



**BEST OPTION  
TRAINING**  
RTO 41246

## Contents

Introduction .....	3
About Best Option Training .....	3
Course Locations .....	6
Career Pathways .....	7
Code of Practice .....	8
Access and Equity.....	8
Course Entry Requirements .....	10
Unique Student Identifier (USI) .....	11
Code of Conduct .....	11
Student Support.....	13
Trainers & Assessors .....	15
Assessments.....	15
Recognition of Prior Learning (RPL) .....	16
Student Records.....	19
Certification and Awards.....	20
Fees & Charges.....	21
Refunds .....	22
Feedback & Continuous Improvement .....	23
Complaints, Concerns and Appeals.....	23
Complaints, Concerns & Appeals Form .....	28
Initial Complaints Form.....	29

## Introduction

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Congratulations on continuing your professional development and by choosing one of our successful training courses, assessments, seminars or workshops.

This Student handbook is designed to help inform you of the policies and procedures that Best Option Training (BOT) and its Students agree to follow. This is to ensure that you receive quality product and services as well as an understanding of the content and regulations that govern all parties under the VET Quality Framework.

The document is available online via the training department website for your viewing.

## About Best Option Training

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Best Option Training Department is the pre-eminent learning and professional development provider across all levels for the building and construction industry in NSW.

Through the processes of a structural review of what we do, recognition of what industry wants, requires and needs, we refine a business model which is inclusive, relevant, attractive and applicable and which provides industry with cutting edge learning options alongside core regulatory, skill and knowledge requirements.

### Objectives

- ✓ Provide detailed attention to core business and ensure this is grounded in required structures.  
Identify opportunities to provide new and innovative services
- ✓ Generate a service model that assures income under all economic conditions.
- ✓ Create a working brief that relates to the industry as family.
- ✓ Generate a menu of services encapsulating training, education and professional development.
- ✓ Create a value proposition for all industry Students to engage in learning their livings.
- ✓ Devise mechanisms whereby we can demonstrate competitiveness in terms of costs and at the same time pre-eminence in terms of quality
- ✓ Generation of a 'case management' model of engagement with businesses which begins with core programs to meet regulatory needs to high level and inspirational programs which demonstrate their in-built investment potential

***What does Best Option Training want from the training scope provided?***



Best Option Training sets out to provide building and construction industry practitioners with the required skills and knowledge to meet the relevant regulatory and legislative requirements pertaining to their core roles and responsibilities.

In addition to this Best Option Training seeks to provide training which is relevant, innovative and which equips industry practitioners to carry out their roles with distinction.

***Who does Best Option Training serve as its customer base?***

Best Option Training is a membership-based peak body organisation whose principal customer group is its members. We also provide training for those who are currently working within the industry and whom have site-based experience and knowledge. Best Option Training does not ordinarily provide training services for aspiring industry practitioners other than for workplace health and safety inductions.

***What are the identifiable workforce training and development needs?***

Best Option Training is informed about state-identified training needs, skills shortages and skill deficiencies as a (Department of Education, Employment and Workplace Relations (DEEWR) funded researcher into these areas. Best Option Training is aware that there is an increasing percentage of experienced albeit formally unqualified operatives at trade level, particularly in the finishing trades, who camouflage skill shortage data by operating 'under the radar' and that this has the effect of undermining industry initiatives to recognise and address actual and real situational skill shortages.

Much of the industry training needs manifest at trade level and exist not at the behest of poor skills, rather as a function of professional liability issues with disputes and contracts.

Best Option Training provides a wide scope of training to qualify and develop the knowledge and skills sets of trades, para-professionals and professionals so as to empower a more unilateral approach to dealing with training and assessment issues.

***What resources does the Best Option Training have available for training?***

Best Option Training invests heavily in engaging existing practitioners on contract to facilitate its training brief as we are of the view that current industry practice is what is most needed to address industry issues in a volatile and dynamic workplace context.

The Training Department is focussed very much on facilitating industry participation in training to qualify and empower practitioners as well as to identify those who may well go on to facilitate the same opportunities for others.

Best Option Training greatest asset then is its human capital and its representation across all sectors of the industry as a peak body and as a training provider of choice.

In addition to our human capital, while we have some training facilities as a part of our own resource base, we prefer to take our training out to industry so that it is accessible in the local communities.

Best Option Training training materials are developed within the Registered Training Organisation (RTO) and validated using our own resources, industry perspectives (through the BOT Vocational Education and Training Committee).

Where possible State and Federal Government funding is made available to industry.

### ***What approaches to training are industry-appropriate?***

Best Option Training recognises the diversity of its training Students at all levels of engagement. It provides learning options for English as Second Language (ESL) Students, those with disabilities, those from differing cultural backgrounds and in particular women and indigenous Students as target areas for social inclusion policies.

Ordinary learning is carried out in a classroom setting and is supported by site-based experience although we are moving to embrace both online learning options using computers and also industry-led learning where in partnership with the customer business organisations the training is carried out onsite and then assessed by the Best Option Training when learning milestones are achieved.

### ***What training opportunities exist?***

Training is predicated around qualifications and competencies that are the subject of state regulation and legislation mandates. In addition to this Best Option Training is expanding a brief to develop so-called soft skill training as a conduit to enhancing communication skills within the industry and as a mechanism for reducing productivity downtime and unresolved conflict.

### ***What are the Best Option Training core training values?***

Provision of training which is measurably excellent against accreditation benchmarks progressive and innovative.

### ***What is the Best Option Training training 'culture'?***

Exceeding requirements, generation of high quality and repeatable standards, well documented and responsive services tailored to meet the needs of the wider industry Students.

### ***Organisational peer relationships***

Best Option Training has a number of strong collegial relationships with peer RTO providers to complement and supplement our scope of registration and to facilitate a wider range of services for our Students.

Our scope of registration is highly focussed on industry requirements however in recognising that many workers also have more generic training needs (e.g. administration skills) we have partnered with other RTOs to ensure that we can recommend and facilitate a more complete range of training options for clients.

## Course Locations

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### **Best Option Training (Head Office)**

33B Christina Road Villawood 2163

## Work Health & Safety (WHS)

All Best Option Training personnel, visitors to the Best Option Training premises and alternative Venue Managers and their delegates are required to ensure that the WHS principles are effectively implemented in their areas of control.

Each person is responsible for taking all practical measures to ensure that the workplace under their control minimises risks to the health and safety of others. This includes the behaviour of all persons in the workplace.

Once a risk has been identified, the Training Manager or Venue manager will ensure prompt rectification of the risk.

Students and/or visitors must notify the trainer or Best Option Training staff immediately upon discovery of any unsafe or unhealthy condition or the existence of inappropriate behaviour.

Students are required to comply with all venues WHS policies and procedures, including those for emergencies and evacuations. You will be given an induction prior to the commencement of the course.

## Career Pathways

	Certificate II	Certificate III	Certificate IV	Diploma	Advanced Diploma
Bricklaying/ Blocklaying	<ul style="list-style-type: none"> <li>▪ Builders Labourer</li> <li>▪ Construction Assistant</li> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Bricklayer</li> <li>▪ Blocklayer</li> </ul>			
Building & Construction Management			<ul style="list-style-type: none"> <li>▪ Builder</li> <li>▪ Construction Manager</li> <li>▪ Trade Contractor</li> </ul>	<ul style="list-style-type: none"> <li>▪ Builder</li> <li>▪ Project Manager</li> <li>▪ Sales Manager</li> <li>▪ Estimating Manager</li> <li>▪ Fire Systems Designer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Construction Manager</li> </ul>
Business		Business	Leadership and Management	<ul style="list-style-type: none"> <li>▪ Business</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
Carpentry	<ul style="list-style-type: none"> <li>▪ Builders Labourer</li> <li>▪ Construction Assistant</li> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Carpenter</li> <li>▪ Carpenter &amp; Joiner</li> <li>▪ Carpenter &amp; Joiner (Installation)</li> <li>▪ Carpenter &amp; Joiner (Stairs)</li> <li>▪ Stair Builder</li> </ul>			
Concreting		<ul style="list-style-type: none"> <li>▪ Concretor</li> <li>▪ Concrete Pump Operator</li> </ul>			
Formwork/ Falsework	<ul style="list-style-type: none"> <li>▪ Builders Labourer</li> <li>▪ Construction Assistant</li> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Formworker</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contractor</li> </ul>		
Metal Roofing & Cladding	<ul style="list-style-type: none"> <li>▪ Roofer</li> </ul>				
Painting & Decorating	<ul style="list-style-type: none"> <li>▪ Builders Labourer</li> <li>▪ Construction Assistant</li> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Painter &amp; Decorator</li> </ul>			
Paving		<ul style="list-style-type: none"> <li>▪ Paver</li> </ul>			
Solid Plastering	<ul style="list-style-type: none"> <li>▪ Builders Labourer</li> <li>▪ Construction Assistant</li> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Plasterer (Solid)</li> </ul>			
Stone Work	<ul style="list-style-type: none"> <li>▪ Builders Labourer</li> <li>▪ Construction Assistant</li> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Stonemason</li> </ul>			
Swimming Pools & Spas			<ul style="list-style-type: none"> <li>▪ Swimming Pool &amp; Spa Builder</li> </ul>		
Wall & Ceiling Lining	<ul style="list-style-type: none"> <li>▪ Builders Labourer</li> <li>▪ Construction Assistant</li> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Fibrous Plasterer</li> </ul>			
Wall & Floor Tiling	<ul style="list-style-type: none"> <li>▪ Builders Labourer</li> <li>▪ Construction Assistant</li> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Wall &amp; Floor Tiler</li> </ul>			
Waterproofing	<ul style="list-style-type: none"> <li>▪ Trades Assistant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Waterproofer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contractor</li> </ul>		

## Code of Practice

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In accordance with the ethical provision of education and training services the Best Option Training will:

- Comply with building and construction codes for construction, and work towards their improvement in the interests of structural efficiency, safety and health
- Ensure the health and safety of our employees and Students of training programs is prioritised
- Provide informed and professional advice to all legislation affecting the building and construction industry
- Cooperate in the advancement of knowledge within the building and construction industry
- Act always with honesty, integrity and responsibility and in the spirit of good faith and fair dealing with our clients
- Not engage in conduct towards training Students or colleagues which is seen to be unfair or harsh
- Ensure Best Option Training staff will not engage in any practice or conduct which brings the Best Option Training into disrepute
- Ensure that all Trainers are aware of, and training programs refer to relevant legislation and building regulations
- Ensure the Training Department's policies and procedures underpin sound management practices as well as safeguarding the educational interest and welfare of Students
- Ensure the provision of an inclusive learning environment conducive to the achievement of competency and appropriate to the learning needs of the individual Student
- Monitor, assess and securely maintain the Students education records specifically related to the individuals progress and course attendance
- Ensure all trainers and consultants are suitably qualified and sensitive to the Students' needs i.e. culture, literacy and industry needs
- Ensure fair and equitable dealings with clients and industry Students
- Promote a fair and ethical building and construction industry perspective

## Access and Equity

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Best Option Training assures access to all training and assessment options as a 'level playing field' and inclusive provider.



Students are encouraged to declare their needs at initial interview and every effort is made to accommodate differences without compromising the integrity of the outcomes or inconveniencing other Students.

Women and indigenous Students are encouraged in line with a wider Best Option Training brief to champion and expand their representation in an unfortunate stereotype of the industry which is seen as dirty, dangerous and the domain of males.

Best Option Training is aligned with state and federal mandates to provide a 'hand up' and not a 'hand out' for indigenous Students. Our commitment extends to ensuring that indigenous Students are qualified and able to stand on their own merits to contest a place in the industry. At the same time every effort is made to recognise and support extra-curricular learning needs where these are evident and where these might interfere with the mainstream learning process.

Women are under-represented in our industry and Best Option Training is ambitious about increasing numbers of women, particularly in management contexts for the profound difference it makes in terms of inclusivity and to broaden the way the industry undertakes its core businesses. Best Option Training provides support for the National Association of Women in Construction (NAWIC) and other women's initiatives.

All Best Option Training Trainers and Assessors are required to undertake and complete the elective language literacy and numeracy (LLN) competency to raise our sensitivity to the impediment this represents for a significant number of industry Students. We believe that our industry is populated by a significant number of people who express their abilities and skills kinaesthetically and we look to find pathways so that they can demonstrate this and at the same time align with assessment outcomes achieved by other learning institutions.

We believe unilaterally that a Student's ethnicity, religious or spiritual beliefs, native custom, physical or other type of impediment, or English language facility should not mitigate their ability to participate in our programs.

- *WHS Act 2011 & Regulation 2011*
- *Anti-Discrimination Act 1977 & Regulation 2014*
- *Workplace Gender Equality Act 2012*
- *Sex Discrimination Act 1984*
- *Racial Discrimination Act 1975*
- *Human Rights and Equal Opportunity Commission Act 1986*
- *Disability Services Act and Regulation 1993*
- *Disability Discrimination Act 1992*
- *Vocational Education and Training (Commonwealth Powers) Act 2010*
- *Child Protection (Working with Children) Act 2012 & Regulation 2013*

For further information on relevant legislations and other educational related web sites, please see list below.

Fair Trading	<i>NSW Fair Trading</i>	<a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>
WorkCover	<i>WorkCover NSW</i>	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>
National Training Register	<i>Training.gov</i>	<a href="http://www.training.gov.au">www.training.gov.au</a>
RTO Regulator	<i>ASQA</i>	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Training NSW	<i>State Training Services</i>	<a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
Industry Skills Council	<i>CPSISC</i>	<a href="http://www.cpsisc.com.au">www.cpsisc.com.au</a>
Unique Student Identifier	<i>Department of Industry</i>	<a href="http://www.usi.gov.au">www.usi.gov.au</a>
Training Directory	<i>My Skills</i>	<a href="http://www.myskills.gov.au">www.myskills.gov.au</a>
Apprenticeships & Traineeships	<i>Australian Apprenticeships</i>	<a href="http://www.australianapprenticeships.gov.au">www.australianapprenticeships.gov.a u</a>

## Course Entry Requirements

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### What are the entry requirements for my course, seminar or workshop?

For all qualifications Students need to achieve required minimum Australian Core Skills Framework (ACSF) levels of language, literacy & numeracy (LLN) commensurate with the level of the qualification or competency sought.

Students will also need to be able to:

- Select and apply procedures and strategies needed to perform a range of tasks after reading appropriate texts
- Read procedural texts to remedy a known problem
- Interpret information gained from tables, charts, plans and other graphic information
- Write and issue clear sequenced instructions for a routine task
- Follow existing guidelines for the collection, analysis and organisation of information
- Perform arithmetic calculations on a calculator given numerical information and relevant formulae

Other requirements for entry into a course may be:

- Current white card
- Resume/detailed work history

- Specific PPE must be worn
- WHS/Codes of Practice requirements

If not eligible for a specific course, alternative information will be provided e.g. NSW Fair Trading's contact details, course or seminar information booklet, etc.

Some courses may have specific units of competence that are required for the Student to have prior to undertaking. This could be in completion of a full qualification or a statement of attainment course.

### Unique Student Identifier (USI)

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A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognised training completed by an individual. From 2015, all Students participating in a nationally recognised training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

With your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing authority, you must also provide a suitable form of identification.

To create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

## Code of Conduct

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Students in Best Option Training activities are obliged to follow the following code of conduct. Breaches of this code by any Student are to be reported to the training manager by all trainers and assessors.

As a Student your attendance acknowledges agreement to adhere with all the terms and conditions of conduct stated below and accepts that any decisions relating to the code of conduct and its compliance throughout the program will be entirely at the discretion of the Best Option Training, Training Manager.

### ***Student Rights***

Students have a right to:

- Be treated fairly with respect from all BOT staff and students;
- Have a learning environment free of any form of discrimination and harassment;
- Pursue your educational goals in a supportive and engaging learning environment;
- Have access to your personal information and records about your progress;
- Be confident that BOT will maintain strict privacy about all your personal information, and we treat this information in a confidential, secure and professional way;

- Have the information you need and assessment processes

### ***Responsibilities***

Students have a responsibility to:

- Treat staff, student s and the public with respect, fairness and courtesy
- Be punctual and regular in your attendance to class
- Submit your assessment tasks and materials by the due date or ask your learning trainer for an extension of time
- Contribute to any group assessments, which receive a group mark
- Return or renew and borrowed materials or books by the due date
- Wear enclosed non-slip footwear thongs or bare feet are not permitted on-site for safety reasons
- Follow all BOT health and safety instructions and conform to BOT Workplace Health and Safety Policy and Procedures
- Report any health or safety concerns to the Facilities Manager

### ***House-keeping Rules***

When on-site, Students must not:

- Be aggressive or abusive to other student s, staff members or any other person
- Be under the influence of illicit drugs or impaired by alcohol
- Bully, harass or intimidate another student , staff member, or any other person
- Make any form of physical contact with another person
- Belittle, criticise, tease or ridicule others
- Deny the reasonable request of another person
- Exclude or isolate other student s
- Undermine the performance, reputation or professionalism of student s or staff by deliberately withholding information, resources or supplying incorrect information
- Maliciously gossip or complain about others
- Pass abusive or harassing notes, emails, telephone calls, text messages, images etc. to student s or staff during after hours
- Make offensive gestures
- Steal or misuse BOT resources
- View inappropriate images or pornography; or
- Take photos of other student s or staff on campus without their permission

### ***Punctuality***

Attend all programs at the stated times. Should you be delayed for any reason call and advise prior to the class commencing.

### ***Attendance***

It is important that you are familiar with the attendance requirements for the course or seminar you are enrolled in. If you do not achieve an appropriate level of attendance for the course or seminar you have enrolled in you may not receive a certificate. For further information contact the relevant Coordinator.

### ***Payment of Fees***

If the payment of fees through the established method of payment is not adhered to, you risk termination of your enrolment in the program stated.

### ***Alcohol and Stimulants***

No alcohol, non-prescribed stimulants or drugs of any kind to be consumed throughout the program and you may not to attend the program if under the influence of alcohol or non-prescribed stimulants.

### ***Food and Drink***

No food drink or rubbish is to be left in the venue at the completion of the day's program.

### ***Inappropriate Conduct***

The following will be considered Inappropriate Conduct:-

- Disruptive behaviour during the presentation, tutorials, mentoring and assessment situations
- Discriminative action/behaviour toward another Student/presenter or the group/class in general
- Use of prompt aids or secreting of notes and information in assessment situations
- Plagiarism and copying – all work is to be your own

### ***Confidentiality***

- All discussions regarding the policies of payment instalment plans or personal details regarding individuals attending the program are to be confidential at all times and not discussed with other Students or persons connected or unconnected with the program.

## Student Support

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### **What happens if a Student has difficulties with language, literacy and or numeracy?**

Any Student being identified as having any Language, Literacy or Numeracy (LLN) issues will be referred to external programs or support to gain the adequate skills to complete this course. This will be identified by several methods:

- Enrolment form
- Phone conversations
- Email correspondence
- Initial trainer contact

Programs or support may include:

- The Australian Literacy & Numeracy Foundation
- The Reading Writing Hotline
- Department of Community Services

- Alcoholics Anonymous
- Family Drug Support

Reasonable adjustment will be made, where possible to accommodate the needs of the various students and include:

- Hearing impaired
- Physical disability
- Vision impaired
- Speech impaired

These students will have access to:

- Documentation in plain English
- Sign language interpreters are welcome
- Allowance of guide dog support
- Additional time for assessment submission and to complete activities
- Repetition as required
- Wheelchair access
- Allowable scribe

For all oral assessments an independent supervisor must be in attendance throughout the assessment process. The questions are to be asked clearly by the supervisor and repeated where necessary. The questions, activities and responses will be recorded for evidential and validation purposes.

Where required, an independent scribe/translator will also be provided. All answers to be written clearly and as directed by the Student.

All supervisors must be independent of the Student e.g. external interpreter etc. and the cost of the interpreter is the responsibility of the Student.

For further information on oral assessments and or scribes/translators, please contact the training department

### ***Welfare & Guidance***

Best Option Training takes its responsibility as a training organisation seriously and is aware at times Students may have issues that develop during the program of learning and/or assessment. Best Option Training undertakes to advise Students of appropriate support agencies available.

Best Option Training has links with various support agencies to ensure Students are given the necessary types of support.

These agencies include:

- TAFE and other RTOs

- Construction Industry Groups and Associations
- MEND Services (Injury Management for the Construction Industry)

## Trainers & Assessors

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### Who are the Trainers and Assessors?

All Trainers and Assessors:

- Have extensive training and assessment experience
- Have the relevant qualification/s
- Have a history of working with the building and construction industry
- Have demonstrated current vocational competence
- Have participated in a program induction giving them a sound understanding of the complete qualification and all training services policies & procedures
- Are supervised by a Qualification Coordinator
- Have a contract of employment with the Best Option Training
- Are appropriately screened to represent the BOT
- Have the relevant insurances
- Provide updated qualification details to the staff matrix of the BOT

## Assessments

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There are assessments for all qualifications and statement of attainment courses.

Assessments are conducted in accordance with the National Principles of Assessment and Rules of Evidence which underpin the VET Quality Framework

Assessment is competency based against the criteria outlined in the units of competency in the Building and Construction Training Package qualifications, and other relevant Training Packages qualifications, it includes:

- Assessment to determine your training needs
- Assessment during the training to monitor how you are progressing
- Assessment of performance at the completion of each of the units
- Recognition of prior learning or recognition of current competency

Assessment involves the collection of sufficient evidence to demonstrate you are competent. This may include:

- Measurement of products you have made or services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding

- Observation of attitudes you demonstrate

Assessment methods may involve you in:

- Demonstrating your skills
- Producing a piece of work
- Answering written and/or oral questions
- Participating in group discussions
- Developing a portfolio of work
- Making oral presentations to the group
- Conducting research in the building and construction industry
- Completing a project.

Assessments are to be completed within the negotiated timeframe. If the given timeframe cannot be met, this must be discussed with your assessor.

If you are having difficulties completing any program, please contact your trainer/assessor or the Training Department on 02 8586 3588.

## Recognition of Prior Learning (RPL)

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To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring Curriculum Vitae or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any building and construction enterprises or facilities you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goal to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The Assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skill level.



5. Collect any certificates from in-house training or formal training you have done in the past.
6. You can speak with the Best Option Training Department about other ways you can show your skills in the building and construction industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents.

## **Steps in the RPL Process**

### ***Step 1 - Provide information about your skills and experience***

Complete the required forms and provide as much information of your previous experience in the building and construction industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- brief CV or work history
- past project files
- certificates/results of assessment – interstate/overseas
- certificates/results of assessment – universities/registered training organisations
- results/statement of attendance/certificates – from training courses
- results/statement of attendance/ certificates – in house courses, workshops, seminars, symposiums
- results/statements of attendance/ certificates – club courses e.g. first aid, officials, surf life saving, etc.
- membership of relevant professional associations
- references/letters from previous employers/supervisors
- industry awards
- any building related licences
- National OHS Induction (Construction Industry) White Card
- certificates/results of past assessments
- indentures/trade papers
- photographs/DVD's/Videos of work undertaken
- work diaries/ task sheets /job sheets/ log books
- site training records
- site competencies held record
- site inductions
- any other documentation that may demonstrate industry experience
- hobbies/interests/special skills outside work

Depending when and where in the building and construction industry you have worked, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the assessor will work with you during the RPL process to identify additional evidence sources.

You will also need to supply contact details of one or two work referees who can confirm your skills and experience in the building and construction industry.

**Step 2 – Conversation with Assessor**

An Assessor will review the information you have provided (usually with you) and begin to match up your skills to the units in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the Assessor who will be able to apply your industry experience within what we call a competency conversation. You will be required to answer building and construction industry related questions to identify your current skills.

**Step 3 – Practical demonstration of your skills**

The Assessor will also conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will initially identify the skills that he/she will want you to demonstrate.

**Further steps**

After the assessment, your Assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

**Overview of the RPL process**



## Student Records

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All Student records are confidential and as such are maintained to ensure relevant privacy and confidentiality requirements in NSW and nationally are upheld.

Records of results and competencies are kept in confidence on the Best Option Training computer network, which is backed up every night. Hard copies of records are kept in a secure off site location. Active Student files are kept in secure files in Best Option Training

Student files once completed are kept a Best Option Training in a secure hold for three (3) months, after this period they may be removed to the off-site location. After six (6) months, hard copy evidence submitted for assessment purposes with either Best Option Training will contact you to collect or they will be destroyed.

All Students records are kept by the Best Option Training for a period of no less than 30 years as required under the VET Quality Framework provisions for an RTO.

At any time, Students are invited to view their personal records. A written request is required by the Student to view records a minimum of ten (10) working days should be allowed, a cost will be incurred if the required file is off site.

Students may give authorisation in writing for a nominated person to view their records a cost will be incurred if the required file is off site.

## Certification and Awards

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Best Option Training RTO offers a range of courses, both nationally accredited and non-accredited. Following is a list of what is awarded for each course:

Course
CPC60212 - Advanced Diploma of Building and Construction (Management)
CPC50210 - Diploma of Building & Construction
CPC40808 - Certificate IV in Swimming Pool & Spa Building
CPC40308 - Certificate IV in Building & Construction (Estimating)
CPC40110 - Certificate IV in Building & Construction
CPC30111 - Certificate III in Bricklaying/Blocklaying
CPC30211 - Certificate III in Carpentry
CPC30318 - Certificate III in Concreting
CPC31411 - Certificate III in Construction Waterproofing
MEM30305 - Certificate III in Engineering – Fabrication Trade
CPC30611 - Certificate III in Painting & Decorating
CPC32612 - Certificate III in Roof Plumbing
CPC31011 - Certificate III in Solid Plastering
CPC31211 - Certificate III in Wall & Ceiling Lining
CPC31311 - Certificate III in Wall & Floor Tiling
CPCCBC5014A - Conduct asbestos assessment associated with removal
CPCCBC4051A - Supervise asbestos removal
CPCCBC3014A - Remove non-friable asbestos
CPCCOHS1001A - Work safely in the construction industry (White Card)
KLBR - Kitchen, Bathroom & Laundry Renovation
Become a Building Consultant
Green Living
Health & Safety Representative

\*The courses listed above are an indication of what is offered through BOT of NSW.

The Best Option Training will prepare and forward all Certificates / Statement of Attainments to Students within 30 days of successful completion of training/assessment.

An administration fee of \$35.00 will apply should you require “fast tracking” or replacement of a Certificate or SoA within an earlier timeframe.

Re-issue of a Certificate or SoA will only be made following a written request outlining course, seminar or workshop details. Students will be charged a \$50.00 administration fee for the re-issue of the Certificate or SoA.

For course Students, there are two options for issuing certificates:

- 1) Certificates may be collected from Best Option Training Head Office 28 days after successful completion of the course (sign for receipt). You will be notified when your Certificate/SoA is ready for collection.
  
- 2) Certificates may be posted to the address as shown on your course training agreement

## Fees & Charges

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Different pricing is determined based on the following:

- Level of qualification
- Licensing outcomes
- Course duration
- Expenses associated with the course

Other factors to pricing include the funding model and learning and assessment pathway, and each with its own price. A schedule of all fees and charges are listed in the Fees and Charges register.

Fees and charges are in the following documents:

- Training Proposal for each qualification
- Terms and conditions on enrolment forms
- Marketing materials for short courses

### ***Structure of Payments***

For all qualifications or Statement of Attainment courses that exceed a total fee of more than \$1000, a non-refundable deposit of \$1000 will need to be paid at enrolment. Any subsequent payments must not exceed \$1500.

The balance of the fees can be paid by instalments. A payment schedule will be developed in consultation with the relevant Coordinator.

In circumstances where the enrolment has specified an RPL assessment pathway, the Student must submit all RPL evidence within 6 months of enrolment. If the Student fails to do this and wishes to continue, he/she will be required to pay a re-enrolment fee, equal to the non-refundable deposit paid initially. Once a Student's enrolment reaches 12 months in duration, all monies paid will be non-refundable.

If the Student's enrolment becomes inactive and any payments required up to the 12 month timeframe have not been made, the Student will be withdrawn from the course. Any withdrawal from the Student will result in forfeiture of all payments made. If the Student wishes to recommence their enrolment, a re-enrolment fee will apply

### ***Transfer Fees***

For short courses, a Student is permitted to transfer their enrolment to another course date if they are unable to attend.

Where Best Option Training receives a request, which must be made in writing or by email, more than ten (10) business day prior to the course commencement, there will be no transfer fee applied.

Where Best Option Training receives a written request to transfer within ten (10) business days of the course commencement, Students will be charged a transfer fee that is equal to 50% of the course fees.

Where a Student is unable to attend a course that they have registered for, they may transfer their enrolment to another Student from within the same company. Where Best Option Training receives this request prior to course commencement, there will be no transfer fee applied

### ***Charges***

The following charges apply to all Best Option Training courses:

- Postage fee (registered post) \$10
- Replacement certificate or statement of attainment \$50
- 'Fast-tracking' certificate issuing \$35
- Reassessment/resubmission fee \$100
- Photocopying (per page) \$1

A record of all charges can be found in the fees and charges register.

## **Refunds**

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Best Option Training reserves the right to cancel a program, course or seminar if there are insufficient attendees registered. Students will be informed in writing no later than five (5) working days prior to the commencement of the program, course or seminar if it is to be cancelled. Best Option Training will make every reasonable attempt to find the Student an alternative date or we will provide the Student with a 100% refund.

Students may be able to transfer their enrolment between classes and between people as long as the Training Department determines that the Student meets the course or seminar entry criteria. A transfer fee of 10% will apply when Students transfer between courses or seminars within ten (10) working days of commencement date.

Note: Transferring between face-to-face Certificate IV or Diploma courses is not permitted unless permission is obtained under extenuating circumstances by the Training Manager.

All requests for cancellation or transfer must be made to the Training Department in writing prior to commencement of the program, course or seminar.

If the Student cancels outside ten (10) business days prior to the program, course or seminar commencement, the Training Department will provide a 100% refund.

If the Student cancels between ten (10) and five (5) business days prior to course or seminar commencement the Training Department will provide a 50% refund.

There are no refunds provided for cancellations received less than five (5) business days prior to the scheduled commencement of a program, course or seminar.

## Feedback & Continuous Improvement

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Feedback from Best Option Training Students is essential to ensure the best possible quality of training outcomes is maintained.

While informal feedback and correspondence are welcome at any time, formal feedback will be gathered from all Students at the conclusion of all training and assessment programs.

Feedback forms may be anonymous.

Feedback forms will be reviewed at the conclusion of each course or seminar and summarised by the trainer. The Trainer will provide the summary and evaluation forms to the Qualification Coordinator for review of any indication of compliance with Best Option Training policy or any other systemic quality issues. The Qualification Coordinator or delegate will facilitate corrective action as required and pass the summary and findings onto the Compliance Officer. Copies of the feedback forms will be maintained on each individual course or seminar file.

## Complaints, Concerns and Appeals

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The Training Department provides appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively. The Training Department will act on each substantiated complaint, concern or appeal.

The Training Department uses a systematic approach to dealing with complaints, concerns and appeals. All concerns, complaints and appeals are dealt with fairly, honestly, without bias in a professional and fully documented manner.

The procedure for handling complaints, concerns and appeals, is disseminated through to Students prior to and at enrolment. We follow a process to look at complaints, concerns, and appeals and deal with them in a fair and equitable manner.

Once formal receipt is received by the Training Department, the Training Manager will contact the Student within 48 hours to confirm receipt of the form. The matter will be discussed by the Training Manager and relevant staff and a written response will be provided back to the Student within 10 working days from receipt of Notice of Complaint form. If the Student is dissatisfied with result, they may access external appeals at little or no cost to them.

### ***Scope***

This procedure applies to all current and prospective Students.

### ***Responsible parties***

The Training Manager is responsible for the control and issue of this procedure (this may be delegated).

Training Manager: Justin Hankinson

Email: justin@bot.edu.au

### ***Complaints/concerns and appeals mechanism***

The Training Department ensures that all Students will have access to a fair and equitable process for dealing with complaints/concerns and will provide an avenue for Students to appeal against such decisions, which affect the Student's progress

Every effort will be made by the Training Department to resolve the Student's complaints or concern. To this end, the Training Manager is the person to refer formal complaints/concerns. At the time of enrolment, the complaints, concerns procedure and appeals policy will be outlined to Students.

Where complaint/concern cannot be resolved internally, the Training Department will refer the issue to the RTO Manager to hear the appeal/case.

### ***Directive***

- All prospective course Students will be provided with a copy of the Complaints and Appeals Policy and Procedure document
- All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution
- All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure
- Course Students will be provided with details of external authorities they may approach, if required
- All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible
- All complaints/concerns and appeals and outcomes will be documented in writing
- The Training Department will attempt to resolve any complaints, concerns and appeals fairly and equitably within 10 working days from receipt of notice of complaint.



### ***Procedures***

Course Students may raise any matters of concern relating to training delivery and assessment, the quality of the learning, course Students amenities, discrimination, sexual harassment and other issues that may arise.

This policy provides an avenue for most complaints, concerns and appeals to be addressed. However, in some cases alternative measures may need to be explored. It is advisable for the Student to contact the Training Manager before lodging a formal complaint, to discuss other avenues available to them.

### ***Training related matters***

Course Students, who feel they may have been unfairly treated or have not been given the full training that they expected, may follow the procedures listed below.

- The Student should firstly discuss the matter with their trainer/assessor. If they are not satisfied the Student may then
- Have the matter referred to the Training Manager for consideration
- The Student must complete the **Complaints, Concerns & Appeals Form** and submit this document to the Training Department addressed to the Training Manager. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The Training Manager will contact the Student within 48 hours to confirm receipt of form
- The Training Manager will discuss the circumstances with the Trainer and make a decision.
- The Student will be contacted with the result within 10 working days of receipt of formal complaint, the Student has 5 working days to respond to formally decision
- The Student may then formally request a face to face meeting with the Training Manager to formally present his or her case in appeal of the decision of Training Manager. Once this meeting has occurred, the Training Manager will respond formally within 24 hours.
- A written statement of the appeal outcome, including reasons for the decision will be documented and provided to Student
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, the Training Department acknowledges the need for the RTO Manager to mediate between the parties.
- The Training Department will make formal referral to the RTO Manager as and when required. There will be no cost for this service.
- If the Student is still dissatisfied with the outcome after meeting with the RTO Manager, the Student may lodge a complaint with the Australian Skills Quality Authority on 1300 701 801.

### ***Assessment related matters***

If the Student has been advised that they are Not Yet Competent, but they believe that

- They genuinely do have the required degree of competency; and
- That they have provided reasonable proof of this to The Training Department

The Student may query or appeal the result.

The process is quite simple and is allowed by the Training Department to ensure that all Students are fully satisfied with the fairness and accuracy of our assessment processes.

**Note:** Best Option Training will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

*To appeal a decision:*

1. Discuss the matter with the trainer/assessor. If not satisfied the course Student may then:
2. Have the matter referred to the Training Manager for consideration
3. The Student must complete the Notice of **Complaints, Concerns & Appeals Form** and send this document to the Best Option Training to the Training Manager. Ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal
4. The Student will need to explain formally why they feel the Not Yet Competent result is not appropriate, and also attach a copy of the original Assessment Task. The Training Manager will have the Assessment Task reviewed by another Trainer and contact Student with the written result within 10 working days of receipt of appeal. The Student has 5 working days to respond to formally decision
5. The Student may then formally request a face to face meeting with the Training Manager to formally present his or her case in appeal of the decision of Training Manager. Once this meeting has occurred, the Training Manager will respond formally within 24 hours
6. A written statement of the appeal outcome, including reasons for the decision will be documented and provided
7. Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, the Training Department acknowledges the need for referral to the RTO Manager to mediate between the parties.
8. The Training Department will make this referral as and when required. Costs for this review and make a decision on the Appeal will be at no cost to the Student

The Training Department will encourage parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation.

If the Student is still dissatisfied with the outcome after the Training Department has engaged an independent agent, the Student may lodge a complaint with the Australian Skills Quality Authority on 1300 701 801.

*Note: ASQA only deals with complaints about:*

- *the information provided to you by an RTO about the course/s you are interested in*

- *the delivery and assessment of the training you have received*
- *the qualifications you have or have not been issued*

Ref: <http://www.asqa.gov.au/complaints/making-a-complaint.html>

### **Records**

The Training Department will file records of all informal and formal discussions regarding complaints, concerns and appeals and will record such evidence on the Student files and if required a Corrective Action Record will be raised and filed in the Quality Compliance Folder for future reference.

### **General**

You are encouraged to raise concerns directly with your trainer. This enables your concerns to be dealt with promptly. In cases where you are uncomfortable with raising a matter with your trainer you should contact

All complaints are taken seriously and are treated in confidence. All complainants are required to complete the 'Initial Complaints Form' and return to Best Option Training.

You will be notified within seven (7) days of Best Option Training receiving this form in writing of the action to be taken.

In the event that you are unsatisfied with the outcome provided by the Training Manager, a formal confidential complaint may be lodged with the RTO Manager.

If you are dissatisfied with the response from the above sources, you may appeal the decision by requesting to have the matter referred to either ASQA or the NSW Department of Education & Communities. This gives you the opportunity to formally present your case.

A formal complaint if still unresolved may then be taken to:

State Training Authority of NSW (Department of Education & Communities)	13 2811 <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
Australian Skills Quality Authority (ASQA)	1300 701 801 9am – 7pm EST, Monday - Friday <a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
Translating and Interpreting Service (TIS National) Ask TIS National to contact ASQA on your behalf	13 1450 <a href="http://www.immi.gov.au">www.immi.gov.au</a>
National Training Complaints Hotline	13 3873 8am – 6pm, Monday – Friday <a href="mailto:skilling@education.gov.au">skilling@education.gov.au</a>

# Complaints, Concerns & Appeals Form

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Name: \_\_\_\_\_  
\_\_\_\_\_

Date:

Unit of Competency Assessed as Not Yet Competent (if applicable):

\_\_\_\_\_

Why do you disagree with the decision made? (Please use back of page if more space is required):

\_\_\_\_\_  
\_\_\_\_\_

Location: \_\_\_\_\_

People Involved:

\_\_\_\_\_

Date of Incident: \_\_\_\_\_ Witnesses:

\_\_\_\_\_

## **Contact Details**

Ph: \_\_\_\_\_ Email:

\_\_\_\_\_

Postal Address: \_\_\_\_\_

*The above Statement of Details is a fair and accurate record of our interview.*

Signature: \_\_\_\_\_

## **Outcome**

RTO Personnel: \_\_\_\_\_ Date:

\_\_\_\_\_

Details provided by Assessor:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Detailed from Alternate Assessor:

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Decision and Actions:

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Signature: \_\_\_\_\_

## Initial Complaints Form

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Students Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Course Name: \_\_\_\_\_

Course Date(s): \_\_\_\_\_

Trainer/Assessor Name: \_\_\_\_\_

Complaint Details: \_\_\_\_\_

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please forward this completed form to: - [Rachel@bot.edu.au](mailto:Rachel@bot.edu.au)