



Student Handbook

National RTO: 31449

cti.edu.au | 1300 859 091 | hello@cti.edu.au

Building Your Future, Together.

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Welcome to CTI

Thank you for choosing Construction Training Institute (CTI) for your training. Whether you are starting out in the construction industry or adding to your qualifications, you have joined an organisation that takes your success seriously.

CTI is a nationally registered training organisation (RTO 31449) with more than 25 years of experience delivering qualifications in the construction industry. We are based in Queensland and deliver training across Queensland and New South Wales.

We offer qualifications in:

- Carpentry
- Concreting
- Wall and Ceiling Lining
- Wall and Floor Tiling

This handbook contains everything you need to know about studying with CTI - your rights and responsibilities, how your training and assessment work, fees and funding, and how to get support if you need it. Please read it carefully and keep it as a reference throughout your training.

If you have any questions at any point, contact us. We are here to help.

Contact Details

| | |
|------------------|-------------------------------------------------------------------------------------|
| Phone | 1300 859 091 |
| Email | hello@cti.edu.au |
| Website | cti.edu.au |
| Physical address | River Park Plaza, South Block, Shop 6, 152 Siganto Drive, Helensvale North QLD 4212 |
| Postal address | PO Box 574, Helensvale QLD 4212 |
| RTO number | 31449 |

Our Mission

CTI is dedicated to increasing and enhancing the building industry skills base by meeting the needs of employers and students through high-quality training and assessment.

Our training is delivered by experienced industry professionals who are as invested in your success as you are. We offer flexible training tailored to fit around your work commitments, and we provide support at every step.

Before You Start

Enrolment

Your enrolment form is the basis of your formal request to undertake vocational training and as such contains a number of questions that are required by the state and federal governments. CTI is bound by law to collect and protect information and will not pass it to an unauthorised party.

Places in our courses are allocated in the order we receive fully completed enrolment applications and course fees (where applicable). Some places may be reserved for students from disadvantaged groups in line with our Access and Equity Policy.

To enrol, you will need to:

- Complete the enrolment form fully and accurately
- Provide all required identification and eligibility documents
- Obtain your Unique Student Identifier (USI) - see below
- Pay any applicable fees or confirm your funding eligibility

It is your responsibility to provide accurate information at enrolment. If incorrect details result in the wrong name on your qualification, a reissue fee of \$30 applies.

Keep us updated

If your contact details, address, or employment situation change during your training, let us know straight away. Call us on 1300 859 091 or email hello@cti.edu.au.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is required for all nationally recognised training in Australia. It is a 10-character code that stays with you for life and gives you access to your training records in one place.

You must have a verified USI before we can issue your qualification or statement of attainment.

Getting your USI

You can create your USI online at usi.gov.au. You will need an accepted form of identification, such as:

- Australian driver's licence
- Medicare card
- Australian passport
- Birth certificate
- Certificate of Registration by Descent
- Citizenship certificate
- ImmiCard

If you cannot create your USI yourself, a CTI staff member can create one on your behalf with your written permission. Your USI will be verified against the USI Registry before your qualification is issued.

For more information, visit usi.gov.au.

Language, Literacy and Numeracy (LLN)

Good language, literacy and numeracy skills are essential for completing your qualification. Under the Standards for Registered Training Organisations 2025, CTI is required to assess your foundation skills before you enrol - not after. This means your LLN level and digital literacy are assessed as part of the pre-enrolment process so we can confirm the course is suitable for you and identify any support needed from day one.

There is nothing to worry about with this assessment. It is not a pass or fail test. It helps us identify your learning needs and to put the right support in place.

If you need additional LLN support during your training, please let us know so we can arrange one-on-one support with a Training Coordinator, or refer you to specialist support services.

Recognition of Prior Learning and Credit Transfer

You may already have skills and experience that count towards your qualification. CTI offers two pathways for recognition:

Recognition of Prior Learning (RPL)

RPL is a formal assessment process that looks at what you already know and can do - through work experience, informal learning, and life experience. If you can demonstrate competency, you may not need to complete the full training for that unit.

RPL is assessed as part of the pre-enrolment process, in line with the Standards for Registered Training Organisations 2025. This means CTI will discuss RPL with you before you formally enrol, not after.

To apply for RPL:

- Indicate your interest when you contact CTI about enrolment
- You will need to provide the required evidence in the specified timeframes
- An RPL assessment will be scheduled
- If you are assessed as competent, a Statement of Attainment or qualification will be issued

There is no additional fee for RPL beyond your normal course fees.

Credit Transfer (CT)

If you have already completed a unit of competency with another RTO, you may be eligible to transfer that credit. No fee is charged for credit transfer.

To apply, you will need to provide:

- Your original certificate or statement of attainment
- Evidence that the unit is the same as the one you are seeking credit for

Credit transfer will only be granted for whole units. CTI will authenticate any prior certificates before granting credit transfer. You must be enrolled in at least one other unit of the same qualification to be eligible.

Induction

Before your training begins, you will complete an induction. This covers CTI's policies and procedures, what to expect from your training and assessments, and the support services available to you.

You may be asked to sign an acknowledgement form confirming you have received and understood this information. This form will be kept on your student file.

Training Plan

Once you are enrolled, CTI will prepare a training plan in consultation with you and, where relevant, your employer. Your training plan sets out:

- The units of competency you will complete
- The delivery method and schedule
- The expected completion date for each unit
- The responsibilities of CTI, you, and your employer

Your training plan is a live document. If your circumstances change, please contact us about updating it.

Your Training

How We Deliver Training

CTI delivers training through a combination of:

- Online learning through our learning management system
- Face-to-face workshops
- On-the-job training (for Concreting trainees)

For apprentices and trainees, your employer also plays an important role - see Apprenticeships and Traineeships below.

Assessment

All vocational education and training (VET) assessment is competency-based. This means you are assessed on whether you can perform tasks to the standard required in the workplace - not on how you compare to other students.

This will be carried out in one of CTI's training facilities.

Assessment principles

CTI's assessments are:

- Valid - they assess what they are meant to assess
- Reliable - consistent results across different assessors and settings
- Flexible - where possible, assessment methods can be adjusted to suit your needs
- Fair - free from bias, and using clear and transparent criteria

Assessment outcomes

If you don't receive a competent outcome, your trainer will let you know that more exposure to the activities would be required and you will be scheduled to do the activity again.

If you believe an assessment result is incorrect, you have the right to appeal. See the Complaints, Appeals and Feedback section for details.

Plagiarism and academic integrity

All work you submit must be your own. CTI takes plagiarism, cheating, and collusion seriously.

- Plagiarism means presenting someone else's work as your own, including copying from online sources without attribution
- Cheating includes using prohibited materials or copying work from another student
- Collusion means working with another student on an individual assessment task without permission

If any of these are identified, you may be withdrawn from the course.

Apprenticeships and Traineeships

CTI delivers training for apprentices and trainees across Queensland and New South Wales. Your qualification is nationally recognised and aligned to the Australian Qualifications Framework (AQF).

Employer responsibilities

Your employer is an important part of your training. As an apprentice or trainee, your employer must:

- Release you for formal training for a minimum of three hours per week, averaged over a four-week cycle
- Continue to pay your wages during this time
- Ensure you have access to the on-the-job experience needed to complete your training plan
- Support the verification of your on-the-job work as required by CTI

CTI does not select employers for students, however we can assist in finding an employer. You can also contact your Apprentice Connect Australia Provider (ACAP) representative.

Attendance at workshops

Workshop attendance is mandatory. If you cannot attend a workshop, notify CTI as soon as possible. Ongoing non-attendance may affect your progress and, in some cases, can result in cancellation of your apprenticeship.

School-Based Apprenticeships and Traineeships (SATs/SBATs)

CTI supports school-based apprenticeships and traineeships for students in Years 10, 11 and 12. A SAT counts towards your Queensland Certificate of Education (QCE) or your NSW Higher School Certificate (HSC) and gives you a head start on your trade.

As a SAT/SBAT student, you will need an employer and commit to completing a number of units in a specified timeframe.

For more information, contact your school's VET coordinator.

Deferral and Withdrawal

Deferral

If you need to pause your training, you can apply for a deferral. The maximum deferral period is 12 months. After this period, you are not entitled to continue your training without re-enrolling.

To apply for a deferral, contact CTI in writing. Extensions on individual assessments must be requested before the due date.

If you are enrolled under a government-funded program (Smart and Skilled in NSW or Career Start in Queensland), contact CTI as soon as possible if you need to defer. Delays in notifying CTI may affect your funding entitlement.

Withdrawal

If you wish to withdraw from your course, you must notify CTI in writing. If you have completed some units, a Statement of Attainment will be issued within 21 days of your withdrawal.

Refund entitlements on withdrawal are set out in the Fees and Funding section.

If you are enrolled under a government-funded program, your funding body will be notified of your withdrawal in line with program reporting requirements.

Failure to Progress

If you are finding it difficult to attend workshops or stay on track with your progress, a member of the CTI Team will contact you to see how we can support you. If things do not improve, the following steps may be taken:

- You may receive a formal written warning
- We will ask you to commit to a plan to help you keep progressing
- If engagement still does not improve, this may lead to suspension from the course or, for apprentices, referral to the relevant training authority

At CTI, we are committed to helping every student complete their qualification. If you are struggling at any point, please reach out early – our team is here to support you, and we have options available to help.

Fees and Funding

General Fee Policy

CTI collects fees in line with our obligations under the Standards for Registered Training Organisations 2025 and applicable consumer protection legislation. Key points:

- Courses up to \$1,000: full payment is required upfront
- Courses over \$1,000: a \$1,000 non-refundable deposit is payable upfront, with the remainder paid in agreed instalments
- Learning materials will not be released until fees are paid
- CTI will not collect more than \$1,500 in fees in advance at any time

Fees vary by course and funding type

The fees that apply to you depend on your course, your state of residence, and whether you are eligible for government funding. Contact CTI on 1300 859 091 or email hello@cti.edu.au for a current fee schedule.

Refunds

CTI's refund policy is:

- If CTI cancels a course: full refund of all fees paid
- If you withdraw before commencing a unit: proportional refund based on the work completed
- If you withdraw after commencing a unit and materials have been supplied: no refund for that unit

To request a refund, contact CTI in writing. Refund requests will be assessed within a reasonable timeframe and you will receive a written response.

Fees in arrears

If your fees fall into arrears, your course will be suspended, and assessments will not be marked until your account is brought up to date. CTI may refer outstanding balances to a debt collection agency. If this occurs, a collection fee of \$50 plus 25% of the outstanding balance will be added to your account.

Re-issuing qualifications

CTI retains student records for 30 years. Replacement certificates, academic transcripts, and statements of attainment can be reissued for a fee of \$30 per document.

Queensland Funding

Career Start - Queensland Government Funded Training

From 1 July 2025, Queensland replaced the Skills Assure program with Career Start (for Certificate II and III qualifications) and Career Boost (for Certificate IV and above). Most CTI apprenticeships and traineeships are funded under Career Start.

Under Career Start, students pay a co-contribution of \$1.60 per nominal training hour. Partial exemptions (reducing co-contributions by up to 40%) apply to:

- Students under 17 who are not at school and have not completed Year 12
- Holders of a Health Care Card, Pensioner Concession Card, or Veteran's Gold Card (or their dependants)
- Aboriginal and Torres Strait Islander students

Free Apprenticeships for Under 25s

Eligible apprentices under 25 years of age commencing in a priority trade - including Certificate III in Carpentry (CPC30220) - can access fully funded training with no student co-contribution. This initiative runs until June 2027.

To qualify, you must: be under 25 at the time of commencement, be a Queensland resident, and be enrolled in an eligible trade qualification. Contact CTI to confirm your eligibility before enrolling.

Free Construction Apprenticeships for Over 25s

A separate initiative provides fully funded training for eligible apprentices aged 25 and over in construction trades. This program runs until June 2026. Contact CTI to check current availability and confirm whether your qualification is eligible.

Funding rates and eligibility

Career Start co-contribution rates and program eligibility conditions are set by the Queensland Government and subject to change. Contact CTI or visit dtet.qld.gov.au for current information.

New South Wales Funding

Smart and Skilled

NSW residents may be eligible to access subsidised training under the NSW Government's Smart and Skilled program. To be eligible, you must:

- Be an Australian or New Zealand citizen, permanent resident, or hold an eligible temporary visa
- Be aged 15 or over and have left school
- Live, work, or be registered as an apprentice or trainee in NSW (or in an eligible border area)

Evidence requirements apply for all eligibility categories. You will be required to provide evidence as part of the enrolment process.

Smart and Skilled fees

Student contribution fees under Smart and Skilled are set by the NSW Government and are subject to change. Concession rates apply for eligible students, including:

- Aboriginal and Torres Strait Islander students
- Students with a disability who received a student fee in a prior year
- Recipients of eligible social housing
- Holders of a Health Care Card, Pensioner Concession Card, or Veteran's Gold Card (or their dependants)
- Unemployed job seekers receiving certain income support payments

Current Smart and Skilled fees

Fees under Smart and Skilled are updated by the NSW Government. Contact CTI or visit smartandskilled.nsw.gov.au for the current fee schedule that applies to your qualification.

RPL and Credit Transfer - Smart and Skilled

If you are granted Recognition of Prior Learning (RPL) or Credit Transfer for units in a Smart and Skilled funded qualification, your student contribution fee will be adjusted to reflect only the units you are required to complete. You will not be charged for units that have been formally recognised.

Fee-Free Apprenticeship - NSW

From 1 July 2018, eligible apprentices commencing training on or after that date may qualify for fee-free training under the NSW Government's Fee-Free Apprenticeship Initiative. Contact CTI to confirm your eligibility.

Smart and Skilled refunds

If you withdraw from a Smart and Skilled funded course, your refund will be calculated as follows:

| Withdrawal reason | Refund entitlement |
|------------------------------------|-----------------------------------------------------------------------------|
| You withdraw from training | Proportional refund based on the percentage of the course not yet completed |
| CTI cancels the program | Full refund of any fees paid |
| CTI is unable to deliver as agreed | Full refund of any fees paid |

Smart and Skilled contact

Smart and Skilled Customer Service: 1300 772 104

Email: enquiries@smartandskilled.nsw.gov.au

Website: smartandskilled.nsw.gov.au

VET Student Loans

CTI does not currently participate in the VET Student Loans Program. This program applies to diploma-level and above qualifications and is not applicable to the certificates CTI delivers.

Cooling-Off Period

If you were contacted by CTI by phone or in person without making the initial approach (an unsolicited sale), you have a cooling-off period of 10 business days from the date you signed your enrolment agreement. During this period you may withdraw without penalty and receive a full refund of any fees paid.

Your Rights and Responsibilities

Your Rights as a CTI Student

As a student with CTI, you have the right to:

- Receive quality training and assessment that meets the Standards for Registered Training Organisations 2025
- Be treated with dignity and respect, free from discrimination and harassment
- Receive clear information about your course before you enrol, including fees, refund policy, and assessment requirements
- Have your prior learning and experience recognised
- Access your student records on request
- Appeal an assessment result you believe is incorrect
- Make a complaint without fear of victimisation
- Be told promptly if there are significant changes to your course or CTI's services
- Access consumer protection and dispute resolution processes
- Receive a Statement of Attainment for any units you complete, even if you do not finish your full qualification

Your Responsibilities as a CTI Student

To get the most out of your training and to respect your fellow students and our staff, you are responsible for:

- Providing accurate and honest information at enrolment and throughout your training
- Attending workshops and participating actively in your training
- Submitting assessments on time and to the best of your ability
- Ensuring all work you submit is your own
- Treating all staff, trainers, and fellow students with courtesy and respect
- Behaving in a way that is safe, professional, and compliant with Workplace Health and Safety requirements
- Not attending training or the workplace under the influence of alcohol or drugs
- Notifying CTI promptly if your contact details or circumstances change
- Obtaining and providing your USI
- Taking care of all CTI equipment or materials in your use

Workplace Health and Safety

CTI takes WHS seriously. You have both rights and responsibilities when it comes to safety in your training and workplace environments.

Your WHS responsibilities include:

- Wearing appropriate personal protective equipment (PPE) at all times in the workplace and in CTI's facilities
- Following all safety instructions from your trainer, employer, and supervisors
- Not attending training or work under the influence of alcohol or drugs
- Reporting any unsafe conditions, acts, or near misses to your supervisor immediately
- Reporting any workplace injuries or incidents, no matter how minor

First aid kits are maintained at all CTI training venues. In the event of a serious injury at one of CTI's facilities, an ambulance will be called. CTI staff cannot transport injured students. Ambulance costs are not covered by CTI - consider taking out personal ambulance cover if you do not already have it.

Workers compensation: if you are injured in the workplace or at one of CTI's facilities, your employer is responsible for lodging a WorkCover claim. Contact your employer or the relevant state workers compensation authority for guidance.

Child Protection

CTI is committed to the safety and wellbeing of all students, including those under 18. All CTI trainers and assessors who work with students under 18 are required to hold a current Working with Children Check (Blue Card) in Queensland, or the equivalent check in other states.

If you are under 18 and have any concerns about your safety or the behaviour of any CTI staff member, please speak with a trusted adult, contact CTI management, or call the relevant authorities.

Support

Under the Standards for Registered Training Organisations 2025 (Outcome Standard 2.3), CTI has a formal obligation to ensure students have reasonable access to support services - including academic support and wellbeing support. The sections below explain what is available and how to access it.

Learning Support

CTI is committed to helping every student succeed. If you are finding your training difficult, do not wait until you fall behind. We can provide:

- One-on-one support with a Training Coordinator
- Additional tutorials or learning resources
- Assistive technology for online learning
- Referral to specialist LLN support services
- A formal Student Support Plan for students with ongoing needs

Reasonable Adjustment

CTI will make reasonable adjustments to training delivery and assessment to support students who have a disability, learning difficulty, or other circumstance that affects their ability to participate on standard terms.

Examples of reasonable adjustment include:

- Allowing extra time to complete an assessment
- Providing assessment questions in an alternative format
- Allowing the use of a support person

Adjustments are identified at enrolment or at any point during your training. Speak with your trainer or contact CTI directly to discuss what adjustments may be available.

Inclusive Learning

CTI uses inclusive learning practices so that all students, regardless of background, learning style, or circumstance, have a genuine opportunity to succeed. If you have any concerns about your ability to access your training, talk to us.

Learning Resources

CTI provides you with the learning resources you need for your course.

Welfare and Community Support

CTI is not a welfare services provider, but we recognise that life outside training can be tough. If you are going through a difficult time, talk to your trainer or contact CTI. We can help connect you with appropriate support services.

Some useful contacts:

| Service | Phone | Notes |
|--------------------------------------|--------------|-----------------------------|
| Lifeline | 13 11 14 | 24/7 crisis support |
| Beyond Blue | 1300 22 4636 | Mental health support |
| Men's Line Australia | 1300 789 978 | Support for men |
| Kids Helpline | 1800 551 800 | Under 25s |
| Centrelink | 132 850 | Welfare payments |
| Alcohol and Drug Helpline (QLD) | 1800 177 833 | Free, confidential |
| Sexual Assault Helpline (QLD) | 1800 010 120 | 24/7 |
| Translating and Interpreting Service | 131 450 | All languages |
| Pregnancy, Birth and Baby | 1800 882 436 | Free midwife/nurse helpline |

If you need help finding local services, speak with your trainer or contact CTI.

Complaints, Appeals and Feedback

We Want to Hear From You

CTI is committed to resolving complaints fairly and quickly. If something is not right - whether it is about your training, assessment, a staff member, or CTI's services - you have every right to raise it without fear of any negative consequences.

Under the Standards for Registered Training Organisations 2025, CTI is required to provide multiple ways for you to raise a complaint or appeal. You can do this in person, by phone on 1300 859 091, or by email at hello@cti.edu.au. Use whichever channel suits you best.

Complaints Process

CTI's complaints process has four steps:

1. Talk to the person directly. If you have a concern about your trainer or a specific situation, the first step is to raise it directly with the person involved. This often resolves issues quickly.
2. Contact CTI management. If the direct conversation did not resolve the issue, or if you do not feel comfortable raising it directly, contact our Business Manager. This can be by phone, email, or face-to-face. You may bring a support person or representative. A record will be kept of the meeting, signed by both parties.
3. Formal written complaint. If you are still not satisfied, you can submit a written complaint to the General Manager. Your complaint will be considered by the General Manager or a panel of three, and you will receive a written response.
4. Independent mediation. If the complaint cannot be resolved internally, CTI will arrange independent external mediation. A final written decision will be provided within 60 days of your original complaint, with regular progress updates if resolution takes longer.

Assessment Appeals

If you believe an assessment result is incorrect or was handled unfairly, you can appeal. The process is:

5. Talk to your assessor within one week of receiving your result. Explain your concerns. This often resolves the issue quickly.
6. If you are still not satisfied, submit a written appeal using the Assessment Appeal Form (Appendix A). Your assessment will be re-marked by a different assessor within 14 days.
7. If you remain unsatisfied, contact CTI's Business Manager for a formal meeting.
8. If the matter is still unresolved, independent mediation applies as described above.

Assessment appeals must be lodged within 28 days of notification of the result. CTI will respond to all appeals within seven working days of receipt.

External Complaints Contacts

If you are not satisfied with CTI's internal resolution, you can contact an external body. CTI is required under the 2025 Standards to make you aware of these options. Note that some external bodies may charge fees for their services - check with the relevant body before proceeding.

| Body | Handles | Contact |
|--------------------------------------------|--------------------------------------------------------------------------------------------|--------------|
| ASQA (Australian Skills Quality Authority) | Complaints about RTOs not meeting the Standards for Registered Training Organisations 2025 | asqa.gov.au |
| Smart and Skilled (NSW students) | Training-related complaints for NSW-funded students | 1300 772 104 |
| NSW Fair Trading | Consumer disputes, including refunds, in NSW | 13 32 20 |
| Queensland Office of Fair Trading | Consumer disputes, including refunds, in QLD | 13 74 68 |

Feedback

CTI actively seeks feedback from students and employers to improve our training and services. At the end of your training, you will be asked to complete a course evaluation survey.

You can also provide feedback at any time using the Feedback Form in Appendix B, or by contacting us directly. Your feedback is reviewed regularly and contributes to our continuous improvement process.

Completing Your Qualification

Graduation

Once you have completed all units of competency and all fees have been paid, CTI will issue your qualification certificate and academic transcript within 30 days. These will be sent to you by post.

The 30-day timeframe is a requirement under the Standards for Registered Training Organisations 2025. If there are any delays, CTI will contact you to explain why.

CTI maintains student records for 30 years. If you need a replacement copy of your qualification or transcript at any time, contact us. A reissue fee of \$30 applies.

Statement of Attainment

If you complete some units of your qualification but do not finish the full course, CTI will issue a Statement of Attainment for the units you have completed. This is issued within 21 days of your withdrawal or completion of those units.

Exit Points

Most CTI courses are fee-for-service and do not have formal exit points. If your course has exit points, your trainer will explain these at induction. A Statement of Attainment may be issued at an exit point where units are fully completed.

CTI's Commitment to You

CTI is committed to completing the training it has contracted to provide. If your course is superseded by a new qualification while you are enrolled, CTI will transition you to the new qualification at no additional cost.

CTI will not cancel an individual student's enrolment without good reason. Grounds for cancellation include sustained failure to engage with training, non-payment of fees, or serious behavioural breaches. CTI will always discuss concerns with you before taking action.

Policies

Access and Equity

CTI is committed to providing equal access to training for all students. We do not discriminate on the basis of age, race, religion, gender, sexual orientation, disability, marital status, family responsibilities, pregnancy, political opinion, national origin, or socio-economic background.

This applies to course entry requirements, assessment practices, and learning content. Where specific barriers exist, CTI will make reasonable adjustments to ensure genuine access.

Some places in our courses may be reserved for students from disadvantaged groups. Contact CTI to find out if this applies to your course.

CTI provides additional support for students who may face barriers to participation, including students with a disability, Aboriginal and Torres Strait Islander students, and students who have been unemployed for an extended period. If you need additional support, tell your trainer or contact CTI before or at enrolment so we can put the right arrangements in place.

Anti-Discrimination and Harassment

CTI is committed to providing a learning and working environment free from discrimination, harassment, and bullying. This applies to students, staff, trainers, and anyone else involved in CTI's operations.

Discrimination

Discrimination occurs when someone is treated unfairly because of a personal characteristic such as their race, sex, age, disability, or religion. This includes being refused enrolment, being treated differently during training, or being subject to unfair conditions.

Harassment

Harassment is any unwanted, offensive, or intimidating behaviour directed at a person because of a personal characteristic. This includes verbal, physical, and written behaviour, including social media posts. Specific forms include:

- Bullying: repeated behaviour intended to intimidate, humiliate, or undermine
- Sexual harassment: unwelcome sexual behaviour of any kind
- Racial harassment: offensive behaviour related to race, nationality, or ethnic background
- Harassment based on age, disability, religion, or sexual orientation

Any form of discrimination or harassment - including victimisation and gossip - will result in disciplinary action against the person responsible.

If you experience or witness discrimination or harassment, report it to CTI management. Your complaint will be handled confidentially and in line with our Complaints Process.

Privacy and Student Records

CTI collects personal information about students to administer enrolment, deliver training and assessment, issue qualifications, and meet reporting obligations to state and federal funding bodies and regulators.

CTI handles all personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Key points:

- Your information will not be disclosed to third parties without your written consent, unless required by law
- Your records are available to you on request. Contact CTI to request access
- Hard copies of records may attract a small administrative fee
- Student records are retained for 30 years

CTI also collects and reports data under the Data Provision Requirements 2012 (AVETMISS) for government reporting purposes. This data is reported to the National Centre for Vocational Education Research (NCVER) and to relevant state and territory funding bodies.

Consumer Protection

CTI's marketing and recruitment practices comply with the Competition and Consumer Act 2010 (Cth) and the Standards for Registered Training Organisations 2025. CTI's commitments to prospective and current students include:

- All advertising and promotional material is accurate, honest, and not misleading
- CTI does not provide incentives to encourage enrolment
- CTI does not guarantee employment outcomes as a condition of enrolment
- Before enrolment, you will be given clear information about fees, refund policy, cooling-off rights, course content, and any other conditions
- Outbound telemarketing calls are made only on weekdays between 9am and 8pm, and on Saturdays between 9am and 5pm
- In-person sales visits occur only on weekdays between 9am and 6pm, and on Saturdays between 9am and 5pm

If you believe CTI has acted in a way that is unfair or misleading, you can raise a complaint with CTI or contact the relevant consumer protection authority in your state.

CTI has a designated Consumer Protection Officer who can assist with concerns about marketing, recruitment, or enrolment practices. Contact CTI's Consumer Protection Officer at hello@cti.edu.au or call 1300 859 091.

Marketing

CTI's marketing is factual and in line with the Standards for Registered Training Organisations 2025. All marketing materials include CTI's RTO number and comply with the National Register of Nationally Recognised Training (NRT) logo requirements. All marketing must be approved by CTI's CEO before publication.

Subcontracting

CTI does not subcontract the delivery of any part of its training to another organisation. All training and assessment is delivered directly by CTI staff and trainers.

Appendix A: Assessment Appeal Form

Complete this form and submit it to CTI within 28 days of receiving your assessment result.

| Field | Details |
|-------------------------------------|---------|
| Student name | |
| Student number | |
| Phone number | |
| Email address | |
| Qualification / course | |
| Unit of competency | |
| Assessment task / date submitted | |
| Result received | |
| Date result was received | |
| | |
| Grounds for appeal (describe fully) | |
| | |
| | |
| Student signature | |
| Date | |

Submit this form to:

RTO Manager, Construction Training Institute

PO Box 574, Helensvale QLD 4212

Email: hello@cti.edu.au

CTI will acknowledge your appeal within two working days and provide a written response within seven working days.

Appendix B: Feedback Form

Your feedback helps CTI improve. Please complete this form and return it at any time - you do not have to wait until the end of your course.

| Field | Details |
|------------------------|---------|
| Student name | |
| Phone number | |
| Email address | |
| Qualification / course | |
| Trainer name | |
| What worked well | |
| What could be improved | |
| Any other comments | |
| Signature | |
| Date | |

Return this form to:

Construction Training Institute

PO Box 574, Helensvale QLD 4212

Email: hello@cti.edu.au

Appendix C: The Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy covering qualifications from the compulsory school sector, the vocational education and training sector, and the higher education sector in Australia. It was introduced on 1 January 1995.

The AQF has ten levels. CTI delivers qualifications at AQF Level 3 (Certificate III) and AQF Level 4 (Certificate IV). The table below gives a summary of all AQF levels.

| AQF Level | Qualification type | Typical graduate outcomes |
|-----------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Certificate I | Demonstrates foundational knowledge and skills for everyday community and workplace tasks |
| 2 | Certificate II | Demonstrates knowledge and skills for work in a defined context and skills to undertake routine tasks |
| 3 | Certificate III | Demonstrates broad knowledge and skills to select and apply a range of methods, tools, materials and information to complete routine and non-routine activities |
| 4 | Certificate IV | Demonstrates theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning |
| 5 | Diploma | Demonstrates knowledge and skills for paraprofessional work and/or further learning at a higher level |
| 6 | Advanced Diploma / Associate Degree | Demonstrates broad knowledge and skills for paraprofessional or highly skilled work and/or further learning |
| 7 | Bachelor Degree | Demonstrates broad and coherent knowledge and skills for professional work and/or further learning |
| 8 | Graduate Certificate / Graduate Diploma | Demonstrates advanced knowledge and skills for professional or highly skilled work and/or further learning |
| 9 | Masters Degree | Demonstrates specialised and advanced knowledge and skills for research, and/or professional practice and/or further learning |
| 10 | Doctoral Degree | Demonstrates expert and specialised knowledge in a discipline and/or area of professional practice and/or scholarship |

For more information about the AQF, visit aqf.edu.au.

Appendix D: Key Legislation and Useful Websites

Key Legislation

| Legislation | Relevance |
|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Standards for Registered Training Organisations 2025 (Outcome Standards, Compliance Requirements, and Credential Policy) | Sets out the obligations of RTOs, including CTI. In effect from 1 July 2025. |
| Australian Qualifications Framework (AQF) | Defines the national qualifications system |
| Privacy Act 1988 (Cth) | Governs handling of personal information |
| Competition and Consumer Act 2010 (Cth) | Consumer protection for students |
| Work Health and Safety Act 2011 (Cth / State equivalents) | Workplace health and safety obligations |
| Anti-Discrimination Act 1991 (QLD) / Anti-Discrimination Act 1977 (NSW) | State anti-discrimination legislation |
| Racial Discrimination Act 1975 (Cth) | Federal racial discrimination protections |
| Sex Discrimination Act 1984 (Cth) | Federal sex discrimination protections |
| Disability Discrimination Act 1992 (Cth) | Rights of students with disabilities |
| Copyright Act 1968 (Cth) | Intellectual property protections for learning materials |
| Student Identifiers Act 2014 (Cth) | Governs the Unique Student Identifier (USI) system |
| Workers' Compensation and Rehabilitation Act 2003 (QLD) | Workers compensation in Queensland |
| Working with Children (Risk Management and Screening) Act 2000 (QLD) | Blue Card requirements for working with under-18s |

Useful Websites

| Organisation | Website | What it covers |
|-------------------------------------|----------------------------------------------------------------------------|-----------------------------------------|
| CTI | cti.edu.au | Course information, student portal |
| National Training Register | training.gov.au | All RTOs, qualifications, units |
| ASQA | asqa.gov.au | RTO regulation, complaints about RTOs |
| USI | usi.gov.au | Unique Student Identifier |
| Australian Qualifications Framework | aqf.edu.au | AQF information |
| Smart and Skilled (NSW) | smartandskilled.nsw.gov.au | NSW funded training |
| DTET (QLD) | dtet.qld.gov.au | Queensland funded training |
| Construction Skills Queensland | csq.org.au | QLD construction training funding |
| Fair Work Commission | fwc.gov.au | Pay and conditions-apprentices/trainees |
| QCAA | qcaa.qld.edu.au | Queensland Certificate of Education |

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