



Pipeline Training
AUSTRALIA



STUDENT HANDBOOK



Welcome

Welcome to Pipeline Training Australia.

Pipeline Training Australia was established in Sydney in 2008 with a vision of becoming a leading Training Provider for the Civil Construction Industry.

Pipeline Training Australia is a Registered Training Provider in NSW and QLD, committed to providing high quality training outcomes designed to give students an outstanding learning experience.

Our programs focus on developing practical skills and knowledge for students working in the Electrical, Water, Civil Construction, resources and infrastructure giving students the competitive edge in their chosen careers. The training provided creates upskilling and creates a safe working environment.

Our Trainers are experienced in their fields and will impart their technical knowledge and expertise to ensure all students are given the theory and practical skills to equip them for the workplace.

This student handbook will provide you with information about us and the training services we provide. It will guide you through your rights and responsibilities as a student of Pipeline Training Australia and what you can and should expect from us during your time studying with us.

Before you complete your enrolment, please be sure that you have read and understood this handbook and its contents. If you have any questions please ask us by calling or emailing us.

Yours sincerely

Hanna Connolly

Chief Executive Officer

Pipeline Training Australia

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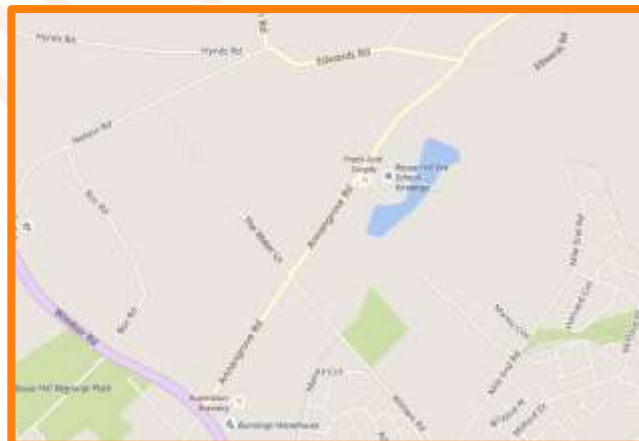
Contact Information

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Rouse Hill NSW 2155

P: 02 9679 0066

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Preface

The contents of this handbook are accurate at the time of publication but are updated regularly and it is therefore necessary to ensure that the information is the latest that is available. Enquires about any information contained in this handbook is available from Pipeline Training Australia by contacting:

Pipeline Training Australia

4/322 Annangrove road

Rouse Hill NSW 2155

P: 02 9679 0066

E: reception@pipelinetraining.com.au

Web site: www.pipelinetraining.com.au

The purpose of this Participant Handbook is to provide participants with information in resolving any questions that may arise during the course of study. In this handbook participants will find information regarding:

- The structure and operations of Pipeline Training Australia
- Training & assessment services on offer
- Procedures for recognition of prior learning (RPL)
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Participant services and the privacy of your information.

Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures please contact our team on 02 9679 0066.

Pipeline Training Australia take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

Training Expertise and Experience

Pipeline Training Australia has established industry expertise and is committed to workplace training and assessment of workers competencies. Pipeline Training has extensive experience in developing and facilitating quality accredited training targeted for students working in the Electrical, Water, Civil Construction, Resources and Infrastructure.



Quality Controlled Training

All training delivered by Pipeline Training Australia is undertaken in accordance with the Vocational Education Training (VET) Quality Framework. Further information about the VET Quality Framework can be found here: <http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>. The VET Quality Framework provides a range of standards and requirements that ensure candidates receive best practice in training and education.

Competency Based Training

Qualifications incorporate a complete set of units; the number of units vary from course to course. Students must demonstrate competency in a unit to be assessed as 'Competent'. The term 'competency', describes the required application of knowledge, skills and personal attributes needed in a specific area of work.

Competency also embodies the ability to transfer and apply skills and knowledge to new situations and environments. Qualifications comprise units and the units have imbedded employability skills including communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning and technology. These competencies provide the basis for a nationally consistent approach to the training of workers.



Pipeline Training Australia's RTO is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as an RTO, our obligations to students, and relates to the industry 'in which we conduct training. This legislation regularly updated and all Pipeline Training Australia representatives are made aware of these changes in a timely manner.

Our courses adhere to the following legislative framework and requirements:

- Standards for Registered Training Organisations
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements

Full details are provided here: <https://www.asqa.gov.au/standards>

National Recognition

What is a Registered Training Organisation (RTO)?

Registered Training Organisations (RTOs) are government-approved providers and assessors of nationally recognised training. This means simply that RTOs, such as Pipeline Training Australia, are recognised as providers of quality training, and are the only organisations that can issue nationally recognised qualifications or statements of attainment.

What does 'Nationally Recognised' mean?

This means that a course meets the standards required by industry and the qualification or statement of attainment you gain is recognised throughout Australia. A course is nationally recognised if it is developed under the Australian Qualifications Framework (AQF) and delivered by an RTO. It is our policy and a legislative requirement that we formally recognise all AQF qualifications and Statements of Attainment (SOA) issued by any other RTO. Please contact us should you wish to investigate and be accredited for recognition of your prior qualifications.

Nationally recognised training is sometimes referred to as accredited training.

ASQA Standards, Governance and Legislative Requirements for RTO'S

The ASQA Standards and their elements specify the key requirements to be met by each RTO. The Standards for NVR Registered Training Organisations do not specify detailed processes but explain the outcomes to be achieved through the application of each Standard. Pipeline Training Australia is able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each Standard.

Participant Protection Through Governance Arrangements

For your protection as a participant, Pipeline Training Australia maintains governance arrangements across all of its operations, within its scope of operation. The CEO ensures that Pipeline Training Australia complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means that you are receiving training that complies with the regulated standards and that Pipeline Training Australia will continue to improve our training products and systems to maintain our registration as a reputable RTO.

In addition, Pipeline Training Australia ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from participants and other stakeholders. Operating within the Australian Qualifications Framework offers Pipeline Training Australia accredited training that ranges from Certificate II through to Cert 4 in industries including allied Safety and Training, Resources, Infrastructure, Construction and Business services.

The distinguishing features of these three qualification levels are:

Certificate II	Certificate III	Certificate IV
<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate basic operational knowledge in a moderate range of areas • Apply a defined range of skills • Apply known solutions to limited range of predictable problems • Perform a range of tasks where choice between a limited range of options is required 	<p>The competencies enable an individual with this qualification to:</p> <ul style="list-style-type: none"> • Demonstrate some relevant theoretical knowledge • Apply a range of well develop skills • Apply known solutions to a variety of predictable problems • Perform processes that require a range of well-developed skills where some discretion and judgement is required • Interpret available information, using discretion and judgement 	<p>The competencies enable an individual with this qualification to</p> <ul style="list-style-type: none"> • Demonstrate understanding of a broad knowledge base incorporating some theoretical concept • Apply solutions to a defined range of unpredictable problems • Identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas • Identify, analyse and evaluate information from a variety of sources
<ul style="list-style-type: none"> • Assess and record information from varied sources • Take limited responsibility for own outputs in work and learning 	<ul style="list-style-type: none"> • Take responsibility for own outputs in work and learning • Take limited responsibility for the output of others 	<ul style="list-style-type: none"> • Take responsibility for own outputs in relation to specified quality standards • Take limited responsibility for the quantity and quality of the output of others

Governance and Legislative Requirements

Pipeline Training Australia manages its training programs in accordance with VET state and territory legislation and regulations. As part of its training package, Pipeline Training Australia encourages all participants to be familiar with the relevant legislation, Acts and the Licensing Authorities' requirements and how they impact on their workplace. Please check the Legislation heading listed in the contents.

Pipeline Training Australia take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

Code of Conduct

We all have a responsibility for treating each other fairly, equally and showing respect for all individuals. Pipeline Training Australia is committed to providing a training and work environment free of discrimination of any type.

Regardless of cultural or religious background, colour, gender, sexuality or transgender identity, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and equal way while studying with us. Any discriminatory behaviour towards a person or a group of persons is unwelcomed and will not be tolerated.

All staff and course participants are expected to follow the Code of Conduct and act in a professional manner at all times.

Our Responsibilities:

All providers have obligations including but not limited to;

- Provide industry aligned assessments and training to allow students to achieve competency
- Work collaboratively with students to provide a quality training and assessment experience
- Qualified VET Teachers with relevant industry backgrounds and experience
- Appropriate learning facilities, equipment and resources
- Provide clear and accessible feedback
- Maintain information and records
- Awards and certification will be issued within the standard 28-day period

Pipeline Training Australia will treat all reports of harassment or discrimination seriously. If, at any time, you feel that the Code of Conduct has been breached it is important that you report it either to your trainer or Pipeline Training Australia Management.

Pipeline Training Australia Centres are Drug, Alcohol and Smoke free environments.

Dress and Appearance

During all practical training sessions, it is expected that all participants will be appropriately attired for the particular session. The industry has certain safety requirements that must be observed. If personal protective equipment (PPE) is required to participate in or complete a practical session, you will either be advised prior to the course or it will be provided for you.

It is not acceptable for participants to attend a course or workshop wearing clothing that bears obscene, offensive or insulting images or wording

Student Rights and Responsibilities

Pipeline Training Australia has an important role in providing vocational training and learning opportunities and takes seriously its responsibility to provide a duty of care to all students. All students are expected to abide by the Code of Conduct When you are accepted into a training program at Pipeline Training Australia you enter into an agreement that you will abide by all

regulations, including the Code of Conduct which outlines your rights and responsibilities as a student.

You have a right to:

- Be treated fairly and with respect by teachers, other staff and students
- Learn in an environment free from discrimination and harassment
- Learn and work in an environment free of hazards
- Pursue your educational goals in a supportive, stimulating, clean environment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Get regular information about assessment procedures and your progress in the training program
- Have complaints dealt with fairly, promptly, confidently and without fear of retribution

Your responsibilities:

You must:

- Make truthful statements about your identity, financial and personal status, education and employment history
 - Ensure that any details we hold about you including where you live, are kept up to date always. YOU MUST advise us if you move address. Please complete a Change to Student Details form available from website and administration.
 - Behave in a manner that will not bring yourself, Pipeline Training Australia, your country, or partner providers into disrepute
 - Treat people fairly and with respect
 - Complete all assessment requirements by the due date
 - Not disrupt other students during their studies
 - Provide encouragement and support to other students
 - Follow all reasonable instructions given to you by any staff member of Pipeline Training Australia
- Follow all Pipeline Training Australia rules.

Student Support and Welfare

Pipeline Training Australia is committed to ensure all students have the opportunity to successfully complete their learning.

We recognise that some students may require additional support to achieve learning outcomes. In order to identify the level of support or adjustment required we ask students to indicate upon enrolment what support may assist them to achieve a positive learning experience and successful assessment process.

Once we are advised by a student of their needs, we will utilise our professional judgement and industry experience to gauge any specific requirements we can offer the student.

Language, Literacy and Numeracy (LLN)

What are LLN skills?

Language, literacy and numeracy (LLN) skills relate to how we communicate with each other. LLN skills are often, but not always, used at the same time.

Language

Language relates to the words, verbal structures and gestures we use to convey meaning. This includes communication forms such as speaking, listening, reading, writing and visual communication (such as the Australian sign language – AUSLAN). Language also encompasses industry-specific jargon, acronyms and technical references. These can change and evolve over time. The value placed on the different communication forms of language will vary.

Literacy

Literacy means being able to read and use written information. It also means being able to change your writing in an appropriate way. Literacy involves speaking, listening and critical thinking with reading and writing. Literacy skills allow us to interact effectively with one another. Literacy requirements change over time, so we need to continually adapt and extend our literacy skills.

The Dept of Education, Employment and Workplace Relations defines literacy as ‘... the ability to read, write, speak and listen to language in a way that allows people to communicate with each other and to make sense of the world.’

Numeracy

Numeracy is the practical application of mathematical skills to absorb, use and critically evaluate information in numerical or graphical form. Numeracy skills include basic number skills, spatial and graphical concepts, the use of measurement and problem-solving. Numeracy and literacy are interlinked particularly when extracting mathematical information from written text.

Pipeline Training Australia training materials are written to the appropriate Foundation Skills of Language, Literacy and Numeracy (LLN) according to the training package requirements.

Should a student at enrolment identify as requiring additional support with Language, Literacy and Numeracy (LLN) an indicator assessment is available which allows students to identify their personal LLN confidence and competency level. This indicator assessment is provided by Pipeline Training Australia and once returned by the student we will provide LLN support to the student within our capacity.

For students with LLN requirements and/or a disclosed disability, Pipeline Training Australia will provide assistance or reasonable adjustments during assessment periods on a case by case basis.

Adjustments and assistance are provided for students to achieve a more equal footing during assessments and not to give them any kind of advantage.

All of our standard course material contains written documentation and, in some instances, you may be required to submit written assessment items. For some courses, limited numerical calculations may also be required.

We recognise that not all people have the ability to easily read, write and perform numerical calculations to the required standards of a course. We will endeavour to assist you to achieve your

required competency level by taking into consideration any language, literacy or numeracy difficulties you may have, and accommodating these where reasonable and within our ability.

To assist in identifying your needs we have included an LLN questionnaire in the final **APPENDIX**. It is recommended that you complete this tool.

Language, Literacy and Numeracy Support

Pipeline Training Australia training materials are written to the appropriate Foundation Skills of Language, Literacy and Numeracy (LLN) according to the training package requirements.

All learners who enrol in a Pipeline course must complete an LLN test before starting -refer to final appendix in this document. Should a student at enrolment identify as requiring additional support with LLN that will be provided during the training and assessment, e.g. learners will be allowed to answer questions orally.

For students with LLN requirements and/or a disclosed disability, Pipeline Training Australia will provide assistance or reasonable adjustments during assessment periods on a case by case basis.

Adjustments and assistance are provided for students to achieve a more equal footing during assessments and not to give them any kind of advantage. Our reasonable adjustment comprises as follows:

- Extra support for LLN where identified
- Providing additional assessment time
- Providing readers and writers
- Customising resources and/or activities
- Oral testing

Pipeline Training Australia acknowledges that our trainer/assessors are not trained language and literacy specialists. Should the indicator test reveal outcomes greatly below the specified LLN working level, we may refer learners to an external LLN specialist. In some instances, the learner may have to defer study in a unit.

Additional Support

Should you be experiencing personal difficulties that affect your studies please direct your concerns to your trainer in the first instance, or directly to the RTO Manager.

If your needs exceed our support capacity, we will refer you onto an appropriate external agency, you can seek immediate support by contacting:

Centrelink	131 021
Beyond Blue	1300 224 636
Life Line	131 114
Kids Helpline	1800 55 1800
Alcohol and Drug Information Service	NSW (02) 9361 8000 QLD 1800 177 833
Drug-Arm	1300 656 800
Translating and Interpreting Service	131 450

State-wide Sexual Assault Helpline	1800 010 120
Youth Emergency Accommodation Line	1800 424 830
Qld Department of Education and Training	1300 369 935
Apprenticeship Info	1800 210 210
NSW State Training Services	(02) 9561 8000
Australian Apprenticeships	133 873
Men's Line Australia	1300 789 978
Counselling online	1800 422 599
Child Protection Helpline	132 111
Fair Work	13 13 94
Safe Work NSW	13 10 50
Work Safe QLD	1300 362 128

Training Facilities, Resources & Materials

Pipeline Training Australia maintains safe and suitable training facilities and equipment, which comply with all relevant government regulations and are maintained and upgraded when necessary to provide an efficient training and working environment.

All students have access to appropriate assessment facilities, equipment and training materials to allow for a positive learning environment.

Our learning resources support the outcomes required for successful completion of assessments.

Pipeline Training Centres are Drug, Alcohol and Smoke Free environments.

Assessment standards/methods and process

All assessments conducted by Pipeline Training Australia comply with the assessment guidelines in the relevant nationally endorsed training packages, including trainer/assessor qualification requirements.

Pipeline Training Australia courses require an assessment process to evaluate student learning outcomes against Vocational Education and Training Standards (VET) and the Australian Quality Framework (AQF). Typically, assessment may consist of a combination of written class room, practical performance, Third Party reports and work place performance observations.

To be awarded a competent result a student must successfully demonstrate competence in each assessable section of each unit. Competency is using your skill and knowledge to perform tasks and duties appropriately to the standard expected in the work place and by industry. Assessment task must be completed by the student. Assistance from an external party may be granted in certain circumstances following a written request (email) to Pipeline Training Australia.

If the required standard is not achieved in the assessment process, re-assessment or re-submission can be discussed with your trainer & assessor.

Authenticity

All evidence must demonstrate the requirements of the unit beyond reasonable doubt.

It's important that all assessment submissions are reliable and authentic, and if any work submitted appears to have been completed by another party the following action will be taken.

1. The student will be contacted and will be asked to verify the submission through verbal questioning.
2. The student may also be asked to re-submit the section(s) in the question or unit in its entirety.

Important to remember: Plagiarism is the presentation and submission of someone else's work and claiming it as your own. This is a serious offence and fraud and penalties can apply if you take part in such activity. Please remember to be responsible for your own work submissions and if you refer to another person's ideas you must acknowledge them as the owner of the intellectual property.

Work-Site Performance Evidence Materials

Some courses require the completion and submission of a practical evidence portfolio by the student to be awarded a Statement of Attainment. This evidence must be gathered at a work-site/on the job, often including the verification by a third-party.

Pipeline Training Australia will provide you with the appropriate documentation to allow you to collect the required evidence on the job. Students are accountable to return their evidence to your trainer/assessor for review within a stipulated timeframe to be awarded your Certificate. Only assessments deemed competent will result in a Statement of Attainment or Certificate.

Students are required to keep copies of their collected evidence.

Review/Appeal of Assessment Results

Students who dispute an assessment outcome should in the first instance:

- Discuss your concerns with the trainer/assessor
- If the issue remains unresolved you can request a meeting with the Training Manager at a mutually agreed time to discuss your grievance.
- If this does not resolve the issue your assessment will be sent to a suitably qualified external party who will remark the assessment. This will form the final result for the assessment in question.
- If the student is still dissatisfied, they can engage in the complaint and appeals process, including escalation to Australian Skills Quality Authority (ASQA).

Certificates, Statements of Attainment and Cards

Pipeline Training Australia will issue upon successful completion of assessment, a Statement of Attainment, Certificates or cards dependent on your course outcomes.

Replacement documentation can be requested by contacting the office.

Application to Enroll in Courses

Pre- Enrolment/Unique Student Identifier (USI)

All students participating in any nationally recognised training in Australia will need to have a Unique Student Identifier (USI) as part of your enrolment requirements.

The USI is yours for life and provides ongoing access to an online record of your training completed since 1 January 2015. This can be useful when applying for a job, seeking credit transfers or when you need to disclose pre-requisites when undertaking further training.

When you register for the USI, you also need to give permission for Pipeline Training Australia to view your USI and access your records. Results from 2017 will be available in your USI account in 2018.

It is free and easy for you to create your own USI online by visiting www.usi.gov.au



Course Choice and Information

Pipeline Training Australia provides a course content information sheet, assessment requirements and support services provided for all of our national recognised courses and/or qualifications. This will allow you to make an informed decision on the learning you would like to engage in.

You can find course information and requirements on our website www.pipelinetraining.com.au. Should you require further information or like to discuss certain aspects please contact one of our Training Consultants at

NSW – E: nsw@pipelinetraining.com.au P: 02 9679 0066

QLD – E: jem.mccusker@pipelinetraining.com.au P: 0487 777 515

Entry Requirements

Some courses and/or qualification may require pre-requisites' before you can commence your learning. Please contact Pipeline Training Australia to confirm any course entry pre-requisites. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace where the required competencies can be learned and practiced.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.



- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection).
- Access to course specific equipment and/or materials such as personal protective equipment (PPE) or other tools of trade.

Enrolment Steps

The following steps are required to register or enrol in one of our training offerings.

1. Choose your course
 - Read the Course Information carefully, for further information
 - View our webpage www.pipelinetraining.com.au or
NSW – E: nsw@pipelinetraining.com.au, P: 02 9679 0066
QLD – E: jem.mccusker@pipelinetraining.com.au P: 0487 777 515
2. Assess your eligibility
 - Are there entry requirements?
 - Are you eligible for funding?
 - Do you need prior work experience; or
 - Evidence of previous study outcomes?
 - Have you applied for your Unique Student Identifier (USI) www.usi.gov.au
3. Register or Enrol
 - The enrolment requirements may vary depending on your course selection, type of training and location of training.
 - You can register your interest via our webpage www.pipelinetraining.com.au or contact one of our Training Consultants at:
NSW – E: nsw@pipelinetraining.com.au P: 02 9679 0066 or
QLD – E: jem.mccusker@pipelinetraining.com.au P: 0487 777 515
 - Any email or telephone registration will require you to fill in and sign a booking form and pay the course fees before enrolment can commence.

Course fees

Course fees and listed on our web under the Qld or NSW sections
<https://pipelinetraining.com.au/>

Course fees cover:

- Facility and program orientations
- Programmed Classes
- Course Materials, Training and Assessment Materials
- Copy of Qualification or Certification achieved following a successful outcome
- 1 x wallet card for nominated courses as per course outline (as required)

Additional costs not included:

- Replacement study guides or training and assessment materials – charged at \$50 per item
- Replacement or copies of certificates – charged at \$50 per item

Other costs at students' own expense:

You should consider any other expenses that you may incur at your own cost when participating in a program, for example:

- Travel to and from location of training
- Travel to and from vocational placement facilities (if applicable).
- Daily living expenses
- Stationery (books, pens, photocopying etc.)
- Uniform/PPE requirements (i.e.: footwear, trousers, hardhat, hearing protection etc.) unless outlined as provided in course information pack
- Licence applications may apply (if applicable – consult with the relevant licensing authority in your State for details)

Course fees will be invoiced upon the confirmation of enrolment. Terms of payment will be included on the invoice. Any amendments to the terms of payment stated on the invoice after its issuance must be approved by the respective Manager upon course commencement.

If students are experiencing financial difficulties and might be unable to pay their fees, they must contact the respective Manager as soon as practical. Pipeline Training Australia reserves the right to suspend a student's enrolment in the program Student Handbook.

When fees remain unpaid, we will follow legal processes for monies outstanding. Suspension of enrolment will include the removal from all courses, services.

All fees must be paid in full before Qualification or Statements of Attainment are issued.

Government Funded Programs

Pipeline Training Australia is able to offer students certain qualifications through various funding contracts it holds in Queensland. These contracts enable potential students to access funded positions in our offerings. Pipeline Training Australia currently holds contracts with the QLD Department of Education and Training (User Choice) and Construction Skills Queensland (CSQ).

Before being approved for funding all students must be able to meet and provide evidence of the different eligibility requirements for each program.

Some State Governments provide funding to support the development of specific qualifications. Dependent on the state in which the student resides and the associated government funded program, students may be required to contribute to the costs of their training through a co-contribution fee. This will be clarified with students prior to enrolment in the qualification.



Queensland Government

Queensland Funding Packages

There are a number of funding packages available to help you fund your course. If you're considering upskilling in construction, you may be able to receive support from CSQ funding. Where CSQ funding doesn't cover the full cost of the program, you will be required to contribute towards the remaining course fees.

CSQ

**STRONGER FUTURES
IN CONSTRUCTION**

Construction Skills Queensland (CSQ)

Construction Skills Queensland (CSQ) is an independent industry-funded body supporting employers, workers, apprentices and career seekers in the building and construction industry.

CSQ's core programs focus on attracting, developing and retaining new entrants and existing workers to underpin the future prosperity of building and construction in Queensland. The core programs in the ATP are developed based on evidence-based information derived from a combination of emerging market conditions, industry consultation and learnings from program implementation. CSQ also supports strategic and innovative skilling solutions to respond to emerging issues in the Queensland building and construction industry.

If you're considering upskilling in construction, you may be able to receive support from CSQ funding. Where CSQ funding doesn't cover the full cost of the program, you will be required to contribute towards the remaining course fees.

Skills Assessment and Gap Training (CQS)

A program for workers and career seekers with significant experience in the industry to undertake Recognition of Prior Learning and Gap Training to obtain a qualification. Some workers with civil and general construction industry experience have many of the necessary skills to perform on the job but do not hold a formal qualification to recognise these skills. Under this program, skills are identified, mapped and gap training is provided in order to provide eligible participants with a nationally recognised qualification. RPL may be granted for a number of units and participants will be required to participate in Gap training if they are unable to provide sufficient RPL information for specific units. RTO's must provide participants with gap training in a minimum of two (2) gap training Competencies up to (8).

Participant Eligibility (CQS)

For the purposes of eligibility, Participants under this Agreement must meet the following criteria: (a) an Australian or New Zealand citizen; or (b) a permanent resident of Australia; or (c) a refugee and humanitarian visa holder. AND MUST: (a) permanently reside in Queensland; or (b) be permanently employed in Queensland. Please note eligibility requirements below are specific to the qualifications you wish to undertake training in. Contact our team to confirm your eligibility.

- An Existing Worker is a current Employee in the Building and Construction Industry who has a one month or more employment relationship with their Employer. The working relationship can be built up through full-time, part-time or casual employment or engagement as a contract worker.
- An Eligible Worker has the same meaning as the Building and Construction Industry (Portable Long Services Leave) Act 1991 (Qld) as amended from time to time.
- An Unemployed Eligible Worker is a person who has been unemployed for a period of not greater than 4 years that would otherwise meet the requirements of an eligible worker.
- A Career Seeker is an individual with significant previous experience, skills and knowledge within the Building and Construction industry, but is not an Existing Worker.

To check your eligibility and learn more call our team today on 0487 777 515 or email jem.mccusker@pipelinetraining.com.au

User Choice -PQS Agreements: Apprenticeship and traineeship funding (Queensland)

The User Choice program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees

The program aims to provide funding aligned to the skills needs of industry and respond to changing government priorities

The program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation (RTO) from a list of pre-qualified suppliers for the delivery of nationally recognised, accredited training to meet their specific needs

The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as “Australian Apprentices”) enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification

CURRENT QUEENSLAND USER CHOICE QUALIFICATIONS (PQS)

Apprenticeships

RII30815 – Certificate III in Civil Construction Plant Operations

Traineeships

RII30919 – Certificate III in Pipe Laying

RII31619 – Certificate III in Trenchless Technology

All Pipeline certificate courses are available under Queensland’s User Choice funding program

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

User Choice supports Pipeline traineeships and apprenticeships.

Am I eligible for a funded place in the User Choice program?

To be eligible for a government contribution towards the costs of training, an apprentice or trainee must have entered into a training contract for a qualification that is funded by the department

The government contribution for a User Choice funding contribution is detailed in the apprentice or trainee's letter of registration from the department, and is subject to student eligibility and their selection of an eligible college, such as Pipeline.

For further information on User Choice contact Jem at Pipeline, 0487 777 515, or email jem.mccusker@pipelinetraining.com.au

Our User Choice Information Packs Contain:

- Detailed information outlining the eligibility requirements
- Enrolment Form
- Student Handbook

or visit

<https://desbt.qld.gov.au/training/providers/funded/userchoice>

For further information for trainees who are under 21 or are adult/mature age, visit

<https://desbt.qld.gov.au/training/apprentices/about>

ELIGIBILITY

There are certain eligibility criteria that all parties are required to meet when employing an apprentice or trainee:

- Have entered into a training contract for a qualification that is funded by the Department of Employment, Small Business and Training (DESBT)
- Be registered in DESBT's registration system DELTA
- The contract commencement date or recommencement date must be on or after 1 July 2010
- The training provider selected to deliver the training must hold a pre-qualified supplier (PQS) status for the nominated qualification
- Employers must be willing to provide the workplace arrangements to support apprentices and trainees
- The prospective student must be employed full time or part time and have access to a workplace relevant to the qualification
- You do not need a secondary school certificate or other qualification to be able to do an Australian Apprenticeship
- You can do an Australian Apprenticeship if you are a school-leaver, re-entering the workforce or as an adult worker simply wishing to change careers
- You can even begin your Australian Apprenticeship while you're still at school finishing Years 10, 11 and 12
- Australian Apprenticeships offer opportunities for you to train, study and earn an income at a variety of qualification levels in most occupations as well as in traditional trades

CONCESSIONAL ELIGIBILITY

Qualification	Number of Units	Student Co-contribution Fee (Non-Concessional)	Student Co-contribution Fee (Concessional)
RII30815 - Certificate III in Civil Construction Plant Operations	19	\$1.60 per nominal hour	\$0.64 per nominal hour
RII30919 – Certificate III in Civil Construction Pipe Laying	25	\$1.60 per nominal hour	\$0.64 per nominal hour
RII31619 – Certificate III in Trenchless Technology	26	\$1.60 per nominal hour	\$0.64 per nominal hour

For more detail on each of these courses refer to the [Appendices](#)

Short Courses Cancellation Schedule

Cancellations are only applicable to courses you have not yet commenced. Once you have commenced in a course please review our withdrawal policy.

For our short course offerings, which are generally run over 1 - 2 days and provide a Certificate and/or a "ticket card".

The following cancellation fees apply:

100%	No show/Non-attendance without prior notification as stated below
75%	For cancellation notified in writing to Pipeline Training Australia No less than 24 hours of the scheduled start date and time of the course
A\$50	Cancellation notified in writing no less than 2 working days of the scheduled start date and time of course

Qualification Enrolment Withdrawal

Often our qualification enrolments are arranged with Organisations (Employers) and specific learning models may apply for you to undertake a particular qualification. If your course was arranged through your organisation/employer then the withdrawal from the course will need to occur in cooperation with them.

Once you have commenced training with Pipeline Training Australia, to withdraw/defer please speak with your trainer or one of our training consultants to guide you as to the correct process.

Enrolment Deferrals

Fee for Service enrolment deferrals

When an enrolled participant indicates that they wish to defer training in their enrolled qualification Pipeline Training Australia will make every effort to assist the participant to continue their training at a later stage where possible.

Request for deferrals must be received in writing by email.

Funded enrolment deferrals

Students under a funded program may request a deferral period of no more than 12 months from the date of notification. A deferral request must be applied for in writing outlining the reason for the deferral using the 'Variation to Enrolment form'.

Discontinuation from learning

Should a participant choose to discontinue their training, they must complete the Withdrawal Form.

All enrolments are bound by and must comply with the Pipeline Training Australia Refund Policy with respect to any outstanding fees. The participant will be issued, if applicable, with a Statement of Attainment within the required 28 days of the withdrawal date. No Certificate or Statement of Attainment will be released until any outstanding monies have been paid to Pipeline Training Australia.

Fees and Charges

As an RTO, Pipeline Training Australia offers students course enrolments under “Fee for Service” arrangements and “Funded Qualifications” in Queensland. Information on fees and payment options will be available upon course selection. To complete the enrolment all outstanding course fees will need to be paid to allow you to commence your selected training course.

Pipeline Training Australia does not hold a Tuition Assurance Scheme and therefore will never collect more than \$1500 in advance from our students.

Fee Inclusions

Each qualification, unit of competency or course offered by Pipeline Training Australia has a specific course fee. The course fee is the maximum fee that may be charged to the participant for their selected training program.

All fees will be paid according to the fee structure disclosed at time of enrolment. A relaxation of the usual fee structure to assist the participant may be available with prior arrangements made by the RTO Manager.

It is Pipeline Training Australia’s policy that the course fee will be all-inclusive. Participants will not be 'surprised' by unexpected requirements, fees or expenses.

Inclusions:

- All tuition
- Support and coaching
- Any associated participant workbooks, handouts or manuals
- Classrooms and facilities
- Access to any specialised equipment necessary in the training.

Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer) the participant will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

Course fees can be accessed from our website or by contacting one of our offices.

Recognition of Prior Learning

Recognition of Prior Learning Arrangements (RPL)

Pipeline Training Australia recognises that students will have acquired skills throughout their learning in previous studies, achieved qualifications and industry experience. These skills are valid irrespective of how they were acquired.

Students who are able to provide evidence of previous learning, relevant to the course they enrol into, can apply to have these assessed via recognition of prior learning processes.

RPL has all the same requirements as other types of assessment, which means, in order to be granted a credit towards the performance criteria all aspects of assessment requirements must be

addressed and validated. To gain credits your prior learning should be considered, valid, sufficient, authentic and current.

To engage in the process the student must complete a RPL Application form with Pipeline Training Australia. A qualified trainer & assessor will discuss the process, fees and the evidence requirements with you to prepare appropriately to meet the standards upon enrolment.

Credit transfer (CT) / Recognition of Current Competencies (RCC)

A Recognition of Current Competency, recognises what you have already learned from other courses or studies. Typically, these are evidenced by Statement of Attainments or other recognised documentation. This type of evidence is known as a Credit Transfer.

A Credit Transfer can be granted when a student can demonstrate that their previous learning outcomes are equivalent to the competency outcomes and standards of the course they wish to enrol.

This can be proven by the provision of a certified copy of a Statement of Attainment and/or other recognised documentation. Any units of competency approved for Credit Transfer will appear on the students' transcript as CT.

Vocational Education and Training (VET)

Australia's VET system is based on nationally endorsed training packages that identify specific skills and knowledge applied in the workplace. Participants for a VET qualification must demonstrate the skills and knowledge identified in a training package and be judged 'competent' in the selected units of competency to be eligible for the award of the qualification.

For more information on Australia's VET system visit: <https://training.gov.au/>



Related Policies

Work Health and Safety

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining Work Health and Safety standards. The requirements of an RTO as specified in the abovementioned Act are to:

Secure the health, safety and welfare of employees and other persons at work.

- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

In order to meet these requirements Pipeline Training Australia has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to health and safety.

The purpose of this section is to present a strategic overview of the Pipeline Training Australia WHS system and to provide guidance for meeting the requirements of occupational health and safety on the Pipeline Training Australia premises, ensuring a high standard of workplace health and safety.

It is an obligation under legislation that all Pipeline Training Australia employees and management contribute to and assist in maintaining health and safety and risk management operations as part of their role within the RTO. Pipeline Training Australia management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate WHS professional development for Pipeline Training Australia participants, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals if relevant.

Privacy

Pipeline Training Australia understands the importance you place on your privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act 2001 and where they apply to our dealings with you, the participant.

Pipeline Training Australia maintains your personal and academic information for the purposes of registration, to monitor academic progress and as evidence to support the issuance of qualifications. Pipeline Training Australia maintains these records for the legislated period to enable retrieval of records as required. Unless previous written consent is provided by the client, Pipeline Training Australia will not release your information to a third party other than a designated authority.

In some instances, we may be required by law to make your information available to others, such as registering bodies from State or Federal Government departments. In all other instances we will seek your written permission.

A copy of Pipeline Training Australia's Privacy Policy can be accessed by contacting our office.

The relevant privacy principles are summarised as:

Collection

We will collect only the information necessary for our primary function and you will be told the purpose for which the information is being collected.

Use and Disclosure

Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

Data Quality

We will take all reasonable steps to make sure that the personal information we collect, use, or disclose is accurate, complete, and up-to-date.

Security

We will take all reasonable steps to protect the personal information we hold from misuse and loss, and from unauthorised access, modification, and disclosure.

Openness

We will document how we manage personal information and when asked by an individual, will explain the information we hold, and for what purpose, and how we collect, hold, use and disclose the information.

Access & Correction

The individual will be given access to the information held about them at their request. This includes anything held on the participant's file, including assessment results and participation records. If the participant identifies errors within the information, we will correct and update to file.

Unique Identifiers

We will not assign participants unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Where practical we will apply the principle of anonymity unless there is a good practical or legal reason to require identification.

Trans Border Data

Flow Privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

We will seek the consent of the individual when collecting sensitive information about the individual, such as health information, information about the individual's racial or ethnic background, or criminal record.

Certifications

Course Award

To be eligible for a qualification (e.g. Certificate) a participant must have completed all the required course work and assessment, and have been deemed competent, as set out in the course outline.

Statement of Attainment

As participants progress through their learning and complete a unit of competency or module, a statement of attainment will be awarded, if the full certificate level course has not been completed.

Statement of Attendance

Statements of attendance are supplied to participants who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for participants who attend nonaccredited training (e.g. skills only).

Assessment

What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

Standards are statements of the required workplace levels of performance.

Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is critical to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

Underlying principles of assessment

For an effective assessment system in a competency environment, some basic principles must apply.

Validity

The assessments actually assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria;
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

Authenticity

- The evidence collected is authentic - that is, it is actually derived from valid sources and is directly attributable to the individual.

Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context.

The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards;
- Clear, consistent and specific assessment criteria;
- Effectively trained, briefed and monitored assessors;
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

Consistency

The assessment system must ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided,

requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be capable of taking a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account - both to ensure the best use of assessor time and from the viewpoint of the candidate and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria - both performance (skill) and underpinning knowledge & understanding.

Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs.

To achieve these principles, the assessment system must exhibit the following characteristics:

- The standards, assessment processes and all associated information are straight forward and understandable;
- The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not disadvantage candidates;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate training and assessment qualification or equivalent.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics;
- Procedural and administrative duties;
- Performance and knowledge evidence gathering and presentation;
- Interpretation and usage of standards;
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress and feedback.

It is crucial that assessors always understand and practise fair, objective, unbiased and flexible assessment processes.

Forms of evidence

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
 - extracted examples within the workplace;
 - natural observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - oral and written questioning;
 - personal reports; and
 - Witness testimony.

Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- Evaluation of direct products of work;
- Natural observation;
- Skill tests, simulations and projects;
- Evaluation of underpinning knowledge and understanding;
- Questioning and discussion; and
- Evidence from prior achievement and activity.

Candidates with special needs

One fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Candidates with special needs should be offered the same opportunities as any other candidate.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

Reasonable adjustment

To meet the needs of all learners' adjustments can be made to the way assessments are conducted but not to the requirements of the assessment. The purpose of these adjustments is to enhance fairness and flexibility so that the specific needs of students can be met.

Examples of reasonable adjustments

- providing additional time for student to practice the assessment tasks
- presenting questions orally for students with literacy issues
- asking questions in a relevant practical context
- adapting machinery and equipment to make it more easily used
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences
- simplifying the design of job tasks

It is the responsibility of each assessor to assess student needs and make whatever reasonable adjustments are practicable to maximise a students' opportunity to demonstrate their competence. Assessors may also consider contacting their colleagues or their supervisor to assist in the development of reasonable adjustments to the assessment requirements of this unit.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a students' exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism and is unacceptable.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Feedback

Where students are assessed as not competent, they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

Reassessment

Students who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

Students are entitled to a maximum of two assessment attempts for each unit.

If after three assessment attempts student's competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non- attendance at the assessment

Simulation for assessment

Simulation is a form of evidence gathering that involves the candidate in completing or dealing with a task, activity or problem in an off-the-job situation that replicates the workplace context. Simulations vary from recreating realistic workplace situations such as in the use of flight simulators, through the creation of role plays based on workplace scenarios to the reconstruction of a business situation on a spread sheet. In developing simulations, the emphasis is not so much on reproducing the external circumstance but on creating situations in which candidates are able to demonstrate:

- a) technical skills;
- b) underpinning knowledge;
- c) generic skills such as decision making and problem solving;
- d) workplace practices such as effective communication.

Refund Process

Pipeline Training Australia will give due consideration to issuing a refund to a student under the following circumstances:

- Pipeline Training Australia will provide a full refund to students should there be a need for Pipeline Training Australia to cancel a course. The student will be provided with the opportunity to either commence their studies at a later date or withdraw with a full refund.
- Where a student withdraws from a program prior to commencement in writing, a full refund will be paid to the student. Should the student choose to postpone their enrolment to a later date (within three months) the fee paid will be retained and transferred to the new enrolment.
- If an enrolled student decides to cancel and not participate in the course within 14 days after commencement, a \$50 administration fee will be charged and the remainder of the fees refunded (if applicable).
- Where a student cancels their enrolment after the 14 days cooling off period, fees paid up to date are not refundable unless evidence of extenuating circumstances can be supplied. In this instance a student may apply for a refund by making a written request supported by the documented evidence to the CEO of Pipeline Training Australia. All refunds will be paid to the students' nominated bank account.
- If a student has been funded under State or Federal Contract whereby, they have contributed to payments towards their training Pipeline Training Australia will abide by the prescribed refund policies set out by the State/Federal Department.

If you are requesting a refund the following process will apply:

1. Written notification of withdrawal/cancellation received by Pipeline Training Australia
2. Refund request reviewed and assessed
3. Student to be advised of "refund assessment outcome"
4. Refund request form processed by Pipeline Training Australia
5. Accounts initiates refund according to bank details provided
6. Note made in student/client file.

Withdrawal, Deferral & Cancellation Policy & Procedure

Purpose:

To ensure that all stakeholders are provided with clear guidelines on any form of withdrawal from Pipeline Training Australia's qualifications and/or courses.

Policy:

1. Withdrawal

- 1.1 Students have the right and may choose to voluntarily withdraw; defer or cancel from the qualification/course they are enrolled in at any stage of their learning experience.
- 1.2 A RTO has the right to withdraw a student, where a student's attendance and/or course progress is not at a satisfactory level. Due to serious misconduct and/or breaches of Pipeline Training Australia's Code of Conduct.

- 1.3 Before the RTO instigate the withdrawal process due to poor attendance or poor course progression, it must identify if the student may require more assistance and/or support and can aid by developing a support plan in collaboration with the student to get back on track.
- 1.4 Where a student is not engaged in this process they will be required to be withdrawn from their study. All withdrawals must be completed in a timely manner using the withdrawal form to ensure that all reporting requirements are met.
- 1.5 Whether a student intends to voluntarily withdraw from their study or is to be withdrawn by the RTO or other stakeholder, the student is to complete the withdrawal form and submit this to the Training Administrator of the RTO. The withdrawal form can be found at www.pipelinelearning.com.au or requested from the Training Administrator.
- 1.6 All withdrawals must be completed in consultation with the student where possible and the student is to be informed of the grievance, complaints and appeals policy should they wish to appeal against their withdrawal or make a complaint.
- 1.7 Where a student decides to lodge a complaint, the complaint procedure will come into effect.
- 1.8 In the event that a student has a continuous and unnotified long absence, the RTO will make attempts to contact the student. If the RTO does not receive a response by the student or a person on behalf of the student within 30 days, the RTO will withdraw the student.
- 1.9 Should the student respond to the RTO after this date, the student has the right to reapply for enrolment into their chosen area of study, but there is no guarantee that they will be accepted.

1.2 Cancellations

Cancellations apply to courses not yet commenced. Learners should notify Pipeline Training Australia in writing of their intent to cancel their course commencement. Please refer to the cancellation schedule in the Pipeline Training Australia Student handbook along with the Refunds Policy.

Pipeline Training Australia may cancel a student's enrolment on the grounds of:

- 1.2 .1 The minimum required student number for the course has not been reached.
- 1.2 .2 The non-payment of course fees in accordance with enrolment conditions or any payment plan structures or fee arrangements with Pipeline Training Australia
- 1.2 .3 In situations due to unforeseen circumstances. Pipeline Training Australia reserves the right to cancel or postpone a course prior to its scheduled commencement date if necessary. All course fees will be refunded in full if the RTO is unable to commence the course. Any pre-paid fees may be transferred to an alternative enrolment date where the student agrees.
- 1.2 .4 Pipeline Training Australia will notify students in writing as soon as practicable should this occur and will inform students of their rights. Where appropriate Pipeline Training Australia may provide the student with a list of other training providers offering the course/qualification.
- 1.2 .5 Where Pipeline Training Australia has commenced a course but is unable to complete the course due to unforeseen circumstances, any unused fees are to be refunded to the student. Students will be notified in writing as soon as is practicable. Students will be issued a Statement of Attainment for the any units of competency they have completed successfully.

1.3 Deferrals (Fee for service)

1.3 When an enrolled participant indicates that they wish to defer training Pipeline Training Australia will make every effort to assist the participant to continue their training at a later stage where possible. Request for deferrals must be received in writing by email.

1.4 Deferrals (Funded enrolment)

- 1.4.1 Students under a funded program may request a deferral period of no more than twelve months from the date of notification. A deferral request must be applied in writing outlining the reason for the deferral. The appropriate funding body should be notified and training plans amended to reflect any change in contract enrolment dates. If necessary, an extension may need to be applied for, Pipeline Training Administrators will action this on behalf of and in consultation with the student and their employer.
- 1.4.2 All enrolments are bound by and must comply with the Pipeline Training Australia Refund policy with respect to any outstanding fees. The learner will be issued if applicable with a Statement of Attainment within the required 28 days of the withdrawal date. No Statement of Attainment will be released until any outstanding monies have been paid to Pipeline Training Australia

1 Procedure:

- 2.1.1 There are a number of reasons why a student may withdraw from a course of study. The procedure provides a guide to processing withdrawals.
- 2.1.2 When a student requests a voluntary withdrawal:
- 2.1.3 A student must give written notification of the intent to withdraw. The student is required to complete the Pipeline Training Withdrawal Form.
- 2.1.4 The form is available from www.pipelinetraining.com.au or on request via email recetption@pipelinetraining.com.au
- 2.1.5 If a refund is required the student should complete the Refund Form which will be assessed, processed and the student advised of the outcome. Pipeline Training Finance Department will action approved refunds into the student's nominated bank account.
- 2.1.6 A note of the refund and reasons for withdrawal or cancellation should be recorded in the Student Management System.

3 Roles and Responsibilities:

- 3.1.1 All documentation relating to withdrawal, deferral or cancellation of studies will be held in the students file and managed by Pipeline Training Australia's Training Administration.
- 3.1.2 In addition, any discussion with the student and relevant staff members relating to the withdrawal, deferment or cancellation of studies will be recorded in the students file or the Student Management system.
- 3.1.3 If a student lodges a complaint in relation to their Withdrawal or Cancellation the Complaints from takes effect.
- 3.1.4 Refer to the Pipeline Training Australia Complaints and Appeals policy for guidance.

Complaints and Appeals (SRT0 2015: Standard 6.1 and 6.3)

Pipeline Training Australia (PTA) is dedicated to providing a high standard of service. Students or staff who wish to pursue a concern in relation to the education and training services provided by PTA are encouraged lodge an appeal or complaint using the following processes:

Appeals (refer below for Complaints)

Step 1: Students who are appealing an assessment outcome and/or the assessment process or an administrative matter involving their study should raise the matter with their Trainer/Assessor who will attempt to resolve the issue immediately. Appeals may be made by email, phone or in person. If resolved it should be noted and placed in the student file and the complaints log.

(This step should commence within ten (10) working days of the assessment outcome being advised or the compliant issue becoming a concern).

Step 2

If still not satisfied, the student or staff member must complete the Complaints/Assessment Appeals Form (below) and forward to the Head of Training or the CEO. A second assessor (moderator) will be appointed

(This should occur within 5 working days of Step 1)

Step 3

For an assessment appeal it is to be reviewed by a different Assessor without reference to the original assessor's marks or commentary and the results of the review summarised on the Complaints/Assessment Appeals Form. The student will be advised of the appeals outcome within 10 working days. If resolved the matter is to be documented on the appeals form, a copy supplied to the student, and noted in the complaints log.

(This should occur within 10 working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal or complaint, it is to be reviewed by the CEO. The Compliance Officer will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The Compliance Officer if necessary will convene a review panel (usually the CEO, head trainer and compliance officer) to thoroughly examine the appeal or complaint.

(You will be advised of the outcome within 10 working days).

Step 5

If the student is not satisfied with the outcome of an internal appeal review they have the right to seek third party independent review. Prior to this the Institute will endeavour to consider all reasonable requests as it is not in the Institute's best interest to have dissatisfied students but it is also not in the Institute's best interest to accept an appeal where it is not justified. However, the Institute will abide by any direction from the third party independent review. The RTO review panel is available for the purpose of review: and consists of both internal and external members. Further, the complainant may wish to present their case to an independent external dispute resolution organisation such as the Resolution Institute.

On the 1st January 2015 IAMA integrated with LEADR to become Resolution Institute. As an integrated organisation, Resolution Institute offers the range of services previously available from each of these organisations, including ADR (alternative dispute resolution). "ADR usually describes dispute resolution where an independent person (an ADR practitioner, such as a mediator) helps people in dispute to try to sort out the issues between them. ADR can help people to resolve a dispute before it becomes so big that a court or tribunal becomes involved. ADR can be very flexible and can be used for almost any kind of dispute; even those that would never go to a court or tribunal." NADRAC, Your Guide to Dispute Resolution, 2012.
<http://www.resolution.institute/dispute-resolution/resolving-a-dispute>

Complaints *(refer above for Appeals)*

A complaint includes any issue regarding the behaviour of another, whether a staff member or student, that causes concern. This includes, but not limited to: harassment of any kind, service or lack of, offensive or suggestive language, discrimination of any type and so on.

First instance: Students and staff are encouraged to speak immediately with the person (staff or student) they have a complaint with or their trainer or supervisor. If the student or staff member is not comfortable addressing the issue directly with the person they have a complaint with or with the trainer or supervisor they are encouraged to contact the Compliance Officer or email, You can email your concern to reception@pipelinetraining.com.au, or another staff member that they can discuss the issue. The following is a guide only on making a complaint:

- Reason why a complaint was lodged
- The circumstances surrounding the issue
- Who was involved?
- Any evidence including dates and documentation
- The name of any witnesses who could support the investigation of the complaint
- A suggested outcome to resolve the complaint

Management will review the complaint and this may resolve the issue.

Second instance: If the issue is not resolved the student or staff member is encouraged to either speak to or contact in writing the Managing Director who will discuss the issue with the RTO Manager.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Prior to this the Institute will endeavour to consider all reasonable complaints against a staff member or student. The Institute will abide by any direction from the third party independent review. The RTO review panel is available for the purpose of review: The RTO review panel is available for the purpose of review: and consists of both internal and external members.

Outcomes of complaints will be provided to the candidate in writing within 15 working days of the decision.

Fourth instance:

If still not satisfied with the outcome of this procedure then the student will be advised of their right to refer the matter to the new complaints hotline: through the National Training Complaints Hotline, complaints will be directed to relevant authorities, connecting consumers with the most appropriate organisation to assist them. Students can register a complaint with the National Training Complaints Hotline by:

Phone: 13 38 73, Monday to Friday, 8am to 6pm nationally. Email: skilling@education.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service if required.

It should be noted that ASQA still has an on line complaints section at <http://www.asqa.gov.au/complaints/complaints.html> However, ASQA now takes a risk assessment approach to complaints as their resources are limited and will only focus on the most serious complaints.

If still not satisfied with the outcome of this procedure then the student will be advised of their right to refer Australia Fair Trading or seek legal advice.

Prior to this the Institute will endeavour to consider all reasonable requests, including the use of an independent third party as outlined above, as it is not in the Institute's best interest to have dissatisfied students but it is also not in the Institute's best interest to act on a unjustified compliant. However, the Institute will abide by any direction by an independent third party or by an external agency such as The Resolution Institute which offers ADR (described above) <http://www.resolution.institute/dispute-resolution/resolving-a-dispute>. Alternatively a complaint can be lodged online at <https://www.asqa.gov.au/complaints>

Complaints/Assessment Appeals Form

Course: _____

Assessment Details: _____

Date of Original Assessment: _____

Student Name: _____ (Student No) _____

Original Assessor: _____

Please attach a copy of original assessor's comments if available.

Original Assessment: _____

Date: _____

Moderator's Name: _____

Assessment: _____

Moderator's Comments on Original Assessor's Comments and Feedback:

Further Action (if required):

Action Completed:

CEO/Head trainer/moderator: _____ Date: _____

Access and Equity

As stated in our Code of Conduct Pipeline Training Australia adheres to the principals of access and equity for all students without harassment or discrimination of any kind.

At Pipeline Training Australia all our programs and services are relevant, accessible, fair and inclusive.

Pipeline Training Australia ensures its policies and procedures are understood and implemented by all staff and its representatives.

All students can gain access to their personal assessments, enrolment information, attendance records or any other documentation that is held by the RTO in relation to the enrolment. When requesting to access archived files an administration fee for retrieval will be charged.

You may view them on Pipeline Training premises in the presence of an authorised staff member, at a mutually agreed time. The RTO Manager must be made aware that this is being arranged.

Pipeline Training Australia will ensure that students are made aware of any changes that may affect their ability to complete any part of their learning. This may include a change of trainer/assessor, a change to the training package or any other unforeseen circumstance.

Student Performance Management/Disciplinary Action

All students are expected to work within Pipeline Training Australia's Code of Conduct by demonstrating respectable behaviour at all times.

Any misconduct like violence of any kind, theft, misuse or damage to facilities, equipment and training materials, attendance under the influence of alcohol or drugs, bullying or harassment are considered serious behaviours and may lead to disciplinary action.

In circumstances where performance management and disciplinary action is considered the student can expect the following steps to occur:

1. Discussion and recording of the nature of the misconduct
2. The acknowledgement of the misconduct by the student
3. File notes are kept on student files
4. If not resolved then the matter will be escalated to the RTO Manager to discuss and implement specific actions and outcomes within an agreed timeframe
5. These parameters will be closely monitored and if not adhered to by the student may result in course termination without refund.

Course Termination

Grounds for terminating a student from a course:

- Cheating or plagiarism
- Harassment, assault or bullying towards staff, students or visitors of Pipeline Training Australia Continued non submission of course assessments by the due date
- Pipeline Training Australia contacts students on a regular basis to discuss course progression, if despite our attempts no contact has been established after three months and no submission of work

- has been received, the student enrolment will be cancelled.
- Bringing or consuming alcohol, drugs or other illegal substances or being adversely affected by the influence of drugs, alcohol or other substances.

Trainers will discuss the grounds of termination with the students and put forward recommendation of action. The final decision to terminate lies with the RTO Manager.

A letter advising the student that their enrolment has been cancelled and their student file has been closed will be sent.

At all times the student has the option of following the Complaints and Appeals Policy as outlined in this student handbook.

Legislation

There is a variety of important State and Federal legislation that affects you as a student in the vocational education and training system. We recommend that you familiarise yourself with your rights and responsibilities under it. The legislation applies in all aspects of your training in your workplace and off-site. Some legislation is outlined below.

All NSW legislation is available online at www.legislation.nsw.gov.au

All QLD legislation is available online at www.legislation.qld.gov.au

All Commonwealth legislation can be found online at www.comlaw.gov.au

National Vocational Education and Training Regulator Act 2011

National Vocational Education and Training Regulator Act 2011 was established as a new approach to national regulation of the vocational education and training (VET) sector in Australia.

While the approach is new, most of the regulatory requirements have not changed at all.

Australian Skills Quality Authority

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Student Identifiers Act 2014

From 1 January 2015, all students undertaking nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

NSW Anti-Discrimination Act 1997

The Anti-Discrimination Board was set up under the *NSW Anti-Discrimination Act 1977* to administer that Act. It is the role of the board to promote anti-discrimination and equal opportunity principles and policies throughout NSW.

- Handle complaints of discrimination,
- Try to prevent discrimination from happening in the first place,
- Advise the Government.

Racial Discrimination Act 1975

An Act relating to the Eliminating of Racial and other Discrimination

Sex Discrimination Act 1984

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment

Disability Discrimination Act 1992

An Act relating to discrimination on the ground of disability

Work Health and Safety Act 2011

The objects of the *Work Health and Safety Act 2011* are to:

- secure and promote the health, safety and welfare of people at work,
- protect people against workplace health and safety risks,
- provide for consultation and cooperation between employers and workers in achieving the objects of the Act,
- ensure that risks are identified, assessed and eliminated or controlled,
- develop and promote community awareness of occupational health and safety issues,
- provide a legislative framework that allows for progressively higher standards of occupational health and safety to take account of new technologies and work practices,
- protect people against risks arising from the use of plant (i.e. machinery, equipment or appliances).

Copyright Act 2006

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

Privacy Act 1988

The Privacy Act regulates how personal information is collected, stored, used and disclosed.

Feedback and Compliments

Pipeline Training Australia welcomes your comments and feedback on the quality and relevance of the services provided.

Evaluation sheets are given at the completion of your course.

Your feedback is important to us, so we can ensure the quality of our training programs.

If you have any other comments you wish to make towards the continuous improvement of our training programs, other than on the evaluation sheets, please email your comments directly to reception@pipelinetraining.com.au

Acknowledgement

Before you complete your enrolment ensure you have read this handbook and understand the information provided. Please contact us if you don't understand anything or refer to our Frequently asked Questions (FAQS) for clarification.

By completing the enrolment process and paying for your course (in full or part) you are acknowledging that you have read and understood this handbook.

Frequently Asked Questions

Before I enrol in a course why do I need a Unique Student Identifier? How do I obtain one?

All students enrolling into a course are required to have a USI number. This is free to create just click on this link to make this happen. <https://www.usi.gov.au/your-usi/create-usi>

You will need proof of your identity to complete the process. Once you have a USI you will have a secure online record of your nationally recognised training which you can access anytime and anywhere. If you have any questions or need assistance please call Pipeline Training Australia on 02 9679 0066

How do I enrol?

You can enrol on our website please click on this link www.pipelinetraining.com.au once you have confirmed which course you would like to enrol into and your eligibility.

Is there an enrolment closing date?

For all Pipeline Training Australia short courses, which are normally one or two days duration please check out our website for upcoming course dates and availabilities.

If you are enrolling into a Government subsidised course there maybe strict start and end dates and in some cases, extensions will not be available. Otherwise enrolments are available all year round, so you can decide when to start your course!

How long will my course take?

While course start and end dates are predetermined, this can also depend upon the amount of time you can dedicate to your studies. When enrolling into a full qualification with Pipeline Training Australia a Training plan is developed and your input along with your Trainer/Assessor is agreed upon.

In the case of a traineeship you will have a start date and expected completion date according to your contract.

If you have a Government subsidised enrolment on our courses you must start and complete your training within the dates stipulated by the contract.

How do you get your course materials?

Once you enrol or book into a Pipeline Training Australia short course the invoice will be emailed to you, payment is required prior to the course. When you arrive at the training venue all resources and assessment material will be provided in class. If you enrol into an online course Pipeline Training Australia offers, upon payment you will be given access to the Elearning Student Portal to commence your studies.

If you are enrolling into a Government subsidised course, you will be given an invoice for the concessional fee to pay, you're learning materials will then be sent to you, or given in the classroom on the first days training.

Do I need to attend classes?

All short courses are trained at our Pipeline Training Australia Training rooms. If you are enrolled into a traineeship you will be completing on the job training therefore you don't attend any face to face training.

Do I need sit any exams?

There are no exams as all Pipeline Training Australia qualifications are competency based. This means you are required to demonstrate that you are competent based on a number of assessment methods. These may include: on-the-job demonstrations, evidence portfolios including third party reports, field evidence, photos and workbook activities, written and oral questions etc.

Can I enrol in more than one course at a time?

For Pipeline Training Australia short courses, you can enrol in more than one course at a time, please check the short course calendar for upcoming course dates in your State.

For full qualifications it is better to do one course at a time and consider your learning journey and the career pathway you wish to take. Please speak with a Pipeline Training Australia Course Coordinator or your Trainer in this regard.

When will I receive my certificate?

Certificates, Statements of Attainment or Cards are released when accounts are paid in full. Otherwise they are issued within 30 days of successful completion.

Please check with your State office in regards to short courses as these are issued in a shorter time frame.

Can I get a replacement card or certificate if I lose it?

Students are welcome to request an email copy of their certificate at no extra charge. If a hardcopy certificate or card is required there is a fee for this. Please contact your state office for the fee.

What if for any reason I cannot study due to commitments?

We understand that sometimes life gets in the way of our plans and progress, please do not hesitate to contact your State office and discuss your options for suspension, extension or deferral of your course.

If you change your mind as a last resort we can also advise on withdrawal or cancellation from your course.

We may also be able to assist or point you to the best community agencies who can help in many life situations.

Will I get credit for my previous study?

If you have successfully attained units through another RTO all you need to do is provide a verified copy of your transcript of competent units. Once we verify the units we can then award credit transfers where the unit code is the same. If you wish to apply for Recognition of Prior Learning (RPL) please speak with your State Administrator or Trainer/Assessor who can advise on the process and evaluate your prior learning and experience. For some Government funded courses there will be a fee reduction so please ask about RPL at the time of enrolment.

Appendices

Full details of qualifications:

RII40715 Certificate IV in Civil Construction Supervision

RII30915 Certificate III in Civil Construction -Pipe

RII30915 Certificate III in Civil Construction -Road

RII31615 Certificate III in Trenchless Technology

Language Literacy & Numeracy Assessment Tool Level 2

Language Literacy & Numeracy Assessment Tool Level 3

https://research.acer.edu.au/cgi/viewcontent.cgi?article=1011&context=transitions_misc

RII40715 Certificate IV in Civil Construction Supervision

Civil Construction Operations Supervisor

<http://qtis.training.qld.gov.au/Qualification/Details?modelCode=RII40615&version=0&trainingCatalogNumber=0>

Please refer to the [Declaration Policy](#) for the requirements relating to apprenticeships and traineeships.

Type:

Qualification

Job summary:

This qualification reflects the role of specialist civil construction personnel who perform technical specialist tasks. They perform tasks involving a broad range of varied activities most of which are complex and non-routine. They are responsible for applying the site work instructions and practices to ensure the quantity and quality of their outputs and contribute to the development of technical solutions for non-routine problems.

Australian Standard Classification of Occupations:

CIVIL ENGINEERING ASSOCIATE PROFESSIONALS

Sub-industry:

CIVIL ENGINEERING TECHNICIAN

Available Contract Modes:

- Full-time
The lodgement of a second training contract where one of the training contracts is full-time will be reviewed by the Department to determine if each of the parties to each training contract can meet their obligations. There must be a clear separation between the training and employment requirements for each training contract and must not be replicated through the one occupation only.
- Part-time
Minimum of 15 hours per week over each 4 week period throughout duration of apprenticeship/traineeship.
- Casual **NOT PERMITTED** in Queensland
- School-based
7.5 hours per week of paid employment. This may be averaged over a 3 month period.
Over the period of a year, the employer must provide at a minimum the equivalent of **375** hours (50 days) of paid employment.

For a school-based trainee to be eligible to complete in this traineeship they must have met the minimum paid employment requirement as outlined below:

- 30 month full time nominal completion duration - **125 days** minimum (937.50 hours)

Note: Each school-based traineeship has minimum paid employment requirements that are unique to the traineeship. Please refer to each traineeship in QTIS for further information.

Apprentices/trainees with a *disability* are entitled to work less than 15 hours per week when averaged over a 4 week cycle. They must be a holder of a disability pension and Pension concession card to be approved.

Other requirements for school-based:

School-based requirements

Students not enrolled in years 10, 11 or 12 may be eligible to enter a SAT provided there are exceptional circumstances warranting consideration and all other entry requirements are met, including being of an age where it is legal to undertake paid employment.

Before a student not in years 10, 11 or 12 commences a SAT, a business case supporting the arrangements must be provided to and approved by the Department of Employment, Small Business and Training (DESBT).

Delivery of training to school-based trainees

Limits have been imposed on the amount of institutional training which may be delivered to school-based apprentices, based on the nominal term of a full time training contract. This restriction does **not** apply to school-based traineeships.

Traineeship Probation/Duration Details:

All apprenticeships have a nominal term - this is the timeframe that is on the Traineeship training contract.

Mode	Start Date	End Date	Probation Period (days)	Nominal Term (months)
Full-time	13/06/2016		60	30

Minimum education standard:

Nil

Minimum entry age:

The Child Employment Act states that the minimum age for apprentices and trainees is 13 years of age, unless otherwise stated.

Entry Requirements:

Students not enrolled in years 10, 11 or 12 may be eligible to enter a SAT.

As a general rule, only Australian citizens and New Zealand citizens who have entered Australia on a valid passport have unrestricted rights to employment in Australia.

Visa holders may engage in apprenticeships or traineeships provided their work rights allows this, based on information and advice provided by the Department of Immigration and Border Protection.

Supervision requirements

Please refer to the [Declaration policy](#), table 16 for the requirements on supervision.

Modified supervision arrangements available: **NO**

Employers are required to provide, or arrange to provide the facilities, range of work, supervision and training as detailed in the training plan.

Qualified person for traineeships

1. A person who has satisfactorily completed a traineeship in the trainee's calling, and is the holder of a completion certificate issued under an Act, **or**
2. A person who holds a certificate of recognition issued under an Act, certifying the person has the necessary skills and knowledge in the calling, **or**
3. A tradesperson in the trainee's calling, as defined under a specific industrial instrument, **or**
4. A person who holds a tradesperson's certificate or certificate of recognition as a recognised tradesperson issued under the Tradespersons' Rights Regulation Act 1946 in the traineeship calling, **or**
5. A person who holds a relevant qualification in the traineeship calling, **or**
6. A person individually, or persons collectively, who has/have documented competence (achieved through an RPL or training pathway) or demonstrated competence in all the competencies the

employer is required to provide training for under the trainee's training plan (**note - cannot be a person or persons currently undertaking the same traineeship**), and

7. A person undertaking a traineeship, at a higher level than the trainee's, whose traineeship incorporates supervisory or coordinating skills and who has documented competence (achieved through an RPL or training pathway) in at least one of the competencies the employer is required to provide to the trainee under the training plan and who is supervised by a person who qualifies under (1), and/or (5) and/or (6).

And, where a licence to practice the calling is required, the qualified person holds a current licence.

Adequate supervision of apprentices and trainees **cannot** solely be provided from an offsite location by electronic means. Electronic means include, but are not limited to, telephones, radios and webcams.

The level of supervision will normally range between direct, general and broad as per the below guidelines:

- *Direct* - Close monitoring of work ensuring understanding and identifying potential risks and/or hazards
- *General* - Occasional monitoring to ensure progress is occurring
- *Broad* - Quality checking of completed tasks.

Licensing requirements - NIL

Status:

Current

Qld declaration date:

01/06/2016

Implementation date:

13/06/2016

Qualification details

Name:

Certificate IV in Civil Construction Operations

Qualification code:

RII40615

Qualification content:

[Click here for more details](#)

Training package:

RII - Resources and Infrastructure Industry Training Package - RII

Status:

Current

Queensland User Choice program funding details

The Queensland User Choice program funds preferred suppliers (RTOs) for the provision of services to eligible apprentices and trainees.

For more information, please visit [User Choice in Queensland](#).

Funded under the User Choice Program:

No

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Industrial relations details

Since 1 January 2010, all private sector employers and employees in Queensland, including apprentices and trainees, have their wages and conditions of employment covered by the Fair Work Act 2009 and modern awards. This legislation is administered by the Commonwealth Government Fair Work Ombudsman's office. <https://www.fairwork.gov.au/pay/minimum-wages/apprentice-and-trainee-pay-rates>.

Apprentices and trainees are considered employees and may receive entitlements the same as other employees such as: annual leave, sick leave, public holidays, superannuation, workers compensation and allowances. Apprentices and trainees must also receive a pay slip to cover full details of the pay for each pay period. Pay slips have to be given to an employee (including apprentices and trainees) within 1 working day of pay day and be either in electronic form or paper hard copy.

Parties should make enquiries with the Fair Work Ombudsman on Ph: 13 13 94 or at <http://www.fairwork.gov.au> to determine the correct industrial instrument and entitlements.

When employment is ceasing the employer or the employee (apprentice/trainee) must provide the appropriate notice periods as per the relevant award or registered workplace agreement. A notice period is the length of time that an employer or employee (apprentice/trainee) has to give to end employment. Additional information about notice periods can be found at: <http://www.fairwork.gov.au/ending-employment/notice-and-final-pay>.

Unfair dismissal is when an employee (apprentice/trainee) is dismissed from their job in a harsh, unjust or unreasonable manner. Additional information about unfair dismissal can be found at: <http://www.fairwork.gov.au/ending-employment/unfair-dismissal>.

Public sector and local government workers in Queensland remain under the state industrial relations system. Additional information about wages and conditions of employment for employees (apprentices/trainees employed by state or local government) can be found at: <https://www.forgov.qld.gov.au/pay-awards-and-agreements>.

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RII30915 Certificate III in Civil Construction -Pipe

Skilled Construction Worker - Pipe Layer

<http://qtis.training.qld.gov.au/Qualification/Details?modelCode=RII30915B&version=0&trainingCatalogNumber=21706>

Apprenticeship and traineeship details

Please refer to the [Declaration Policy](#) for the requirements relating to apprenticeships and traineeships.

Type:

Traineeship

Job summary:

This qualification reflects the role of a skilled operator working in pipe laying in the civil construction industry, who applies a broad range of skills in a varied work context, using some discretion and judgement and relevant theoretical knowledge. The individual may provide theoretical advice and support a team.

Australian Standard Classification of Occupations:

MOBILE CONSTRUCTION PLANT OPERATORS

Sub-industry:

GENERAL CONSTRUCTION PLANT OPERATOR

Available Contract Modes:

- Full-time
The lodgment of a second training contract where one of the training contracts is full-time will be reviewed by the Department to determine if each of the parties to each training contract can meet their obligations. There must be a clear separation between the training and employment requirements for each training contract and must not be replicated through the one occupation only.
- Part-time
Minimum of 15 hours per week over each 4 week period throughout duration of apprenticeship/traineeship.
- Casual **NOT PERMITTED** in Queensland
- School-based
7.5 hours per week of paid employment. This may be averaged over a 3 month period.
Over the period of a year, the employer must provide at a minimum the equivalent of **375** hours (50 days) of paid employment.

For a school-based trainee to be eligible to complete in this traineeship they must have met the minimum paid employment requirement as outlined below:

- 36 month full time nominal completion duration - **150 days** minimum (1125 hours)
Note: Each school-based traineeship has minimum paid employment requirements that are unique to the traineeship. Please refer to each traineeship in QTIS for further information.

Apprentices/trainees with a *disability* are entitled to work less than 15 hours per week when averaged over a 4 week cycle. They must be a holder of a disability pension and Pension concession card to be approved.

Apprentices identified as Elite/Professional Sportpersons are entitled to work less than 15 hours per week when averaged over a 4 week cycle. They must be the holder of an Elite Sportsperson

Notification that has been endorsed by the authorised sporting body to be approved. An Elite Sportsperson registered into this traineeship will be required to work a minimum of 375 hours (50 days) over each 12 month period.

Other requirements for school-based:

School-based requirements

Students not enrolled in years 10, 11 or 12 may be eligible to enter a SAT provided there are exceptional circumstances warranting consideration and all other entry requirements are met, including being of an age where it is legal to undertake paid employment.

Before a student not in years 10, 11 or 12 commences a SAT, a business case supporting the arrangements must be provided to and approved by the Department of Employment, Small Business and Training (DESBT).

Delivery of training to school-based trainees

Limits have been imposed on the amount of institutional training which may be delivered to school-based apprentices, based on the nominal term of a full time training contract. This restriction does **not** apply to school-based traineeships.

Traineeship Probation/Duration Details:

All apprenticeships have a nominal term - this is the timeframe that is on the Traineeship training contract.

Mode	Start Date	End Date	Probation Period (days)	Nominal Term (months)
Full-time	13/06/2016		90	36

Minimum education standard:

Nil

Minimum entry age:

The Child Employment Act states that the minimum age for apprentices and trainees is 13 years of age, unless otherwise stated.

Entry Requirements:

Students not enrolled in years 10, 11 or 12 may be eligible to enter a SAT.

As a general rule, only Australian citizens and New Zealand citizens who have entered Australia on a valid passport have unrestricted rights to employment in Australia.

Visa holders may engage in apprenticeships or traineeships provided their work rights allows this, based on information and advice provided by the Department of Immigration and Border Protection.

Supervision requirements

Please refer to the [Declaration policy](#), table 16 for the requirements on supervision.

*Modified supervision arrangements available: **NO***

Employers are required to provide, or arrange to provide the facilities, range of work, supervision and training as detailed in the training plan.

Qualified person for traineeships

1. A person who has satisfactorily completed a traineeship in the trainee's calling, and is the holder of a completion certificate issued under an Act, **or**
2. A person who holds a certificate of recognition issued under an Act, certifying the person has the necessary skills and knowledge in the calling, **or**
3. A tradesperson in the trainee's calling, as defined under a specific industrial instrument, **or**
4. A person who holds a tradesperson's certificate or certificate of recognition as a recognised tradesperson issued under the Tradespersons' Rights Regulation Act 1946 in the traineeship

calling, **or**

5. A person who holds a relevant qualification in the traineeship calling, **or**

6. A person individually, or persons collectively, who has/have documented competence (achieved through an RPL or training pathway) or demonstrated competence in all the competencies the employer is required to provide training for under the trainee's training plan (**note - cannot be a person or persons currently undertaking the same traineeship**), and

7. A person undertaking a traineeship, at a higher level than the trainee's, whose traineeship incorporates supervisory or coordinating skills and who has documented competence (achieved through an RPL or training pathway) in at least one of the competencies the employer is required to provide to the trainee under the training plan and who is supervised by a person who qualifies under (1), and/or (5) and/or (6).

And, where a licence to practice the calling is required, the qualified person holds a current licence.

Adequate supervision of apprentices and trainees **cannot** solely be provided from an offsite location by electronic means. Electronic means include, but are not limited to, telephones, radios and webcams.

The level of supervision will normally range between direct, general and broad as per the below guidelines:

- *Direct* - Close monitoring of work ensuring understanding and identifying potential risks and/or hazards
- *General* - Occasional monitoring to ensure progress is occurring
- *Broad* - Quality checking of completed tasks.

Licensing requirements - NIL

Status:

Phasing Out

Qld declaration date:

01/06/2016

Implementation date:

13/06/2016

Transitional arrangements:

Registered training organisations **must** refer to the **Australian Skills Quality Authority** [General direction: Transition & teach-out](#) for transition and teach-out arrangements on superseded Training Packages and accredited courses.

Supervising registered training organisations are required to ensure the training plan aligns with the most recent qualification.

This qualification is superseded by RII30919 - Certificate III in Civil Construction. Training and/or assessment to trainees in RII30915 CANNOT be conducted past 30 July 2021. Should training and/or assessment be required after 30 July 2021, trainees MUST commence in, or be transitioned to, RII30919.

When determining whether to register an apprentice/trainee in the superseded qualification or the new qualification, AASN providers and employers must ensure that where possible the latest training package qualification on the national register is delivered to apprentices and trainees. SRTO's must ensure they adhere to ASQA's General Direction - Learner Transition requirements. Dates supplied are for registration and amendment purposes only for training contracts maintained under the FET Act 2014.

Qualification details

Name:

Certificate III in Civil Construction

Qualification code:

RII30915

Qualification content:

[Click here for more details](#)

Training package:

RII - Resources and Infrastructure Industry Training Package - RII

Status:

Phasing Out

Queensland User Choice program funding details

The Queensland User Choice program funds preferred suppliers (RTOs) for the provision of services to eligible apprentices and trainees.

For more information, please visit [User Choice in Queensland](#).

Funded under the User Choice Program:

Yes

Full Price - Priority Population Groups:

\$13,330.00

Queensland Government Contribution - All Other Students including SATs:

\$13,330.00

Number of funded units of competency:

25

Priority:

1

Funding restrictions:

- Note that Queensland Government Contribution may be the same as Full Price, depending on qualification priority and thin market status

Funding not available for new commencements from:

29/01/2021

User Choice Training Catalogue Item:

21706

DELTA Qualification ID:

3328

Industry training group:

Construction - Civil

Industrial relations details

Since 1 January 2010, all private sector employers and employees in Queensland, including apprentices and trainees, have their wages and conditions of employment covered by the Fair Work Act 2009 and modern awards. This legislation is administered by the Commonwealth Government Fair Work Ombudsman's office. <https://www.fairwork.gov.au/pay/minimum-wages/apprentice-and-trainee-pay-rates>.

Apprentices and trainees are considered employees and may receive entitlements the same as other employees such as: annual leave, sick leave, public holidays, superannuation, workers compensation and allowances. Apprentices and trainees must also receive a pay slip to cover full details of the pay for each pay period. Pay slips have to be given to an employee (including apprentices and trainees) within 1 working day of pay day and be either in electronic form or paper hard copy.

Parties should make enquiries with the Fair Work Ombudsman on Ph: 13 13 94 or at <http://www.fairwork.gov.au> to determine the correct industrial instrument and entitlements.

When employment is ceasing the employer or the employee (apprentice/trainee) must provide the appropriate notice periods as per the relevant award or registered workplace agreement. A notice period is the length of time that an employer or employee (apprentice/trainee) has to give to end employment. Additional information about notice periods can be found at: <http://www.fairwork.gov.au/ending-employment/notice-and-final-pay>.

Unfair dismissal is when an employee (apprentice/trainee) is dismissed from their job in a harsh, unjust or unreasonable manner. Additional information about unfair dismissal can be found at: <http://www.fairwork.gov.au/ending-employment/unfair-dismissal>.

Public sector and local government workers in Queensland remain under the state industrial relations system. Additional information about wages and conditions of employment for employees (apprentices/trainees employed by state or local government) can be found at: <https://www.forgov.qld.gov.au/pay-awards-and-agreements>.

RII30915 Certificate III in Civil Construction -Road

Skilled Construction Worker - Road Construction and Maintenance

Apprenticeship and traineeship details

Please refer to the [Declaration Policy](#) for the requirements relating to apprenticeships and traineeships.

Type:

Traineeship

Job summary:

This qualification reflects the role of a skilled operator working in road construction and maintenance, who applies a broad range of skills in a varied work context, using some discretion and judgement and relevant theoretical knowledge. The individual may provide theoretical advice and support a team.

Australian Standard Classification of Occupations:

MOBILE CONSTRUCTION PLANT OPERATORS

Sub-industry:

GENERAL CONSTRUCTION PLANT OPERATOR

Available Contract Modes:

- Full-time
The lodgment of a second training contract where one of the training contracts is full-time will be reviewed by the Department to determine if each of the parties to each training contract can meet their obligations. There must be a clear separation between the training and employment requirements for each training contract and must not be replicated through the one occupation only.
- Part-time
Minimum of 15 hours per week over each 4 week period throughout duration of apprenticeship/traineeship.
- Casual **NOT PERMITTED** in Queensland
- School-based
7.5 hours per week of paid employment. This may be averaged over a 3 month period.
Over the period of a year, the employer must provide at a minimum the equivalent of **375** hours (50 days) of paid employment.

For a school-based trainee to be eligible to complete in this traineeship they must have met the minimum paid employment requirement as outlined below:

- 36 month full time nominal completion duration - **150 days** minimum (1125 hours)
Note: Each school-based traineeship has minimum paid employment requirements that are unique to the traineeship. Please refer to each traineeship in QTIS for further information.

Apprentices/trainees with a *disability* are entitled to work less than 15 hours per week when averaged over a 4 week cycle. They must be a holder of a disability pension and Pension concession card to be approved.

Apprentices identified as Elite/Professional Sportpersons are entitled to work less than 15 hours per week when averaged over a 4 week cycle. They must be the holder of an Elite Sportsperson Notification that has been endorsed by the authorised sporting body to be approved. An Elite Sportsperson registered into this traineeship will be required to work a minimum of 375 hours (50 days) over each 12 month period.

Other requirements for school-based:

School-based requirements

Students not enrolled in years 10, 11 or 12 may be eligible to enter a SAT provided there are exceptional circumstances warranting consideration and all other entry requirements are met, including being of an age where it is legal to undertake paid employment.

Before a student not in years 10, 11 or 12 commences a SAT, a business case supporting the arrangements must be provided to and approved by the Department of Employment, Small Business and Training (DESBT).

Delivery of training to school-based trainees

Limits have been imposed on the amount of institutional training which may be delivered to school-based apprentices, based on the nominal term of a full time training contract. This restriction does **not** apply to school-based traineeships.

Traineeship Probation/Duration Details:

All apprenticeships have a nominal term - this is the timeframe that is on the Traineeship training contract.

Mode	Start Date	End Date	Probation Period (days)	Nominal Term (months)
Full-time	13/06/2016		90	36

Minimum education standard:

Nil

Minimum entry age:

The Child Employment Act states that the minimum age for apprentices and trainees is 13 years of age, unless otherwise stated.

Entry Requirements:

Students not enrolled in years 10, 11 or 12 may be eligible to enter a SAT.

As a general rule, only Australian citizens and New Zealand citizens who have entered Australia on a valid passport have unrestricted rights to employment in Australia.

Visa holders may engage in apprenticeships or traineeships provided their work rights allows this, based on information and advice provided by the Department of Immigration and Border Protection.

Supervision requirements

Please refer to the [Declaration policy](#), table 16 for the requirements on supervision.

Modified supervision arrangements available: **NO**

Employers are required to provide, or arrange to provide the facilities, range of work, supervision and training as detailed in the training plan.

Qualified person for traineeships

1. A person who has satisfactorily completed a traineeship in the trainee's calling, and is the holder of a completion certificate issued under an Act, **or**
2. A person who holds a certificate of recognition issued under an Act, certifying the person has the necessary skills and knowledge in the calling, **or**
3. A tradesperson in the trainee's calling, as defined under a specific industrial instrument, **or**
4. A person who holds a tradesperson's certificate or certificate of recognition as a recognised tradesperson issued under the Tradespersons' Rights Regulation Act 1946 in the traineeship calling, **or**
5. A person who holds a relevant qualification in the traineeship calling, **or**
6. A person individually, or persons collectively, who has/have documented competence (achieved

through an RPL or training pathway) or demonstrated competence in all the competencies the employer is required to provide training for under the trainee's training plan (**note - cannot be a person or persons currently undertaking the same traineeship**), and

7. A person undertaking a traineeship, at a higher level than the trainee's, whose traineeship incorporates supervisory or coordinating skills and who has documented competence (achieved through an RPL or training pathway) in at least one of the competencies the employer is required to provide to the trainee under the training plan and who is supervised by a person who qualifies under (1), and/or (5) and/or (6).

And, where a licence to practice the calling is required, the qualified person holds a current licence.

Adequate supervision of apprentices and trainees **cannot** solely be provided from an offsite location by electronic means. Electronic means include, but are not limited to, telephones, radios and webcams.

The level of supervision will normally range between direct, general and broad as per the below guidelines:

- *Direct* - Close monitoring of work ensuring understanding and identifying potential risks and/or hazards
- *General* - Occasional monitoring to ensure progress is occurring
- *Broad* - Quality checking of completed tasks.

Licensing requirements - NIL

Status:

Phasing Out

Qld declaration date:

01/06/2016

Implementation date:

13/06/2016

Transitional arrangements:

Registered training organisations **must** refer to the **Australian Skills Quality Authority [General direction: Transition & teach-out](#)** for transition and teach-out arrangements on superseded Training Packages and accredited courses.

Supervising registered training organisations are required to ensure the training plan aligns with the most recent qualification.

This qualification is superseded by RII30919 - Certificate III in Civil Construction. Training and/or assessment to trainees in RII30915 CANNOT be conducted past 30 July 2021. Should training and/or assessment be required after 30 July 2021, trainees MUST commence in, or be transitioned to, RII30919.

When determining whether to register an apprentice/trainee in the superseded qualification or the new qualification, AASN providers and employers must ensure that where possible the latest training package qualification on the national register is delivered to apprentices and trainees. SRTO's must ensure they adhere to ASQA's General Direction - Learner Transition requirements. Dates supplied are for registration and amendment purposes only for training contracts maintained under the FET Act 2014.

Qualification details

Name:

Certificate III in Civil Construction

Qualification code:

RII30915

Qualification content:

[Click here for more details](#)

Training package:

RII - Resources and Infrastructure Industry Training Package - RII

Status:

Phasing Out

Queensland User Choice program funding details

The Queensland User Choice program funds preferred suppliers (RTOs) for the provision of services to eligible apprentices and trainees.

For more information, please visit [User Choice in Queensland](#).

Funded under the User Choice Program:

Yes

Full Price - Priority Population Groups:

\$10,880.00

Queensland Government Contribution - All Other Students including SATs:

\$10,880.00

Number of funded units of competency:

25

Priority:

1

Funding restrictions:

- Note that Queensland Government Contribution may be the same as Full Price, depending on qualification priority and thin market status

Funding not available for new commencements from:

29/01/2021

User Choice Training Catalogue Item:

21704

DELTA Qualification ID:

3329

Industry training group:

Construction - Civil

Industrial relations details

Since 1 January 2010, all private sector employers and employees in Queensland, including apprentices and trainees, have their wages and conditions of employment covered by the Fair Work Act 2009 and modern awards. This legislation is administered by the Commonwealth Government Fair Work Ombudsman's office. <https://www.fairwork.gov.au/pay/minimum-wages/apprentice-and-trainee-pay-rates>.

Apprentices and trainees are considered employees and may receive entitlements the same as other employees such as: annual leave, sick leave, public holidays, superannuation, workers compensation and allowances. Apprentices and trainees must also receive a pay slip to cover full details of the pay for each pay period. Pay slips have to be given to an employee (including apprentices and trainees) within 1 working day of pay day and be either in electronic form or paper hard copy.

Parties should make enquiries with the Fair Work Ombudsman on Ph: 13 13 94 or at <http://www.fairwork.gov.au> to determine the correct industrial instrument and entitlements.

When employment is ceasing the employer or the employee (apprentice/trainee) must provide the appropriate notice periods as per the relevant award or registered workplace agreement. A notice period is the length of time that an employer or employee (apprentice/trainee) has to give to end employment. Additional information about notice periods can be found at: <http://www.fairwork.gov.au/ending-employment/notice-and-final-pay>.

Unfair dismissal is when an employee (apprentice/trainee) is dismissed from their job in a harsh, unjust or unreasonable manner. Additional information about unfair dismissal can be found at: <http://www.fairwork.gov.au/ending-employment/unfair-dismissal>.

Public sector and local government workers in Queensland remain under the state industrial relations system. Additional information about wages and conditions of employment for employees (apprentices/trainees employed by state or local government) can be found at: <https://www.forgov.qld.gov.au/pay-awards-and-agreements>.

RII31615 Certificate III in Trenchless Technology

Skilled Construction Worker (Trenchless Technology)

<http://qtis.training.qld.gov.au/Qualification/Details?modelCode=RII31615&version=0&trainingCatalogNumber=21710>

Apprenticeship and traineeship details

Please refer to the [Declaration Policy](#) for the requirements relating to apprenticeships and traineeships.

Type:

Traineeship

Job summary:

This qualification reflects the role of a skilled operator working in trenchless technology in the civil construction industry, who applies a broad range of skills in a varied work context, using some discretion and judgement and relevant theoretical knowledge. The individual may provide theoretical advice and support a team.

Australian Standard Classification of Occupations:

MOBILE CONSTRUCTION PLANT OPERATORS

Sub-industry:

GENERAL CONSTRUCTION PLANT OPERATOR

Available Contract Modes:

- Full-time
The lodgment of a second training contract where one of the training contracts is full-time will be reviewed by the Department to determine if each of the parties to each training contract can meet their obligations. There must be a clear separation between the training and employment requirements for each training contract and must not be replicated through the one occupation only.
- Part-time
Minimum of 15 hours per week over each 4 week period throughout duration of apprenticeship/traineeship.
- Casual **NOT PERMITTED** in Queensland
- School-based
7.5 hours per week of paid employment. This may be averaged over a 3 month period.
Over the period of a year, the employer must provide at a minimum the equivalent of **375** hours (50 days) of paid employment.

For a school-based trainee to be eligible to complete in this traineeship they must have met the minimum paid employment requirement as outlined below:

- 24 month full time nominal completion duration - **100 days** minimum (750 hours)

Note: Each school-based traineeship has minimum paid employment requirements that are unique to the traineeship. Please refer to each traineeship in QTIS for further information.

Apprentices/trainees with a *disability* are entitled to work less than 15 hours per week when averaged over a 4 week cycle. They must be a holder of a disability pension and Pension concession card to be approved.

Other requirements for school-based:

School-based requirements

Students not enrolled in years 10, 11 or 12 may be eligible to enter a SAT provided there are exceptional circumstances warranting consideration and all other entry requirements are met, including being of an age where it is legal to undertake paid employment.

Before a student not in years 10, 11 or 12 commences a SAT, a business case supporting the arrangements must be provided to and approved by the Department of Employment, Small Business and Training (DESBT).

Delivery of training to school-based trainees

Limits have been imposed on the amount of institutional training which may be delivered to school-based apprentices, based on the nominal term of a full time training contract. This restriction does **not** apply to school-based traineeships.

Traineeship Probation/Duration Details:

All apprenticeships have a nominal term - this is the timeframe that is on the Traineeship training contract.

Mode	Start Date	End Date	Probation Period (days)	Nominal Term (months)
Full-time	13/06/2016		90	24

Minimum education standard:

Nil

Minimum entry age:

The Child Employment Act states that the minimum age for apprentices and trainees is 13 years of age, unless otherwise stated.

Entry Requirements:

Students not enrolled in years 10, 11 or 12 may be eligible to enter a SAT.

As a general rule, only Australian citizens and New Zealand citizens who have entered Australia on a valid passport have unrestricted rights to employment in Australia.

Visa holders may engage in apprenticeships or traineeships provided their work rights allows this, based on information and advice provided by the Department of Immigration and Border Protection.

Supervision requirements

Please refer to the [Declaration policy](#), table 16 for the requirements on supervision.

Modified supervision arrangements available: **NO**

Employers are required to provide, or arrange to provide the facilities, range of work, supervision and training as detailed in the training plan.

Qualified person for traineeships

1. A person who has satisfactorily completed a traineeship in the trainee's calling, and is the holder of a completion certificate issued under an Act, **or**
2. A person who holds a certificate of recognition issued under an Act, certifying the person has the necessary skills and knowledge in the calling, **or**
3. A tradesperson in the trainee's calling, as defined under a specific industrial instrument, **or**
4. A person who holds a tradesperson's certificate or certificate of recognition as a recognised tradesperson issued under the Tradespersons' Rights Regulation Act 1946 in the traineeship calling, **or**
5. A person who holds a relevant qualification in the traineeship calling, **or**
6. A person individually, or persons collectively, who has/have documented competence (achieved through an RPL or training pathway) or demonstrated competence in all the competencies the employer is required to provide training for under the trainee's training plan (**note - cannot be a person or persons currently undertaking the same traineeship**), and

7. A person undertaking a traineeship, at a higher level than the trainee's, whose traineeship incorporates supervisory or coordinating skills and who has documented competence (achieved through an RPL or training pathway) in at least one of the competencies the employer is required to provide to the trainee under the training plan and who is supervised by a person who qualifies under (1), and/or (5) and/or (6).

And, where a licence to practice the calling is required, the qualified person holds a current licence.

Adequate supervision of apprentices and trainees **cannot** solely be provided from an offsite location by electronic means. Electronic means include, but are not limited to, telephones, radios and webcams.

The level of supervision will normally range between direct, general and broad as per the below guidelines:

- *Direct* - Close monitoring of work ensuring understanding and identifying potential risks and/or hazards
- *General* - Occasional monitoring to ensure progress is occurring
- *Broad* - Quality checking of completed tasks.

Licensing requirements - NIL

Status:

Phasing Out

Qld declaration date:

01/06/2016

Implementation date:

13/06/2016

Transitional arrangements:

Registered training organisations **must** refer to the **Australian Skills Quality Authority** [General direction: Transition & teach-out](#) for transition and teach-out arrangements on superseded Training Packages and accredited courses.

Supervising registered training organisations are required to ensure the training plan aligns with the most recent qualification.

This qualification is superseded by RII31619 - Certificate III in Trenchless Technology. Training and/or assessment to trainees in RII31615 CANNOT be conducted past 30 July 2021. Should training and/or assessment be required after 30 July 2021, trainees MUST commence in, or be transitioned to, RII31619.

When determining whether to register an apprentice/trainee in the superseded qualification or the new qualification, AASN providers and employers must ensure that where possible the latest training package qualification on the national register is delivered to apprentices and trainees. SRTO's must ensure they adhere to ASQA's General Direction - Learner Transition requirements. Dates supplied are for registration and amendment purposes only for training contracts maintained under the FET Act 2014.

Qualification details

Name:

Certificate III in Trenchless Technology

Qualification code:

RII31615

Qualification content:

[Click here for more details](#)

Training package:

RII - Resources and Infrastructure Industry Training Package - RII

Status:

Phasing Out

Queensland User Choice program funding details

The Queensland User Choice program funds preferred suppliers (RTOs) for the provision of services to eligible apprentices and trainees.

For more information, please visit [User Choice in Queensland](#).

Funded under the User Choice Program:

Yes

Full Price - Priority Population Groups:

\$13,600.00

Queensland Government Contribution - All Other Students including SATs:

\$13,600.00

Number of funded units of competency:

26

Priority:

1

Funding restrictions:

- Note that Queensland Government Contribution may be the same as Full Price, depending on qualification priority and thin market status

Funding not available for new commencements from:

29/01/2021

User Choice Training Catalogue Item:

21710

DELTA Qualification ID:

3333

Industry training group:

Construction - Civil

Industrial relations details

Since 1 January 2010, all private sector employers and employees in Queensland, including apprentices and trainees, have their wages and conditions of employment covered by the Fair Work Act 2009 and modern awards. This legislation is administered by the Commonwealth Government Fair Work Ombudsman's office. <https://www.fairwork.gov.au/pay/minimum-wages/apprentice-and-trainee-pay-rates>.

Apprentices and trainees are considered employees and may receive entitlements the same as other employees such as: annual leave, sick leave, public holidays, superannuation, workers compensation and allowances. Apprentices and trainees must also receive a pay slip to cover full details of the pay for each pay period. Pay slips have to be given to an employee (including apprentices and trainees) within 1 working day of pay day and be either in electronic form or paper hard copy.

Parties should make enquiries with the Fair Work Ombudsman on Ph: 13 13 94 or at <http://www.fairwork.gov.au> to determine the correct industrial instrument and entitlements.

When employment is ceasing the employer or the employee (apprentice/trainee) must provide the appropriate notice periods as per the relevant award or registered workplace agreement. A notice period is the length of time that an employer or employee (apprentice/trainee) has to give to end employment. Additional information about notice periods can be found at: <http://www.fairwork.gov.au/ending-employment/notice-and-final-pay>.

Unfair dismissal is when an employee (apprentice/trainee) is dismissed from their job in a harsh, unjust or unreasonable manner. Additional information about unfair dismissal can be found at: <http://www.fairwork.gov.au/ending-employment/unfair-dismissal>.

Public sector and local government workers in Queensland remain under the state industrial relations system. Additional information about wages and conditions of employment for employees (apprentices/trainees employed by state or local government) can be found at: <https://www.forgov.qld.gov.au/pay-awards-and-agreements>.

Language Literacy and Numeracy Level 2

NSW Unit 4/322 Annangrove Road
Rouse Hill, NSW 2155
P: 02 9679 0066
E: reception@pipelinetraining.com.au



Learner Details and Declarations

Learner Name *(in full)*: Date:

Mobile: Email:

Course Name:

Learner Instructions

1. You must attempt all sections in this LLN Indicator Tool. If you have indicated on the Enrolment Form that you have a disability, impairment or long-term condition then a training consultant will contact you via telephone to conduct the oral component. This involves engaging in a short conversation with you, and will not take more than 5 minutes.
2. You have up to ten (10) business days to return this LLN Indicator Tool to the Administration Department. Please note training cannot commence until this has been completed and returned.
3. You must use a digital signature or hand-written signature when completing the Learner Declaration section.
4. Email the completed LLN Indicator Tool to reception@pipelinetraining.com.au

Learner Declaration

I declare that no part of this LLN Indicator Tool has been completed by another person and all written responses are my own:

Digital/hand signature Date Signed:

PERSONAL DETAILS:			
Student Name: <input type="text"/>			
Date: <input type="text"/>	Date of Birth: <input type="text"/>	Country of Birth: <input type="text"/>	
Gender:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Neutral
Postal Address: <input type="text"/>			
Employment Status:	Permanent Full Time <input type="checkbox"/>	Part Time <input type="checkbox"/>	Casual <input type="checkbox"/>
Employment Status Other: <input type="text"/>			
Are you a Permanent Resident? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Do you speak English as a second language? <input type="checkbox"/> Yes <input type="checkbox"/> No			

Learner Record

Skill Area	Trainer Assessor Comments
Literacy/Reading	<input type="text"/>
Literacy/Writing	<input type="text"/>
Numeracy	<input type="text"/>
Foundation skills Learning Program Recommended? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, has information and documentation on learning support been provided? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Trainer/Assessor Name <input type="text"/>	Date <input type="text"/>
Signed <input type="text"/>	

Please complete this activity sheet to the best of your ability.

The following questions do not have a pass or fail score, but will give your trainer an indication of your language, literacy and numeracy.

LANGUAGE AND COMPREHENSION:

- 1) Write the shape of the following signs below the signs shown below. Choose from triangle, octagon, square, rectangle

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- 2) Which of the following signs advises you to wear safety glasses when handling hazardous chemicals. Please tick the appropriate box.

- A
- B
- C

<p>A.</p>		<p>B.</p>		<p>C.</p>	
-----------	--	-----------	--	-----------	--

2) Use the following words to complete the two sentences.

traffic controller, permitted, mobile phone, not, disciplinary, traffic controller.

You are allowed to use your when working as a on site. Please be aware that leaning on vehicles is not and can lead to action.

3) Please share with us why you would like to enrol in the Traffic Control Course?

NUMERACY:

Please tick the correct answer

Consider the following scenario

1) You need to put out safety cones at 10 metre spacing's for a distance of 160m. A. 16

Think carefully about how many cones you will need. B. 17

C. 18

2) If the distance D is equal to 40m, what is 2xD?

A. 20M

B. 45M

C. 80M

D. 120M

3) Each Ute holds 15 traffic signs. At the end of the day the traffic crew takes back 6 Utes to the depot. How many traffic signs in total are taken back to the depot?

A. 15

B. 55

C. 90

4) The local DIY shop is having a sale. All items have been reduced by 30%. Complete the table to show the sale price of the items.

Item	Normal price	Sale price 30% off
Shovels	\$ 35.00	<input type="text"/>
Gardening Cloves	\$ 18.00 (2 pack)	<input type="text"/>
Mosquito Spray	\$ 9.00	<input type="text"/>
Tarpaulin	\$ 50.00	<input type="text"/>

How much time is there between 7:30am and 3:45pm?

- A) 8 hours and 15 minutes B) 4 hours and 30 minutes
- C) 7 hours and 45 minutes D) 7 hours and 15 minutes

What will you pay if you get 10% discount off \$145.00?

- A) \$159.50 B) \$130.50
- C) \$14.50 D) \$15.00

36 + 51 =

- A) 42 B) 91 C) 87

6% of 110

- A) 6 B) 6.6 C) 103.4

If $x = 11$ and $y = 16$ what is x times y ?

- A) 176 B) 186 C) 196.55
-

What is 125 divided by 3?

- A) 36.66 B) 375 C) 41.66
-

$128.5 - 93.6 =$

- A) 33.1 B) 232.10 C) 34.9
-

$1\frac{3}{4} + 6\frac{2}{4} =$

- A) 7 B) $7\frac{5}{8}$ C) $8\frac{1}{4}$
-

Add 3 kilograms to 850 grams

- A) 3850 kilograms
 B) 835 grams
 C) 3.85 kilograms

COMPREHENSION & LITERACY TASK

(The passage below is information relating to the BCC30103 Certificate III in Civil Engineering training course as a sample for the questions below)

This course aims to provide skills and knowledge for people who want to enter or are currently employed in the civil construction industry.

You will develop a range of skills in areas such as small plant and equipment, hand and power tools, basic levelling and excavation. You will also learn how to safely work on a construction site.

Career Opportunities

This course enables you to become a skilled construction worker.

Entry Requirements

There are no formal educational entry requirements for this course. Before commencing workshop activities or on-site training and assessment in this course, learners must have completed WorkCover approved WHS General Induction Training.

Early Exit Points

Students who exit after completion of groups 1 and 2 will be eligible to receive BCC20103 Certificate II in Civil Construction.

Questions relating to the text above.

Who is this course for?

What are a couple of skill areas' you will develop?

Are there any entry requirements for this course?

What groups must you complete to get a certificate?

Language Literacy and Numeracy Level 3

PERSONAL DETAILS:

Students Name: _____ Date: _____

Age: _____ Place of Birth: _____

Sex: Male Female Other _____

Employment Status: Permanent Part time Casual Share Other

Are you a Permanent Resident? Yes No

Do you speak English as a second language? Yes No

Trainer Comments

Literacy/Reading _____

Literacy/Writing _____

Numeracy _____

Learning Program Recommended Yes No

If yes, has information and documentation on learning support been provided? Yes No

Trainer/Assessor Name _____

Date _____

Signed _____

SKILLS RATING:

	Low			Medium				High		
Speaking and Listening	1	2	3	4	5	6	7	8	9	10
Reading	1	2	3	4	5	6	7	8	9	10
Writing	1	2	3	4	5	6	7	8	9	10
Maths	1	2	3	4	5	6	7	8	9	10

LITERACY AND NUMERACY:

Consider the following scenario

You need to put out safety cones at 10 metre spacing's for a distance of 160m.

A. 16

Think carefully about how many cones you will need.

B. 17

C. 18

If the distance D is equal to 40m, what is 2D?

A. 20M

B. 45M

C. 80M

What is the blood alcohol level for driving a heavy vehicle?

A. 0.05

B. 0.01

C. 0.00

What is 10 Dollars plus 10 Dollars?

A. 20

B. Twenty

C. \$20.00

MATHS:

Please circle the correct answer

$36 + 51 =$

- A: 42
- B: 91
- C: 87

6% of 110 =

- A: 6
- B: 6.6
- C: 103.4

If $x = 11$ and $y = 16$ what is x times y ?

- A: 176
- B: 186
- C: 196.55

What is 125 divided by 3?

- A: 36.66
- B: 375
- C: 41.66

$128.5 - 93.6 =$

- A: 33.1
- B: 232.1
- C: 34.9

$1 \frac{3}{4} + 6 \frac{2}{4} =$

- A: 7
- B: $7 \frac{5}{8}$
- C: $8 \frac{1}{4}$

COMPREHENSION:

(The passage below is information relating to the BCC30103 Certificate III in Civil Engineering training course)

This course aims to provide skills and knowledge for people who want to enter or are currently employed in the civil construction industry.

You will develop a range of skills in areas such as small plant and equipment, hand and power tools, basic levelling and excavation. You will also learn how to safely work on a construction site.

Career Opportunities

This course enables you to become a skilled construction worker.

Entry Requirements

There are no formal educational entry requirements for this course. Before commencing workshop activities or on-site training and assessment in this course, learners must have completed WorkCover approved OHS General Induction Training (available from TAFE or other RTOs).

Early Exit Points

Students who exit after completion of groups 1 and 2 will be eligible to receive BCC20103 Certificate II in Civil Construction.

Questions:

Who is this course for? _____

What are a couple skill areas you will develop? _____

What will you be skilled as at the end of this course? _____

Are there any entry requirements for this course? _____

What groups must you complete to get a certificate? _____



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