



**CONSTRUCTION**  
Training Group

# STUDENT INFORMATION BOOKLET

**Address:** 12 Kingsley Close, Rowville VIC 3178

**Phone:** 03 9763 5449

**Email:** [info@constructiontraininggroup.com.au](mailto:info@constructiontraininggroup.com.au)

**Website:** [www.constructiontraininggroup.com.au](http://www.constructiontraininggroup.com.au)

Version 3.0

## Introduction

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Construction Training Group (CTG) is a Registered Training Organisation (RTO Number 21396), formed in 2002. We operate in accordance with the national Australian Quality Training Framework standards and the requirements of the Victorian Registration and Qualification Authority.

With training conducted throughout Victoria, we offer a range of flexible training options to both individuals and companies. We work closely with small and large business, including government clients, to develop and deliver customised training, specific to each organisation.

Our courses are delivered by fully accredited trainers whose industry-based knowledge and skills remain relevant to the various industries in which they came from.

We guarantee our clients will be provided with the highest quality of training and assessment with integrity, which will not be compromised, at a fair and reasonable price.

Please ensure that you read the Student Information Booklet thoroughly. If you have any questions or concerns, please let one of the CTG staff know.

## Information for Students

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### Accessing your records

You can access your own training records at any time by contacting Reception. Depending on the nature of the request you will either be provided with the information immediately or you will be advised that the information will be provided to you after the information has been extracted from our recording systems. Records that have been securely archived off site may take some days to access.

Only you will be given access to your records, proof of identification will be required. No other person or party will have access without your authorisation.

In some cases you may be required to put a request for information in writing to the RTO Manager (this will depend on the information being sought).

### Accidents/First Aid

If you need help in an accident/first aid situation, a number of CTG staff are trained in first aid.

A first aid kit is located in the Student Lounge area.

Please note that Panadol/Paracetamol will not be issued by CTG staff, however you can bring and administer your own if required.

Accidents, injuries or near misses must be reported to your trainer/assessor.

### Assessment

At key points in your course you will be assessed by a qualified assessor, who will use a variety of assessment methods to determine your progress and level of skill and knowledge. Detailed assessment information for each component of your course will be provided at the beginning of each unit or module.

### Assessment Methods

The methods of assessment that may be used include the following.

- **Written** – such as:
  - Tests held during training sessions.
  - Projects that you will be given to complete during sessions, on-the-job or in your own time.
  - Assessment questions in your workbook.
- **Observation** - A qualified assessor will either come to your workplace and observe you while you work, and/or observe you in a training session.
- **Verbal Questions** - A qualified assessor or trainer will ask you questions. This could occur while you are working or in a training session.
- **360° Feedback** - This uses feedback from your managers, supervisors, assessors and trainers who have been working with you, and observing your skills and knowledge.
- **Class Exercises** – A range of activities completed in class.
- **Role Plays**

- **Supervisor/Third Party Reports**

### Outcomes of Assessment

For each unit you will be assessed as either:

- Competent (C), or
- Not Yet Competent (NYC)  
If you receive a NYC assessment, your Assessor will work with you to further develop your skills and knowledge, so that you can be re-assessed at a later date.

### Special Consideration in Assessment

If you are experiencing circumstances beyond your control which are impacting your ability to meet the assessment requirements of the course, you should discuss this with your Trainer/Assessor as soon as possible, and in all instances prior to the due date of an assignment or the administration of an assessment task (e.g. test or exam). Depending on the nature of your request, the matter may be resolved by the Trainer/Assessor or be referred to the RTO Manager for further consideration. In some instances you may be required to write a letter to the RTO Manager and include the reasons for requiring the special consideration. Evidence to support the request (e.g. doctor's certificate) may also be required.

On the basis of the information provided, the RTO Manager in consultation with your Trainer/Assessor will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved, the changes will take place in regard to the assessment process.

### Attendance

On arrival at training you must sign the course attendance sheet. It is your responsibility to be on time each day of the course and attend for the duration of the course. NB If you are more than 30 minutes late you may be excluded from the course.

If you are unable to attend, please ring Reception and leave a message for the trainer/assessor.

### Car Parking & Transport

Limited onsite parking is available; though all day street parking is available. Public bus options are available, for details of public transport options check out [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)

### Certificates & Operator Cards

When you successfully complete one or more units for competency from a national qualification you will receive a **Statement of Attainment** listing all competencies completed. When all requirements of a national qualification are met you will receive a **Qualification** certificate. Those students completing a non-nationally recognised program will receive a Certificate of Completion.

Should for any reason you require a replacement certificate, contact CTG reception. Replacement certificates are issued at a cost of \$25.00. NB Verification of personal details will be required prior to re-issuance.

For specific courses, Operator Cards will also be issued. Replacement cards can be provided at a cost of \$70.00. NB Verification of personal details will be required prior to re-issuance.

## Changes to Personal Details

Please notify Reception if your name, address, phone number, employment status or other relevant details have changed. This ensures that you receive correspondence promptly and that we contact the appropriate person in case of an emergency.

## Cheating and Plagiarism

Cheating and plagiarism are serious breaches of conduct and may result in suspension or expulsion from your course.

*Cheating includes but is not necessarily limited to:*

- Submission of work that is not the student's own for papers, assignments or examinations.
- Submission of work which has been stolen, purchased or borrowed.
- Submission or use of falsified data.
- Collaboration in the preparation of an assignment, unless such collaboration is specifically permitted or required by the assessor.
- Use of unauthorised material including textbooks, notes or computer programs during an examination.
- Submission of the same work for credit in two courses.

*Plagiarism means to take and use another person's ideas or work without acknowledgement.*

Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, internal reports, lecture notes CD's or the internet, without clearly indicating the origin;
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work;
- Use of another person's ideas, work or research data without acknowledgement;
- Copying computer files without clearly indicating their origin.

Further information about cheating and plagiarism including preventative strategies can be found in the Cheating and Plagiarism procedure, available on the CTG web site.

## Child Care

There are no child care facilities available at CTG.

## Class Breaks

During training mini refreshment and longer meal breaks will be scheduled. A vending machine with limited food and drinks is located within the student lounge; food and drinks can also be purchased from a mobile van Monday – Friday. A microwave, refrigerator, coffee and tea making facilities are also available for student use.

Please ensure you return from breaks in a timely manner.

## Code of conduct and expected professional behaviour

**CTG is committed to:**

- providing a supportive and encouraging learning environment;
- promoting a climate conducive to effective learning, and
- conducting training in a professional and ethical manner

### **CTG Training Team Members are committed to:**

- treating all students with respect and courtesy;
- ensuring all students are treated equally and fairly , and
- maintaining currency in their vocational field of expertise, and training and assessment practices.

### **Students are expected to:**

- display a commitment to learning and to achieving success;
- be responsible and to be accountable for their own learning, behaviour and decisions;
- actively participate in all activities and learning experiences;
- report to class promptly each day, ready and willing to actively participate;
- be accountable for punctuality and attendance;
- use acceptable language and be polite. Verbal abuse, offensive language and disrespect are unacceptable and will not be tolerated;
- wear clothing and shoes suitable to undertake the course. CTG reserves the right to send home students who are inappropriately dressed;
- work in harmony and respect the rights and opinions of other students;
- treat others as they themselves would like to be treated;
- stay within the designated areas and not distract other classes being conducted;
- value and care for all CTG property, and
- be free of the influence of alcohol and drugs.

A detailed Student Code of Conduct is available on the CTG website

[www.constructiontraininggroup.com.au](http://www.constructiontraininggroup.com.au) Any breach of this code may result in course suspension or expulsion.

## **Complaints and Appeals**

If you have a concern about any aspect of your course, or if a problem arises between you and another student, or you and a member of staff, there are a number of options available to you which are detailed in the CTG Complaint and Appeals procedure.

A copy of the Complaints and Appeals procedure is available on the CTG web site.

## **Disciplinary Procedures**

CTG adheres to the principles of adult learning, aims to create a learning environment that facilitates the learning of all students without interference or disturbance from others, and encourages students to respect and protect the rights of others. Students are expected to adhere to the Code of Conduct and behave in a professional manner.

Students who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- wilful damage or removal of CTG property;
- assault or harassment (physical or verbal);
- cheating or attempting to cheat or assisting any other student to cheat by any means;

- negligent or disorderly conduct towards a staff member or student;
- being under the influence of alcohol or drugs;
- smoking in non-smoking areas, and/or
- infringing copyright.

In addition students should also note that enrolment may be suspended or discontinued by the Managing Director for:

- behaviour that threatens the safety of others, interferes with the duties of staff or other participant's study, damages or threatens CTG property, or the good order of CTG;
- non payment of course/module/unit fees, or
- a second incident of cheating or plagiarism.

### **Disclosure of Information**

Your personal or course details will not be released to a third party without your written authorisation. However CTG is required to provide the Victorian Government through the Department of Education and Training and government funding bodies (where applicable), with student and training activity data which may include information that you provide during enrolment. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines which is available at [www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx](http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx). The Department may use the information provided for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisors, other government agencies, professional bodies and/or other organisations.

Furthermore, the *Education and Training Reform Act 2006* (Vic) requires CTG to collect and disclose personal information for a number of purposes including the allocation of a Victorian Student Number and updating your personal information on the Victorian Student Register. Lastly, where disclosure is made under compulsion of Federal and State law, CTG will seek legal advice from its lawyers and/or insurers. For more information in relation to how student information may be used or disclosed please contact CTG's RTO Manager via telephone 9763 5449 or [info@CTG1.com.au](mailto:info@CTG1.com.au)

### **Dress Codes**

CTG requires that participants are dressed in attire appropriate to the course they are studying. For safety reasons most courses require the wearing of specialised footwear and clothing when doing practical work; you will be notified of such requirements.

### **Drugs and Alcohol**

Non prescription drugs and alcohol are not permitted in training or assessment rooms. Offenders will be suspended or expelled from the course and police action may be taken.

### **Enrolment process**

The enrolment process allows CTG to collect accurate and true information on individual students and their programs of study. This information enables CTG to plan its resources and enables us to help identify the learning needs of each student. By filling out the enrolment form it will also ensure that our state and federal government regulatory requirements are met.

Completion of the Enrolment Form is compulsory and extremely important for any nationally recognised course in which you wish to complete. Every field in the enrolment form requires your attention and completion.

Enrolment data is collected and stored electronically, and the original copy is filed away in archive. CTG accepts all students right to privacy and will treat all student information confidentially in line with the CTG Privacy Policy. For further information about the use of enrolment information, please refer to the Disclosure of Information section of this Handbook.

## Equal Opportunity

CTG will not engage in discrimination towards any group or individual in any form, inclusive of: gender, race, nationality, religion, physical or intellectual disability, age or physical ability. This commitment applies to all services and operations of the company, including recruitment, assessment, and customer services.

CTG will endeavour to provide assistance and support services to those students with special learning needs or those facing particular difficulties. Whilst CTG will make every effort to accommodate the special needs of individuals, in those instances where successful course completion is unlikely CTG will advise the applicant/student and assist the applicant/student to identify a suitable alternative.

## Feedback

Your feedback is important to us, so please provide us with your thoughts at any time during the course. A formal feedback process, via written surveys, will be conducted at key points during the course and we thank you for taking the time to complete these.

Students receiving government funding may receive a survey from the National Centre for Vocational Education Research (NCVER); an invitation to take part in a project endorsed by the funding body, and/or be contacted by a representative from the funding body to talk to you about your training.

## Fire and Evacuation Procedure

In the event of a fire or other emergency requiring evacuation, a loud horn will sound. In response students and staff must vacate the building and make their way to the CTG assembly point (near the flag poles). The assigned trainer/assessor will bring the attendance record and check that all students are accounted for.

## Language, Literacy and Numeracy (LLN) Support

In order to successfully complete CTG courses/workshops students will need to be able to:

- read and comprehend simple texts and write a range of short texts in a number of contexts which may be inter related.
- use and respond to language around everyday subject matter and as you progress in your course use the language and terminology specific to your area of study.
- deal with calculations either manually and/or using a calculator on an as required basis.

Some courses require completion of a specific Language, Literacy and Numeracy assessment prior to enrolment/course commencement. You will be notified if an LLN assessment is required and arrangements will be made for completion and submission.



Please notify CTG if you consider you may have language, literacy or numeracy concerns that may inhibit your participation in training or your progress during the course/workshop. CTG will make reasonable efforts to modify delivery and assessment procedures to support your participation.

## Legislation

As a registered training organisation Construction Training Group is required to comply with relevant Commonwealth and State legislation including but not limited to:

- *Privacy Act 1988 (Cwth)*
- *Occupational Health and Safety Act 2004 (Vic)*
- *Copyright Act 1968 (Cwth)*
- *Sex Discrimination Act 1984 (Cwth)*
- *Racial Discrimination Act 1975 (Cwth)*
- *Equal Opportunity Act 1995 (Vic)*

So how does this affect you? As a course participant you can be assured that the policies, procedures, training and assessment of Construction Training Group meets the requirements of this legislation.

You also need to be aware that by participating in a course at Construction Training Group you also have obligations under this legislation. For example

- Taking photographs or filming other participants or staff without their permission would be viewed as a breach of their privacy. This also includes posting on FaceBook and other social media.
- Recording conversations or facilitator presentations without permission would also be viewed as a breach of privacy, and in the case of presentations would contravene CTG's intellectual property rights.
- With regard to the Occupational Health and Safety Act 2004 (Vic), CTG is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear safety clothing and footwear during classes and work placements which require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.
- Course participants need to ensure that they do not contravene copyright legislation, by acknowledging all sources of information and as a general guide limiting the amount of material copied to 10% of the total document/book.
- Ensuring by word or deed you do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, generalisations about individuals or groups, and political or religious comment which may be offensive to other participants.

Course participants should also be aware that Construction Training Group operations and all courses offered by us comply with national Australian Quality Training Framework standards and state guidelines for vocational education and training providers. Construction Training Group must meet these national and state based requirements in order to deliver and assess nationally

recognised training and issue nationally recognised qualifications. So you can be assured that the courses you undertake have been quality assured.

For more information about how this legislation and/or these requirements may affect your participation in our courses ask one of our friendly staff.

## Medical Conditions

It is important that we know of any medications or restrictions that would put you or others at risk while attending your course. We ask that you notify your Trainer/Assessor and any staff that you will spend time with. For example, if you have diabetes there may be a time when staff need to know what should be done in an emergency.

## Mobile phones

Please make sure your mobile phone is switched off or turned to silent mode before entering your training/assessment area.

## National Recognition – Credit Transfer – Recognition of Prior Learning (RPL)

**National Recognition** recognises the qualifications and statements of attainment issued by other Registered Training Organisations where the qualification and/or unit codes and titles previously completed precisely align with those of the CTG course that you are about to commence.

You will need to provide original and/or certified documentation to support an application for National Recognition. If satisfied, you will receive full status and not be required to undertake additional training and assessments. If you think that you might be able to apply for a national recognition, talk to your Trainer/Assessor.

**Credit transfer** applies where the unit(s) of competency previously attained does not have the same unit code or unit title; however the Training Package states that it is equivalent to the unit of competency being sought. Credit transfer can also be applied to other certification and formal learning such as tertiary qualifications where equivalence can be demonstrated.

You will need to provide original and/or certified documentation to support an application for Credit Transfer. If satisfied, you will receive full status and not be required to undertake additional training and assessments. If you think that you might be able to apply for a credit transfer, talk to your Trainer/Assessor.

If you are confused about whether to apply for national recognition or credit transfer, don't worry bring in your documentation and one of our staff will assist you.

**Recognition of Prior Learning (RPL)** recognises the knowledge and skills you have gained through previous informal training, and past work and life experience. Your prior training and experience must be deemed equivalent to the units you will be undertaking within your course, as CTG must be satisfied that you are 'competent' in these unit/s prior to granting the RPL.

As a result, the granting of RPL is not always automatic, depending on when your prior learning/experience occurred and how this translates into the units in which you are enrolling. You may need to undergo some testing prior to RPL being granted. In other instances, your provision of transcripts with past results may be sufficient.

If you are granted RPL, you will be partially or fully exempt from completing those parts of your course.

## Applying for RPL

If you think that you might be able to apply for RPL, talk to your Trainer/Assessor preferably before or at the start of course commencement.

You will be provided with a RPL Application Kit which includes an application form, a self assessment tool, and instructions. A separate appointment will generally need to be made to assess your RPL application, and an RPL Assessment Fee will apply. Details of RPL fees are provided within the RPL Kit.

## Our commitment to you

CTG is committed to providing a learning environment that is free from discrimination, harassment and bullying. Our policies aim to ensure all employees and students take responsibility for creating and nurturing an environment which fosters mutual respect and relationships free from discrimination, harassment and bullying.

A student experiencing harassment, bullying or other inappropriate behaviour has the right to have such behaviour cease. We strongly urge any incidents of this nature to be reported to the relevant Trainer/Assessor or via the Complaints and Appeals procedure which can be accessed via our web site.

## Policies

CTG has developed a number of policies which guide the processes and procedures of staff and students. A limited range of CTG policies and procedures are available on our website, a full paper based copy of all CTG policies and procedures can be accessed from Reception.

## Privacy

Your personal or course details will not be released to a third party without your written authorisation. Where disclosure is made under compulsion of Federal and State law, CTG will seek legal advice from its lawyers and/or insurers. Please also refer to the Disclosure of Information section of this Handbook for related information.

## Reassessment

You must be able to provide evidence of competence in all components of the course, as such your assessor may ask you to provide further evidence of your competency before a final judgment is made. If any assessment activity is judged 'Not Yet Competent' you can apply to your assessor for re-assessment.

## Refreshments

A Student Lounge is available for your use during breaks at our Rowville site with tea and coffee making facilities. A limited range of drinks and food are also available for purchase via an onsite vending machine. During weekdays food and drinks can also be purchased from a mobile food service.

## Refund of fees and charges

CTG is committed to a refund process which is prompt, accessible and easily understood by students/clients.

**Course cancellation:** In the event of a training course being cancelled by CTG, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of

monies paid. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

### **Course withdrawal/Did Not Attend – Self funded students, Employer funded students and Organisation on-site based courses**

Self funded students, employer funded students or organisational clients who withdraw from a course with more than 5 calendar days notice of course commencement will receive a full refund. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

Self funded students, employer funded students or organisational clients who withdraw from a course with less than 5 calendar days notice from course commencement will receive a credit note. Credit notes can only be used for other services at Construction Training Group and will be valid for a period of 3 months from date of issuance. Credit notes will not be refunded.

No refund or credit note is provided to:

- Self funded students, employer funded students or organisational clients, who have booked into a course and do not attend the course or notify CTG of their absence within 5 calendar days of course commencement; or
- Individuals, employees of organizations, or organisations booking on behalf of employees, who formally withdraw from any CTG course/workshop after course commencement.

### **Course withdrawal/Did Not Attend – Government Funded Students**

There are no fees or charges associated with government funded courses; as such refunds do not apply to government funded students.

### **Request for Extension of Assessment Task**

If circumstances beyond your control will prevent you from completing an assessment task by the due date, you are advised to discuss this with the respective Assessor who may require you to submit a written request. Requests for extension must be received at least five working days prior to the due date of submission and clearly outline the reasons for requesting the extension.

On the basis of the request, the Assessor will determine whether an extension of the submission due date will be granted or not granted.

### **Safety and security**

Students are advised not to leave bags or other valuables unattended, as no responsibility will be taken for items lost or stolen.

At the conclusion of evening classes, students are reminded to take extra care when leaving by:

- Parking on site or as close as possible to the training venue
- Ensuring your mobile phone is easily accessible
- Exiting the training venue in pairs/groups; ensuring that each other's car starts before leaving
- Waiting with a course participant until his/her lift/taxi arrives

Police Contacts:	Rowville	9764 0996
	Caroline Springs	9361 4700
	Emergency	000

## Sexual Harassment

It is unlawful for anyone to be sexually harassed in employment, accommodation, education or in the provision of goods or services. Sexual harassment includes unwelcome sexual advances, requests for sexual favours and other verbal or physical conduct of a sexual nature. Verbal and physical conduct includes such things as jokes, words or gestures which create an offensive or hostile environment.

CTG is committed to an environment which eliminates sexual harassment and if you feel that you have been subjected to such harassment you should contact your Trainer/Assessor, the RTO Manager and/or lodge a complaint via the Complaints and Appeals process, details are available on the CTG web site.

## Smoking

Smoking is not permitted inside CTG premises or within 4 metres of any external doorway. Smoking can occur in signed external designated areas.

## Special Consideration in Assessment

If you are experiencing circumstances beyond your control which are adversely affecting your ability to meet course assessment requirements, you may submit a written request for special consideration prior to the due date of an assignment or the administration of an assessment task (e.g. test or assignment). The reasons for requiring the special consideration should be clearly noted in a written request to your Assessor or the RTO Manager. Evidence to support the request (e.g. doctor's certificate) **must** also be included in the letter.

On the basis of the information provided, the RTO Manager in consultation with your Trainer/Assessor will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved the changes that will take place in regard to the prescribed assessment processes.

## Support Services

On the enrolment form, you are encouraged to identify any barriers to learning or special needs that may affect your ability to complete the course, including language literacy and numeracy concerns. Based on this information, along with information you provide during the course, CTG will identify any individuals with special learning needs, and will endeavour to provide general learning support.

Such support may include:

- the provision of one on one training;
- additional practical hands-on experiences;
- additional time to complete assessments;
- the use of graphics to support learning materials, and
- the provision of additional reference material.

But at any time during your course, if you require support your Trainer is a good place to start. Where the required support is beyond the scope of CTG, students may seek the support of, or will be

referred to relevant external agencies. Please note any costs incurred as a result of consulting with an external agency will be met by the student.

**External support services** include but are not limited to:

CentreLink Youth and Student Services	13 2490
Salvation Army	16-18 Kingsley Close Rowville 03 – 9753 2795
Victorian Adult Literacy, Numeracy and Basic Education Council	www.valbec.org.au
Beyondblue Victoria	1300 22 46 36 infoline@beyondblue.org.au
Lifeline	13 11 14
Turning Point Alcohol and Drug Centre	54-62 Gertrude St Fitzroy 03 - 8413 8413
Gamblers Anonymous	03 – 9696 6108 info@gansw.org.au
Alcoholics Anonymous	46 Porter St Prahran 03 - 9529 5948
WorkSafe Victoria	1800 136 089 info@worksafe.vic.gov.au
Victorian Interpreting and Translating Service	7/620 Bourke St, Melbourne 03 - 9280 1941

## Telephone calls

Personal phone calls are not permitted during training sessions, except in emergencies. Mobile phones should be turned off or switched to silent and phone calls made during designated breaks.

## Third Party – Partner Arrangements

CTG may enter into a partnership arrangement with other organisations for the delivery of training and assessment; deliver of educational and support services, and/or the recruitment of students. If your course, support service or recruitment service is provided by one of our partners you can be assured that they have been fully vetted and the services they deliver regularly monitored.

In such arrangements Construction Training Group as the Registered Training Organisations retains responsibility for:

- Your enrolment;
- Issuing certification on satisfactory completion of nationally recognised training products;
- Issuing documentation to meet any licensing requirements;
- Course compliance i.e. that the service is delivered to the standard required by the our regulatory body;
- Stepping up if a third party delivering training and assessment closes or ceases to deliver any part of the course that you are enrolled in, and
- Notifying you should a third party be unable to fulfil its obligations in providing training and assessment services, or there are any changes to third party arrangements.

We also have a role in managing and resolving any concerns, complaints and appeals. So, any issue you have may be raised with the third party, with us or both. Check out our Complaints and Appeals Policy via the CTG or third party website.

## Training

CTG is committed to providing an engaging, positive and productive training and learning experience. We work closely with our clients to develop and deliver customised training, specific to each organisation, and offer the convenience of onsite training. For individual clients attending our training facilities, a range of training methods are used including trainer presentations, small group work, practical demonstrations and role plays. We encourage you to be actively involved in the learning process and make the most of your time with our highly experienced and knowledgeable trainers.

### On-The-Job Training

On the job training will occur at your place of employment. You will always be informed of where your training will take place, the expected training outcomes and timeframes.

### Off-The-Job Training

Off-the-job training is usually classroom-based, or in a simulated workplace environment, led by a trainer, who will use a variety of sources of information, such as handouts, manuals, PowerPoint, guest presenters, videos and so on. You will be required to participate in a range of activities, which might include group discussions, role-plays, games, answering questions, and so on.

😊 **We hope you enjoy the course.**