students and employers in a friendly and courteous manner.
- Agreeing on the frequency and duration of appointments with students and employers, and keeping to that commitment.
- Explaining to students and employers how long it will take to complete tasks, such as Assessment and/or Monitoring.
- Advising students and employers of the internal complaints process.
- Explaining all decisions or providing relevant information in writing if requested.
- Providing information, report to and comply with relevant Government legislation and contractual requirements.

Principle Four: An effective complaints process
(Providing a complaints process for all customers)

This aim will be achieved through:
- Displaying the Code of Practice and ensuring that students and employers are fully aware of the Code.
- Use of the internal complaints system to deal fairly with complaints.
- Provision of information on other avenues, including Skills Tasmania Representatives, that may assist with the resolution of a complaint as requested or required.
- Ensuring the Code is implemented ensuring staff are aware of it.
- Dealing with issues raised by students and employers.
- Ensuring that no student or employer experiences any disadvantage by making a complaint.
- Advising students and employers of the steps to take to change to another Training Provider in the case of an irretrievable breakdown.
- Responding positively and co-operatively to matters raised by State Training Authority Officers and Representatives.

Principle Five: Confidentiality
(Meeting all customers privacy requirements)

This aim will be achieved through:
- Ensuring that the only information collected from students and employers is relevant and required.
- Ensuring information is not distributed to any other unauthorised person or body without the consent of the student or employer.
- Ensuring all files and records are secure.
- Non provision of training results or details to unauthorised persons or organisations without the consent of the student.

Principle Six: Responsible advertising
(Advertising in a responsible manner)

This aim will be achieved through:
- The use of advertising that is accurate and consistent with community standards.
- Compliance with relevant Commonwealth and State Legislation, such as Fair Trading, Trade Practices, Standards for Registered Training Organisations 2015
- and Equal Opportunity Law; and present a positive view of training and training opportunities.
- Use of marketing materials that promote higher participation rates in training.

Fees and Charges Policy

Fees and Charges Policy:

The purpose of these guidelines is to provide an understanding for the application of tuition fees for individuals enrolling into training programs with Tas Building Group's RTO.

Tas Building Group's Fees and Charges Schedule applies from 1st January 2026 and is applicable to all enrolments in Government Funded Training Programs.

This schedule may be changed from time to time in consideration of Ministerial Directions regarding the application of Fees and Charges.

Note: Tas Building Group does not charge fees in advance. All fees are charged and collected at/after enrolment. Tas Building Group does not charge fees in excess of $1500 in any one year.

Payment of Fees:
All fees are payable within 14 days of receipt of invoice.

Calculation of Fees for Recognition of Prior Learning (RPL):
Tas Building Group may apply a charge for any assessment conducted as RPL only if the assessment is conducted at the request, or with consent of the student. A fee will be determined at the time of request in consideration of the application.

Fees and other Charges:
The qualifications delivered within Tas Building Group's scope of registration are funded under the User Choice program and subsidised by the Department of State Growth, Tasmania. This agreement provides a training subsidy for the successful completion of units within each qualification.

The Tasmanian Government's funding support enables us to offer training on a subsidised basis, while student fees contribute towards the costs associated with training delivery, textbooks and basic materials.

Concession Tuition:
For enrolments in courses at the Certificate IV level and below, Tas Building Group will charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

a. Commonwealth Health Care Card;
b. Pensioner Concession Card; or
c. Veteran's Gold Card; or
d. An alternative card or concession eligibility criterion approved by the Minister for the purpose of these Guidelines.

The concessions provided for at (a) & (b), also apply to the dependant spouse or dependant child of the card holder. Tas Building Group must retain a copy of the relevant concession card specified above.

Tas Building Group will grant a concession on the tuition contribution where it considers that collection in full would impose extreme hardship.

Refunds:

- A refund will be payable when a student withdraws from a course up until four (4) weeks after the commencement of the course.
- A refund will be payable on a pro-rata basis when registration is withdrawn after the four (4) week commencement period.
- Where Tas Building Group cancels the enrolment at any time, fees will be refunded in full or pro-rata, dependent on the training period completed.
- All refunds must be approved by the CEO/Finance manager.

Tuition Fee Schedule:

Tuition Fee Schedule for enrolments in courses that commence on or after 1st January 2026

Course Title	Course Code	Annual Tuition Fee & Textbooks /Materials	Concession Fee
Certificate II in Construction	CPC20120	$700.00	$300.00
Certificate III in Carpentry	CPC30220	$1000.00	$310.00
Certificate III in Cabinet Making and Timber Technology	MSF30322	$1000.00	$310.00
Construction Skill Set	N/A	Commercial rate to apply	N/A

Appeals:

Appeals relating to the above Policy should be directed to the CEO or Operations Manager, Tas Building Group, GPO Box 108, Hobart 7000 or 6B Lampton Avenue, Derwent Park 7009.

Complaints and Appeals Policy and Procedure

Complaints and Appeals Policy:

Tas Building Group is committed to providing a fair and inexpensive complaints and appeals system for all RTO stakeholders.

What is a complaint?

A complaint is where an RTO stakeholder expresses concern or dissatisfaction with the conduct of:

- The RTO, it's trainers and assessors or other staff
- A third-party providing services on the behalf
- A learner of the RTO.

What is an appeal?

An appeal is where a stakeholder can appeal any decision made by the RTO, or any third party operating on the RTO's behalf. Appeals do include assessment outcome decisions but are not limited to these types of decisions.

Early resolution or complaints and appeals.

Ideally Tas Building Group's strong preference is that all issues which arise during RTO operations are resolved at the time they occur between the persons involved.

Complaint and Appeals Procedures:

Tas Building Group undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Tas Building Group including all details of lodgement, response and resolution.
- On receipt of a complaint, communication is sent to the complainant acknowledging that is has been received and details the next steps and timelines that will apply.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at a minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal, and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided with a written statement of the outcome, including details of the reasons for the outcome.
- If it is determined by the Chief Executive Officer that it will exceed 60 calendar days to investigate and resolve the complaint, the complainant or appellant is to be informed in writing, including reasons why more than 60 calendar days are required, and provide regular updates to the complainant or appellant on the progress of the matter.

- The complainant or person lodging an appeal is to have the opportunity for a person or body that is independent of Tas Building Group to review his or her complaint or appeal following internal Tas Building Group complaint or appeals process.
- Complaints and appeals are to be handled in the strictest of confidence. No Tas Building Group representative is to disclose information to any person without the permission of the Tas Building Group Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given written permission for this to occur. This permission should be given using the Information Release Form.
- Complaints and appeals are to be considered on the basis of procedural fairness and natural justice and lead to opportunities for improvement as a Continuous Improvement Report.

Disciplinary procedure:

Tas Building Group's flexible delivery training method sees Training Consultants providing training information and assessment services at the workplace. The general behaviour of Trainees/Apprentices is therefore controlled by the employer/supervisor. Breaches of Tas Building Group's Disciplinary Procedure may include issues such as failure to complete training tasks, workbooks or participation in the assessment process. Your Training Consultant will discuss any breaches with you and your employer/supervisor to rectify any issues which may occur. Continued lack of participation in training/assessment services may result in Tas Building Group withdrawing our training services. If you believe your Training Consultant's judgment to be unfair, follow the steps contained in the Complaints & Appeals Procedure.

Artificial Intelligence (AI) Policy and Procedure

Purpose:
This policy outlines the responsible and ethical use of Artificial Intelligence (AI) by students. It ensures compliance with the Standards for RTOs 2025, promotes academic integrity, and supports AI use in learning while maintaining competency-based assessment integrity.

Scope:
This policy applies to all students enrolled in CPC30220 Certificate III in Carpentry, MSF30322 Certificate III in Cabinet Making and Timber Technology, Certificate II in Construction, Construction Skill Sets and Construction White card CPCWHS1001

AI Procedures:
Students may use AI tools to support learning but must ensure that their use aligns with competency-based training (CBT) requirements. Permitted AI uses include:

✅ AI-powered tutorials and study assistance for understanding construction theory.
✅ AI-assisted spelling and grammar checks for written assessments.
✅ AI for research and summarizing construction concepts.

Prohibited AI Uses:
Students must not use AI in ways that compromise the integrity of their assessments or competency-based training, including:

❌ Using AI to generate answers for assessments, exams, or practical tasks.
❌ Submitting AI-generated work as their own without disclosure.
❌ Using AI for skills-based or competency assessments, such as site safety compliance, or tool handling.
❌ Relying on AI instead of human judgment in construction safety-related tasks.
❌ Using AI-generated building designs or plans without trainer approval.

AI in Assessments:
- AI-generated content must be cited and acknowledged if used.
- AI cannot replace hands-on practical training required for construction skills.
- Trainers and assessors will use AI-detection tools to verify student submissions.
- Failure to disclose AI use in written assessments may be considered academic misconduct.

Data Privacy & Security:
- Students must not enter personal, client, or project-related data into AI tools.
- The RTO is not responsible for data breaches resulting from external AI tool use.
- AI tools should not be used to generate fake safety reports or compliance documentation.

Consequences of Misuse:
Violating this policy may result in:

- A warning or requirement to resubmit work.
- A notation on the student's academic record.
- Suspension or removal from the course for repeated or serious breaches.

Student Support & Guidance:

- Students can seek clarification from trainers on approved AI applications in their course.

Policy Review:
This policy will be reviewed annually to align with changes in AI technology, VET compliance, and industry standards.