



MSF30818
CERTIFICATE III IN
FLOORING TECHNOLOGY

EMPLOYER HANDBOOK

CTI TEAM



Andrew Lewis
CEO
alewis@choicesflooring.com.au



William Tree
National Training Manager
wtree@ctitraining.com.au



Paul Cavicchia
RTO Manager
pcavicchia@newfurn.com.au



Mark Willis
Trainer/Assessor
mwillis@ctitraining.com.au



Tony Watson
Training and Development Manager
twatson@newfurn.com.au



Stana Murrells
Student Services Co-Ordinator (SSC)
smurrells@ctitraining.com.au

CHILLINGWORTH TRAINING INSTITUTE

5-9 Hobbs Court, Rowville, Vic 3178 Australia

1800 813 538

ctitraining.com.au

ctitraining.co.nz



Academic & Vocational Training PTY LTD Trading as Chillingworth Training Institute
RTO Code 91070 / ABN 78113539478

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INTRODUCTION

Thank you for choosing The Chillingworth Training Institute (CTI) as the training provider for your apprentice. This handbook explains how training will be delivered and the vital role you will play as an employer.

CTI has been established with the primary function of training apprentice flooring technicians and retail staff enrolled in nationally accredited Certificate III qualifications who carry out work for the Choices Flooring group. CTI is a wholly owned subsidiary of Newfurn Floor Coverings Ltd. The operation of CTI is guided by members, alliance partners, manufacturers and suppliers who all seek to address the skill shortage of qualified flooring technicians and qualified retail staff across Choices Flooring group.

APPRENTICESHIPS IN MSF30818 CERTIFICATE III IN FLOORING TECHNOLOGY

Our approach to training is different from the conventional models being used elsewhere in the flooring industry. We have consulted widely with employers, manufacturers and other industry experts to find out which areas of the traditional apprenticeship model could be improved to better meet your business needs. These include:

1. **The duration of the course:** We expect our learners to work hard and achieve the highest standards they are capable of – so we have set a flexible timeline for the formal training program of between 2 – 3 years. This allows for unforeseen circumstances, differences in individual pace of learning and any reasonable adjustments that must be made.
2. **Structured Training:** training will be delivered in several ways including, On-the-job training and assessment, residential workshops in your own State, online tutorial support, structured classes on-line and master classes involving Australia's leading product manufacturers and distributors.
3. **Unsupervised structured training:** This includes completing assessments, gathering evidence in the workplace using phone and uploading it onto the CTI Learning Management System. This is not timetabled and can occur anytime and at any location.
4. **Withdrawal from routine tasks:** For workplace based structured training, apprentices are entitled to a minimum of three hours per week withdrawal time from their normal work duties. This withdrawal time can be averaged over a four-week cycle.
5. **The learning community:** We are strong believers in maximising the value of the 'learning community' that surrounds each apprentice. There are many elements that must come together and work in harmony before an apprenticeship program is able to achieve the results that stakeholders demand of it. At CTI, we place a great deal of emphasis on engaging with all parties who will play a role in training, supporting and encouraging the apprentice. We want all members of this 'learning community' to be as involved as possible and share both the pain and the gain; because in the end, they all benefit when the apprentice finally emerges as a professional flooring technician.



STEPS TO TRAINING

1 FORMAL APPRENTICESHIP CONTRACT

- You must have a signed apprenticeship contract of employment arranged through an Australian Apprenticeship Support Network Provider (AASN). This generates an apprenticeship ID number.
- On receipt of this number, CTI will send you and your apprentice an email outlining what needs to occur in order for training to commence.

2 FAMILIARISE YOURSELF WITH THE PROCESS

- Talk to your AASN if you have any questions around employer financial incentives and obligations.
- Read this guide.
- Contact CTI via email or phone if you have any questions or concerns.

3 PREPARATION FOR TRAINING TO COMMENCE

As part of the enrolment process your apprentice must in this order:

- Obtain a Unique Student ID Number (in addition to the Apprenticeship ID).
- Complete a mandatory Language Literacy and Numeracy evaluation.
- Complete a Pre training review and attend a short face to face or oline interview with their trainer.
- Discuss with CTI any Recognition of Prior Learning or Credit Transfers.
- Identify if they are eligible for fee concessions.

4 EMPLOYER OBLIGATIONS

These will be discussed via a face to face or online meeting with a CTI representative. In summary:

- CTI will clarify the importance of a signed training plan.
- Explain employer obligations for providing training time in the workplace each week.
- Importance of competency based completions and the employers role.
- Apprentices attendance requirements in order to complete the training.
- Agreed methods of communication between CTI and yourself to monitor and track your apprentice's progress against their training plan.

5 COMMENCE TRAINING

CTI will provide you with a timetable and details of the training program which will comprise of:

- Training in the workplace.
- Residential workshops.
- Supervised online learning.
- Tutorial support.
- Gathering evidence in the workplace to demonstrate required skills and knowledge.
- Ongoing assessment.

SIGNING UP AN APPRENTICE

Every Australian Apprentice must be signed up into a formal training contract shortly after they are employed. This ensures that all parties are aware of their responsibilities and understand what it means to commence an Australian Apprenticeship.

Each state and territory have different procedures regarding completion of a contract of training. Your AASN provider can discuss these requirements so you understand your contractual obligations to your apprentice.

You can find more information about how Australian Apprenticeships work in your region by visiting your state or territory training authority website: www.aapathways.com.au/sps?spdAAP_ServiceProviderType=%22Government%20Services%22&tab-test1=0

On completion of the sign up, the AASN will notify CTI that we have been nominated as your preferred RTO. In the notification CTI will receive employer and apprentice details, the qualification and nominal duration of training. No training can commence prior to this number being received by CTI.

PLAN FOR TRAINING

CTI will then contact you to arrange a meeting to discuss:

- Arrangements for your apprentice to be enrolled. This will include enrolment fees and charges, method of payment, time required for your apprentice to complete enrolment any special considerations.

- Workplace based training compliance standards. You must ensure your apprentice is allowed withdrawal time from routine work duties for Structured training activities and this is documented.
- At Certificate III and above, a minimum of three hours per week, averaged over a four-week cycle (if the training program combines off-the-job Structured). *Refer to training activity summary.
- Scheduled classes for any simulated workshops and online teacher led training.
- The process for gathering and validating evidence in the workplace.
- Tutorial support and additional assessor visits to the workplace.

ONLINE LEARNING

For many students online learning can be challenging and isolated. This is why at CTI hybrid teaching and online learning will consist of supervised classes within a virtual classroom, supported by supervised online tutorials. Apprentices must virtually attend just like a normal classroom and will need to have access to a standard laptop or PC and desk in a quiet space conducive to learning.



TRAINING ACTIVITY SUMMARY (3-YEAR APPRENTICESHIP)

ACTIVITY	AVG. HRS PER WEEK	SESSIONS OVER 3 YEARS	TOTAL HRS	SUMMARY
Supervised lessons *	1.5	135 x 1.5	202.5	Counted as part of withdrawal time from routine work duties. Delivered online by a CTI trainer, apprentices will need access to a laptop or PC in their workplace.
Supervised Tutorials* (1 per 2 weeks)	0.75	68 x 1.5	102	Counted as part of withdrawal time from routine work duties. Delivered online by a CTI trainer, apprentice will need access to a laptop or PC in their workplace.
Self-directed learning*	0.75	112	115	Counted as part of withdrawal time from routine work duties. When not attending a tutorial apprentices will continue with assignments and learning activities.
Structured unsupervised demonstration of skills in the workplace (not timetabled)	-	-	-	This is where the apprentice gathers evidence in his/her workplace each week and uploads it into an online diary. There is no specific time or location. The apprentice's supervisor must monitor this weekly and approve the evidence on the online portal. Time to complete this task will vary. It is recommended that the task be done at the end of each week to ensure evidence is up to date.
3 supervised residential workshops (1 per year)	-	3 x 40	120	This is where all apprentices from the same State come together to complete a 1-week community project each year.
Competency based completion visits	-	12 x 4	36	These are visits conducted by our trainers and they will travel to your place of work.

FEES AND CHARGES

Due to different State Government subsidy rates, tuition fees and charges may vary depending on where you live. If fees do apply, the employer is responsible for the enrolment costs and associated employment costs. The overall fee comprises of:

- Number of enrolled training hours multiplied by an hourly training rate
- Course materials
- Language Literacy and Numeracy (one off fee at the start of training)

Fees and charges do not include:

- Supply of own Personal Protective Equipment (PPE)
- Retained course items – Own apprentice tool kit
- Costs associated with travel and accommodation

CONCESSIONS FOR USER CHOICE FUNDING

If a participant is in receipt of a government benefit (concession or pension cardholder), a reduction of the government tuition contribution fee (applicable to all funded courses) is available. The concession fee will be charged as per the State Funding Body fee guidelines at the time of enrolment.

REFUNDS

If a student withdraws, by written notice, from government funded training at any time up until 4 weeks after the scheduled commencement date of training, the tuition fees paid will be refunded after determining the administration fee and other incidental fees if applicable. Please refer to the Fee Refunds Policy.

APPRENTICESHIP ALLOWANCES AND LOANS

An apprentice may also be eligible for a range of entitlements from the federal government. For eligible applicants, these include:

- Living away from home allowance (conditions apply).
- Interest free Trade Support Loans (conditions apply).

More information on these entitlements is provided on the Australian Apprenticeships website at: www.australianapprenticeships.gov.au/australian-apprenticeships-incentives

These will be discussed with you at the time your apprenticeship sign ups with an Australian Apprenticeship Provider at: www.australianapprenticeships.gov.au

If you have any queries regarding fees and charges please contact Paul Cavicchia (RTO Manager) at CTI.

VOCATIONAL EDUCATION & TRAINING SYSTEM

COMPETENCY BASED TRAINING (CBT)

Competency-based training is a method of training that focuses on a learner's ability to receive, respond to and process information in order to achieve competency. It is geared to the attainment and demonstration of skills to meet industry-defined standards and is not time based.

A unit of competency is a statement of the skills and knowledge required to carry out a particular activity according to a certain standard of performance. All National Training Packages are made up of units of competencies,

The training you will receive throughout an apprenticeship is 'competency based.' This means that once an apprentice has proven to an assessor and received endorsement by their employer that they have acquired the skills and knowledge to do a certain task or activity to the standard specified for it, they will be assessed as 'competent' in that unit. When they have successfully completed all 24 units from their training plan and satisfied the workplace experience component, they will be eligible to receive a national qualification.

HOW WILL YOUR APPRENTICE BE ASSESSED?

The assessment tasks given are designed to assess acquired skills and knowledge through:

- Skills learning 'on the job'.
- Oral questioning of your workplace performance.
- Knowledge based learning through a student portal and on-line learning management system.
- Third party reports from a supervisor and employer.
- Community project-based workshops and master classes.
- Face-to-face learning activities.
- Tutorials and Reflection based learning.

- a portfolio of evidence to demonstrate competence in completed units of competence (subjects).

Apprentices will be assessed as either "Competent" (C) or "Not Yet Competent" (NYC). If NYC, a CTI assessor will provide timely feedback identifying any gaps or additional training requirements. Apprentices will also have the opportunity to be re-assessed to demonstrate competence.

RESIDENTIAL WORKSHOPS

The residential workshops are for the apprentices enrolled in the Certificate III in Flooring Technology (MSF30818 qualification and allow our national training assessor and specialist trainers to cover the following important aspects of the apprenticeship program in an off-the-job environment.

The residential workshops will run for one week once per annum. Apprentices will be required to attend to complete this Newfurn/CTI annual assessment event. The residential workshops provide:

- The opportunity to complete outstanding assessments.
- Hands-on assessment events in specific installation techniques and skills.
- Offers additional specialist practical experience and hones on specific skills.
- Specialist workshops delivered by alliance partners and other industry experts.
- Site visits to alliance partners' manufacturing plants or distribution centres.

READY SKILLS - PROFILING APP

To obtain the app go to:

apps.apple.com/au/app/ready-skills/id1171317626

Use your username and password provided to you by CTI to login

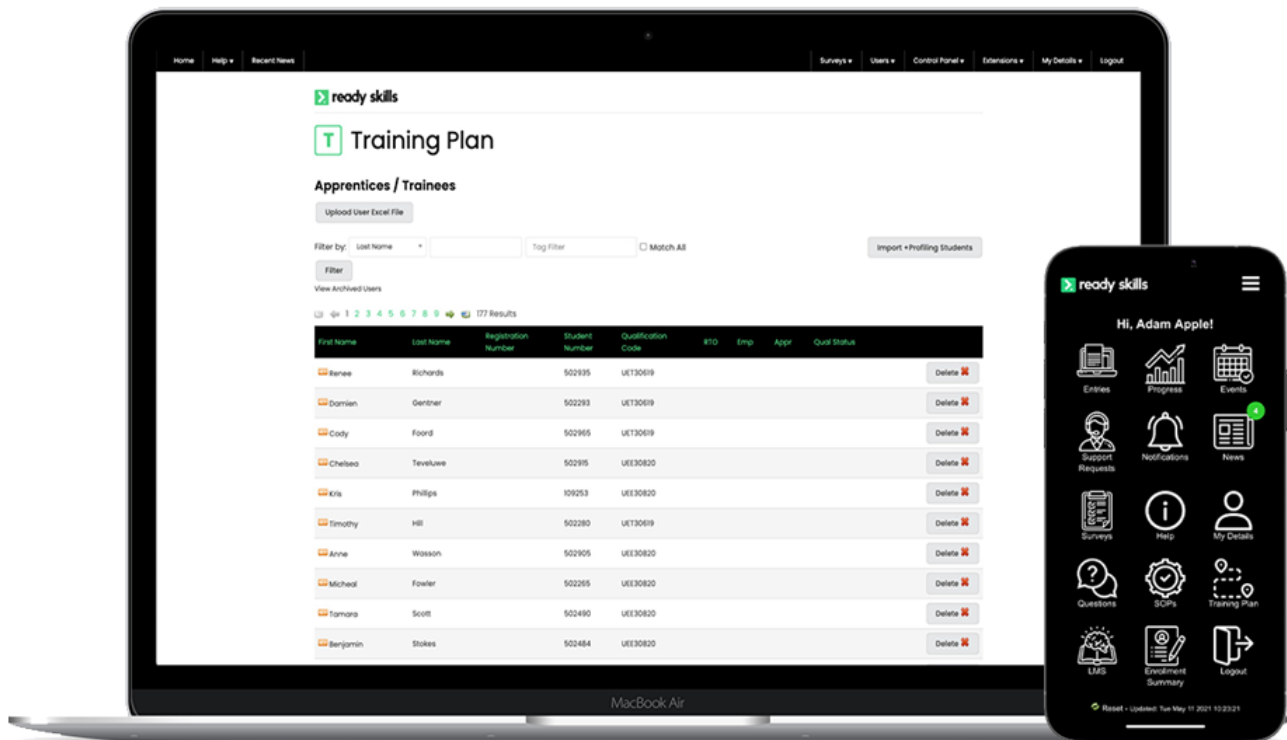
For each week upload evidence using either the mobile app or browser on your PC. Do not use both in the same week.

A full library of instructions on how to use profiling can be found at: help-readyskills.readytech.io/support/solutions/51000128060

Quick start – uploading evidence instructions on the app

1. Select the entries icon.
2. You will be presented with a calendar, only select weeks where you have not uploaded evidence so far – select the week.
3. Select the “week beginning” box. Confirm or change the week if necessary.

4. Next select “enter new task”
5. Select a category of work you have been doing.
6. To upload a picture, video or image of a document:
 - a. Select the activity icon (green tick appears), hold down and activity upload box appears
 - b. Use your phone to take a photo/video or select library for content already on your phone.
7. To enter a description
 - a. Select the same activity icon (green tick appears), touch next top right corner of screen.
 - b. Enter the information as requested Ensure you provide sufficient information including, title of task, location of job
8. End of the week select finalise week and then your supervisor is notify they need to verify the evidence. For more detail review the training video “How to create entries in profiling”



STUDENT/LEARNER SUPPORT AND WELFARE

THE CTI LEARNING COMMUNITY

A 'learning community' is everyone who plays an active role in teaching, guiding and supporting you through your apprenticeship. At CTI, we place a great deal of emphasis on the learning community that surrounds each apprentice.

We want all parties to be as involved as possible and share both the pain and the gain – because in the end, lots of different parties' benefit when you become a fully-fledged flooring technician. The learning community includes:

- **The workplace trainer** – most likely your supervisor, who takes the lead role in providing on-the-job instruction and guidance during your day-to-day work.
- **The employer** – who is making the financial investment in your development and giving you the opportunity to learn new skills and practice them at work.
- **Chillingworth Staff** – who provide additional tuition and support during the residential workshops, master classes and other training programs.
- **Newfurn staff** – who will provide industry advice and training expertise.
- **Apprenticeship Support Officers (Victoria)** – Apprenticeship support officers give guidance to all apprentices aged 15 to 24 in the first year of their apprenticeship. They offer advice on personal and workplace issues.

- apprenticeship.support@edumail.vic.gov.au
- 1300 311 820

- **Australian Apprenticeship Support Network**
Offer targeted services to individuals who require additional support.
- **Choices Flooring alliance partners** – the product manufacturers and distributors who provide in-depth training and technical advice at the workshops and master classes.
- **National Apprenticeship Training Council members** – who guide the direction of the Academy and want to see you thrive and become part of the Academy's success story.
- **Family** – where they form part of your immediate support circle and can provide moral support and help with practical arrangements.

It is worth remembering that the best tradespeople keep building on their learning community throughout their career. They join industry associations, attend specialist courses, subscribe to trade journals, talk to other experts and stay receptive to new ideas and industry developments.

SUPPORT WELFARE AND GUIDANCE

All learners who enroll with CTI will be provided with a dedicated trainer and assessor throughout their training program. CTI offers the following services:

- Language, Literacy and Numeracy assistance and referrals.
- Additional study support (in situations beyond the participants control).
- Mentoring; and
- Counselling services (in consultation with yourself and your employer, if required).

If the required support extends beyond CTI capabilities, we will source information from relevant organisation/s in your home State that supply the required support services.

CTI WHS REQUIREMENTS

If your apprentice is required to enter a building site for the purposes of undertaking construction work, they will need to complete CPCCWHS1001 Work Safely in the Construction Industry. This is also a core unit in the apprenticeship qualification.

In order to comply with the relevant work health and safety requirements for your State or territory completion of this unit should be done with a local training provider rather than CTI.

WORK HEALTH AND SAFETY (WHS)

CTI has a duty of care under Commonwealth and State legislation to make sure that a safe training environment has been provided for. When assessing learners CTI assessor must ensure the work being performed addresses safety skills and knowledge requirements. If during a visit this cannot be determined they will bring it to your attention.

This means that all apprentices must:

- wear personal protective equipment (PPE) appropriate to the task you are doing at the time
- observe all safe operating procedures and work practices for that activity
- follow the reasonable directions of the workplace trainer and any other authorised person on-site in relation to workplace health and safety procedures
- not operate any machinery or equipment without explicit permission from the trainer or supervisor

Under the Work Health and Safety Act, everyone is required to:

- take reasonable care of the health and safety of yourself and others in the workplace
- cooperate with the company in its efforts to comply with occupational health and safety requirements
- not interfere with or misuse things provided for health, safety or welfare of persons at work
- not obstruct attempts to give aid to injured persons, or refuse a reasonable request to assist in giving aid
- not disrupt a workplace by creating health or safety fears

ATTENDANCE AND CLASS STANDARDS

As per the agreed training contract and individual training plan, it is expected that learners attend 100% of all scheduled classes. Classes will comprise of online supervised training, residential and community project-based workshops, tutorials and assessor visits at your workplace.

If classes are missed due to illness or other personal reasons, the apprentice must inform their trainer. CTI will notify you of any absences on the day.

In the case of illness over extended periods, a doctor's certificate is necessary. This will not automatically cover the lack of attendance but will enable staff to arrange alternative training and assessments if appropriate and to adjust either your training plan or contract of training.

COMPLAINTS AND APPEALS PROCESS

If you wish to make a complaint about the quality of training, assessment or against a person working on our behalf, we will treat the matter seriously and endeavour to resolve it as quickly and as possible.

The complaint resolution procedure is as follows:

- The complaint should be reported as soon as possible to the Student Services Co-Ordinator (SSC), where it will be entered into the Complaints Register.
- Each party involved will be interviewed by the CTI RTO Manager or the L&D Manager (Training).
- All parties must adhere to the CTI policy and procedures in relation to managing complaints
- The decision and any follow-up action will be recorded in the Complaints Register.

If you are still unhappy with the final decision, you may appeal to an independent person mutually agreed upon between the parties involved.

Any complaint found to be substantiated will be rectified promptly by CTI. For future details please refer to the CTI complaints policy and procedure.

COURSE COMPLETION

On the completion of an entire qualification, CTI verify that an apprentice has successfully passed all required units of competency, the Student Services Officer will finalise a course completion administration, so as they can be awarded a Statement of Attainment and Testamur.

COVID

At all times CTI will follow Australian Government advice applicable to where the residential workshops or workplace visits are being conducted. This may result in CTI making changes or even potential postponement to practical classes. CTI will endeavour to provide apprentices and employers with advance notice of any changes, as early as possible to minimise any inconvenience. Alternative training and assessment arrangements will be offered as soon as possible. For future details please discuss with CTI trainers or visit our website for updates.

FEEDBACK AND CONTINUAL IMPROVEMENT

CTI welcomes apprenticeship and employer feedback on opportunities for improvement through open communication and completion of student questionnaires.

This gives apprentices and employers the opportunity to be pro-active in ensuring the training and assessment outcomes are meeting their needs. Questionnaires are issued at enrolment, mid-way and at completion. The data is analysed and where required discussions are held to determine a solution to any issues raised in the feedback form.

Quality Indicator Employer and Quality Indicator Learner Surveys are issued near completion of training in line with Australian Quality Skills Authority requirements.

CTI will use this data as part of a continual improvement process, that will document actions, and to monitor and review the effectiveness of the actions in improving the apprentice and employer experience.

VALIDATION OF ASSESSMENT – EMPLOYER INVOLVEMENT

Validation is a quality review process that confirms an RTO's assessment system can consistently produce valid assessment judgements.

A valid assessment judgement is one that confirms a learner holds all of the knowledge and skills described in a training product. Validation activities are generally conducted after assessment is complete—so that an RTO can consider the validity of both assessment practices and judgements.

Validation involves checking that your assessment tools have produced valid, reliable, sufficient, current and authentic evidence—evidence that allows an RTO to make reasonable judgements about whether training product requirements have been met.

CTI welcomes employers of apprentices to participate in the validation process to ensure our assessment practices remain fit for purpose and they meet industry requirements. If you would like to be involved, please let us know.

COMPLETION OF APPRENTICESHIP

Once all 24 competencies have been assessed and confirmed by you, the apprenticeship and the qualification are completed simultaneously, and your apprentice will be certified as competent by your State Training Authority.

There is no longer a need to make special application for early release or to serve the nominal completion date as per the training contract. All apprentices who successfully complete (including employer confirmation) may attend a CTI graduation ceremony.



QUALIFICATION STRUCTURE

CORE UNITS

Where apprentices are transitioning from other RTOs, recognition of other elective units are available.

UNIT CODE	UNIT TITLE AND APPLICATION
CPCCWHS1001	<p>PREPARE TO WORK SAFELY IN THE CONSTRUCTION INDUSTRY.</p> <p>This unit of competency specifies the mandatory work health and safety training required prior to undertaking construction work. The unit requires the person to demonstrate personal awareness and knowledge of health and safety legislative requirements in order to work safely and prevent injury or harm to self and others</p>
MSFFL2030	<p>RECEIVE AND PREPARE FLOORING MATERIALS</p> <p>This unit describes the skills and knowledge required to check, prepare, package, transport and load flooring materials to an installation site with minimum damage. It includes acclimatisation and storage of materials on site and only the use of non-regulated moving devices such as hand trolleys and palette-jacks.</p>
MSFFL2032	<p>SELECT, PREPARE AND APPLY MOISTURE BARRIERS TO CONCRETE SUBFLOORS</p> <p>This unit describes the skills and knowledge required to apply moisture barriers in readiness for the installation of floor coverings and coatings This unit applies to flooring technicians preparing floors in accordance with pre-determined work orders.</p>
MSFFL2034	<p>PREPARE SUBFLOORS WITH CEMENTITIOUS COATING APPLICATIONS</p> <p>This unit describes the skills and knowledge required to select, prepare, and apply primers, admix and cementitious products to concrete and timber subfloors using skim, smoothing, levelling and bulk filling coating techniques in readiness for the installation of floor coverings and coatings. It may apply to internal and external applications.</p>
MSFFL3052	<p>PLAN AND COST FLOORING TECHNOLOGY WORK</p> <p>This unit describes the skills and knowledge required to obtain job information, plan the scope of work, estimate the net cost of providing products and/or services and calculate the final cost to the customer. It includes the development of customer quotations.</p>
MSFFL3053	<p>ESTABLISH AND MAINTAIN A SAFE FLOORING TECHNOLOGY WORK ENVIRONMENT</p> <p>This unit describes the skills and knowledge required to conduct a systematic risk assessment of the work and work area to establish and maintain a safe work environment throughout the conduct of flooring technology operations.</p>

UNIT CODE	UNIT TITLE AND APPLICATION
MSFFL3054	<p style="text-align: center;">ASSESS FLOORING INSTALLATION SITES</p> <p>This unit describes the skills and knowledge required to assess and formally report on the condition of both timber and concrete subfloors and factors in the environment that may impact flooring installation. This unit applies to all flooring technicians responsible for pre-installation inspections.</p>
MSFGN2001	<p style="text-align: center;">MAKE MEASUREMENTS AND CALCULATIONS</p> <p>This unit of competency describes the skills and knowledge required to identify the measuring equipment required in work task and make and record accurate measurements and calculations. It includes identifying and responding to routine and non-routine problems with the process.</p>
MSFGN3001	<p style="text-align: center;">READ AND INTERPRET WORK DOCUMENTS</p> <p>This unit of competency describes the skills and knowledge required to identify type and purpose of work document, read and interpret the document, and plan work in response. It also includes the handling and management of documentation.</p>
MSMSUP102	<p style="text-align: center;">COMMUNICATE IN THE WORKPLACE</p> <p>This unit describes the skills and knowledge required to receive, relay and record written and oral messages and to provide relevant information in response to requests within timelines.</p>
MSMSUP106	<p style="text-align: center;">WORK IN A TEAM</p> <p>This unit describes the skills and knowledge required to organise own activities within a team to fit with work schedules and to meet operational guidelines. This unit applies to team members who are required to use interpersonal and communication skills to plan, organise and complete their work activities according to instructions and with limited discretionary powers.</p>
TLID2003	<p style="text-align: center;">HANDLE DANGEROUS GOODS/HAZARDOUS SUBSTANCES</p> <p>This unit involves the skills and knowledge required to handle dangerous goods and hazardous substances in accordance with relevant work health safety (WHS)/occupational health and safety (OHS) regulations concerning the safe handling of dangerous goods and hazardous substances, within the transport and logistics industry.</p>

QUALIFICATION STRUCTURE

ELECTIVE UNITS

GROUP A CARPET

UNIT CODE	UNIT TITLE AND APPLICATION
MSFFL2036	<p>INSTALL SOFT CARPET UNDERLAYS AND GRIPPER ACCESSORIES</p> <p>This unit describes the skills and knowledge required to prepare, lay out, cut, lay and fix soft carpet underlays, and carpet gripper accessories prior to laying carpet floor coverings, using the carpet gripper system.</p>
MSFFL2037	<p>INSTALL UNPATTERNED TUFTED CARPET</p> <p>This unit describes the skills and knowledge required to prepare, cut, lay out, join, power stretch, trim and finish unpatterned tufted carpet, using the carpet gripper installation system. It includes installation to box and winder steps.</p>
MSFFL3059	<p>INSTALL CARPET TILES</p> <p>This unit describes the skills and knowledge required to prepare, set out, cut, lay and fix carpet tiles in single and multiple connecting rooms in both residential and commercial sites using both single and multi-directional installation methods. It includes the installation of tiles with specific design features such as patterns, motifs and logos.</p>
MSFFL3060	<p>INSTALL ADHESIVE FIXED CARPET</p> <p>This unit describes the skills and knowledge required to prepare, cut, lay, fix, join and finish, direct stick and dual-bonded carpet installations.</p>
MSFFL3062	<p>INSTALL PATTERNED AND CUSTOM DESIGNED CARPET</p> <p>This unit describes the skills and knowledge required to set out, lay, stretch, join and finish woven and tufted carpets containing geometric, decorative and other custom designed patterns using adhesive-bonded and carpet gripper systems.</p>

For students/apprentices with alternative elective units to complete outside of the CTI course structure please contact CTI to discuss.

GROUP B RESILIENT

UNIT CODE	UNIT TITLE AND APPLICATION
MSFFL2038	<p>INSTALL LAY FLAT VINYL FLOOR COVERINGS</p> <p>This unit describes the skills and knowledge required to set out, lay and cut flat vinyl floor coverings to single and connecting rooms using pattern matching, seam cutting, joining and sealing techniques.</p>
MSFFL3065	<p>INSTALL RESILIENT TILES</p> <p>This unit describes the skills and knowledge required to prepare, set out, cut, lay and fix resilient tiles in single and multiple connecting rooms in both residential and commercial sites using both single and multi-directional installation methods. It includes the installation of tiles with specific design features such as patterns, motifs and logos.</p>

GROUP D TIMBER

UNIT CODE	UNIT TITLE AND APPLICATION
MSFFL2039	<p>INSTALL LAMINATE FLOORING</p> <p>This unit describes the skills and knowledge required to prepare, cut, lay and fix laminate, flooring of all types.</p>
MSFFL2040	<p>INSTALL ENGINEERED TIMBER FLOORING</p> <p>This unit describes the skills and knowledge required to prepare for work and install, stick by stick, an engineered timber floor within a space over a soft underlay, including preparation, cutting, laying and fixing.</p>

GROUP E GENERAL

UNIT CODE	UNIT TITLE AND APPLICATION
BSB0PS304	<p>DELIVER AND MONITOR A SERVICE TO CUSTOMERS (OPTIONAL)</p> <p>This unit describes the skills and knowledge required to identify customer needs, deliver and monitor customer service and identify improvements in the provision of customer service</p>
MSFFL2031	<p>REMOVE EXISTING FLOOR COVERINGS</p> <p>This unit describes the skills and knowledge required to remove existing floor coverings.</p>
MSFFL2033	<p>INSTALL HARD UNDERLAYS</p> <p>This unit describes the skills and knowledge required to cut and fit hard underlay materials prior to laying floor coverings. This unit applies to flooring technicians working in accordance with pre-determined work orders.</p>



SUCCESSING WITH COMPLETING YOUR COURSE

There are a whole range of factors which lead to course success, as it is not solely about just working harder. Being focussed and consistent is also important, as is working smarter not harder. By applying effective study strategies such as being better organised and managing your time more effectively will aid in student concentration, absorption, endurance.

The Following study guides and tips will assist employers to help manage your apprentices training engagement and completion:

1. Apprentices need to Take responsibility and ownership of their learning and studies

2. Be ahead of the game by being organised

A learner's attitude, organisational strategies and study habits that they adopt at the start of each study unit will have an impact on your overall success in completion. By following their agreed training plan is a very important first step, as it is important to establish a strategic approach early to any learning routine.

3. Establish a designated study space

Decide upon where an apprentice will study/learn and set up the space with everything required. If they have a desk at home, make sure that the area is well-lit and free of excess clutter. Ideally, a study space needs to be situated where there are minimal distractions. For some learners, home isn't the best place to study due to noise levels or unavoidable interruptions. If this is the case, consider an alternative place to study.

4. Attend classes

This may sound painfully obvious, but attending classes is the number one most important factor in determining your success of completing a course. If they skip classes, you will not only miss out on important course content, but you will also miss out

on vital information about assessment requirements and due dates. In addition, skipping classes leads to decreased motivation as apprentices will lose momentum and feel disconnected from your classmates. Many students find it difficult to return to class after the series of absences, due to feelings of anxiety over having to catch up – as a result, they tend to avoid returning and fall further and further behind.

5. Plan the week

A study course doesn't need to be the only thing in the apprentice's life (and we know that allocating time for relaxation, exercise and social connection is essential to wellbeing), but it does need to be a main focus as it is their full-time occupation. They should allocate regular blocks of time each week for study and assignments, otherwise life will inevitably get in the way and time will slip by. Use of a weekly planner, diary, app or whatever method works for them and create a plan that will help them to maintain an effective balance between work, studying and life.

6. Adopt a strategic approach

Being successful in a course is not just about working hard, it is also about working effectively. Apprentices need to work strategically by breaking down tasks into manageable chunks and by using study strategies that have been proven to be effective. Set achievable goals and aim to complete assessment tasks before the due date so that you have time to obtain feedback from your teacher before the final submission.

7. Access allies

CTI teachers are there to provide feedback on your course progress as well as answer questions about the course content and assessment requirements, so don't be afraid to reach out for assistance and help when needed.

STUDENT/LEARNER RIGHTS AND OBLIGATIONS WHEN TRAINING

CTI is committed to providing an environment for student learners where intellectual enquiry and freedom of expression is encouraged, academic integrity is harnessed, and rights and responsibilities are respected.

As members of an enrolled course student/learners must conduct themselves consistent with the following behaviour:

- Respect, Courtesy, Inclusiveness, Diversity, Privacy.
- Make themselves aware of and comply with all relevant policies and procedures concerning their enrolment, studies and conduct.
- Read and comply with their subject/unit and course requirements.
- Seek support and/or assistance from support services when required.
- Provide accurate up to date personal details to student services.
- Be committed to completing their course, by attending classes on time, participating in all learning activities, and completing all assessments.
- Adhere to CTI's policies, procedures.
- Respect all policies and procedures of their employees and external organisations whilst on workplace practicum and on the job training.
- Undertake their CTI training with integrity and honesty, avoiding breaches of plagiarism and copyright.
- Work co-operatively and collaboratively with other students, CTI staff, associates and CTI partners.
- Communicate with courtesy and consideration, whilst online and social media.
- Respect others' rights to their own opinions and beliefs and, where there is disagreement, engage only in respectful discussion.

- Do not engage in actions, behaviour and verbatim that may jeopardise your own or another student or staff member's health, safety or wellbeing, or may damage their reputation or career.
- Do not engage in discrimination, sexual assault, sexual harassment, victimisation, bullying, child abuse or any form of interpersonal, psychological or physical violence, and report such behaviour as outlined in CTI policies and procedures. Visit the State Government website for more information on bullying and cyber bullying at: www.education.vic.gov.au/school/principals/spag/safety/Pages/bullying.aspx.
- Do not disrupt or interfere with any teaching and learning activity. This includes rudeness, using inappropriate language or such behaviour that may cause a staff member or another student to feel uncomfortable and/or threatened. Do not encourage, persuade or incite others to engage in conduct or behaviour constituting misconduct in accordance with policies and procedures.
- Learners must contribute to a healthy and safe learning environment and not cause harm to others, endanger or potentially endanger the safety or health of others.

CODE OF CONDUCT

The Student Code of Conduct see the applies to all students and learners and aims to ensure the safety, comfort and wellbeing of everyone at CTI.

A learner commits misconduct if they engage in actions which adversely affect any member of CTI, or which may be prejudicial to proper conduct and order.

TRAINING ENVIRONMENT

- Be punctual for training, meet all attendance requirements, submit their own work by their due dates.
- Follow Trainer and Assessors delivery instructions in a collaborative and supportive manner.
- Produce identification or your student ID, if requested by our staff.

RESPECTFUL BEHAVIOUR AND CONDUCT

- Harassment, assault or abuse of any kind including verbal, physical, psychological and sexual as well as bullying, including cyberbullying, is not acceptable and will not be tolerated. Please refer to the Access and Equity Policy.
- Physical abuse and all forms of harm others is not acceptable and not tolerated.
- You must not use information communication technologies (ICTs), such as social media, mobile phones, text or instant messaging and websites to engage in behaviour that could be reasonably considered to have a negative impact on yourself or another person, cause them harm, or make them feel unsafe.
- Respect the right to privacy and the property of others including their intellectual property.
- Be free from the influence of alcohol and/ or drugs. Learners under the influence will be subject to disciplinary actions.
- Illegal activities will be referred to the police.
- Comply with all policies and procedures.

CTI acknowledges that staff, learners and stakeholders have a right to freedom of speech and academic freedom, provided it is respectful, relevant to their area of expertise and experience and does not breach the Student Code of Conduct policy.

Breaches of the Student Code of Conduct may result in action according to Institute policies and procedures as identified in the Student Code of Conduct Policy.

DRUGS AND ALCOHOL

The use and abuse of drugs and alcohol can be a severe problem for both the user and the people around them. Although we recognise that adults are entitled to make their own lifestyle choices outside of work hours, we are legally obligated to take firm action if behaviour has the potential to cause problems in any of our training activities.

CTI will not permit any learner to remain in a training session or take part in any of the training or assessment activities if they are:

- Under the influence of alcohol or illicit drugs
- Found to be in possession of alcohol or illicit drugs.

If learners are suspected of being under the influence or in possession of alcohol or illicit drugs, we will ask them to immediately leave the training session or stop the activity they are undertaking. They will then be interviewed by an authorised person, and assessed against the Student Code of Conduct Policy, where a decision will be made on how to deal with the matter. This may include involving the police for any suspicious behaviour, legal infringement, misconduct, and any unsafe workplace behaviour. CTI will also notify you as the employer and discuss the repercussions of their behaviour.