

CPC31311 Certificate III in Wall and Floor Tiling

Course Information and Statement of Fees

General Information

Is this the right course for you?

The course you are enrolling in is CPC31311 Certificate III in Wall and Floor Tiling. This course reflects the role of tilers working in a range of residential or commercial workplaces to affix ceramic, slate, marble and glass tiles to walls and floors, using glues, grout and cement. They frequently cut tiles in order to fill small edges or make particular patterns. Tiles provide both a decorative and protective function, especially in spaces that experience ongoing wet or damp conditions such as kitchens or bathrooms. This qualification is suitable for an Australian apprenticeship pathway.

Apprentices need to complete nineteen (19) Units of Competency following the guidelines as outlined in the Training Package which requires sixteen (16) core units and three (3) elective units.

This course will be delivered over a three (3) year period in line with the Australian Apprenticeship Scheme. Individual Apprentices may complete the training and assessment in more or less time depending on previous experience and ability.

The qualification aims are:

- To develop safe work practices
- To provide hand skills using tool, equipment and materials of the trade
- To provide skills used in the production, installation and finishing in the trade
- To measure and record accurately
- To read drawings and specifications
- To develop innovative and problem solving skills
- To develop communication skills
- To develop team working skills
- To develop an overall knowledge of the building industry and the range of businesses and occupations within it.

Training is delivered and assessed according to the units listed on the Training Plan. The majority of the training and assessment is undertaken on your work site.

Assessments for each Unit of Competency will typically consist of three (3) tasks including written questions, case studies/projects, and practical demonstrations of skills and verbal questions. In addition to this, Apprentices are required to record the practice of workplace skills in an Apprentice Logbook, and Supervisors/ Employers are required to complete a Supervisor Report.

On completion of CPC31311 Certificate III in Wall and Floor Tiling, Apprentices will become qualified wall and floor tilers in the construction industry.

Skill Training Victoria delivers training and assessment services at various locations throughout metropolitan and regional Victoria. For more information, please see the Skill Training Victoria website.

Sample of Training Plan

The Certificate III in Wall and Floor Tiling includes the following Units of Competency undertaken over a three (3) year period:

| Year 1 | |
|--------------|--|
| CPCCOHS2001A | Apply OHS requirements, policies and procedures in the construction industry |
| CPCCCM1014A | Conduct workplace communication |
| CPCCCM1012A | Work effectively and sustainably in the construction industry |
| CPCCCM1013A | Plan and organise work |
| CPCCWF2002A | Use wall and floor tiling tools and equipment |
| CPCCWF2001A | Handle wall and floor tiling materials |
| CPCCWF3001A | Prepare surfaces for tiling application |
| CPCCCM2006B | Apply basic levelling procedures |
| Year 2 | |
| CPCCCM1015A | Carry out measurements and calculations |
| CPCCCM2001A | Read and interpret plans and specifications |
| CPCCWF3002A | Fix floor tiles |
| CPCCWF3003A | Fix wall tiles |
| CPCCWF3004A | Repair wall and floor tiles |
| Year 3 | |
| CPCCWF3006A | Carry out mosaic tiling |
| CPCCWF3007A | Tile curved surfaces |
| CPCCCM2008B | Erect and dismantle restricted height scaffolding |
| CPCCWP3002A | Apply waterproofing process to internal wet areas |
| CPCCWF3005A | Carry out decorative tiling |
| CPCCCO2013A | Carry out concreting to simple forms |

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Credit Transfer

STV recognises any Units of Competency previously attained under the Australian Qualifications Framework (AQF).

Application for Credit Transfer is supported by a certified Certificate, Statement of Results or Statement of Attainment issued by another Registered Training Organisation (RTO). The Trainer/Assessor will explain the process during the Pre-Training Review.

Documentation to be provided when requesting Credit Transfer:

- a. Qualification e.g. CPC20211 - Certificate II in Construction Pathways.
- b. Statement of Attainment listing one or more Units of Competency.
- c. Statement of Results listing the Units of Competency and results.

Upon receipt of an original or certified document as listed above, the STV Enrolment Officer will assess the evidence to determine if the Unit(s) of Competency is/are equivalent to the Unit(s) of Competency for which the credit is being requested.

- Where a credit is granted, the unit is recorded on the Training Plan as a Credit Transfer 'CT' and the evidence is filed in the Apprentice folder. **Note:** there is no fee/cost to you for credit transfer.
- Where credit does not fully meet the Unit of Competency you will be provided with the opportunity to undertake a recognition pathway as outlined below.

Recognition of Prior Learning

Recognition of prior learning (RPL) is the process of recognising your current skills and knowledge based on prior learning and work experience, against Units of Competency listed in the Training Plan.

Where you identify having prior training (from a current or superseded training package) or experience that may contribute towards RPL of a Unit of Competency, you will be provided with the opportunity to undertake an RPL pathway.

The RPL process with STV will include the collection of information and details on your previous experience through the completion of an *RPL kit* and the completion of a *Competency Conversation* with a qualified STV Trainer/Assessor. In completing the *Competency Conversation* you will be required to confirm your skills and knowledge in each Unit of Competency that the RPL is being applied for. This will include completion of questions to confirm an understanding of the required knowledge and the demonstration of relevant skills through Trainer/Assessor observations applicable to the Unit of Competency. The *Competency Conversation* may occur at your workplace or within STV premises.

If you believe you already have the skills and knowledge to be assessed as competent in any Unit of Competency listed on your Training Plan you may:

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- Access government subsidised RPL service via a HESG approved RPL provider who will conduct RPL under Skills First; or
- Apply through STV as a fee for service client. Contact our office on 1800 739 970 for more information. **Note:** STV is not approved by HESG to provide subsidised RPL services.

To access government subsidised RPL services contact the Department of Education and Early Childhood Development, Information and Referral Service on 1800 809 834 or email enquiry to edline@edumail.vic.gov.au for a list of Skills Victoria approved RPL Providers.

Once you have successfully completed the RPL process and you have received your Statement of Attainment for the nationally endorsed Units of Competency you can submit the certified Statement of Attainment to STV.

STV will arrange a credit for the unit or units and modify your Training Plan accordingly.

Language, Literacy and Numeracy (LLN) Support

STV recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all Apprentices are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, you will need to complete a Language, Literacy and Numeracy (LLN) Assessment which will be used to assess the LLN ability of the Apprentice. Some Apprentices may be referred on for support as required.

We encourage Apprentices with language, literacy or numeracy concerns to undertake training. A range of support services can be provided for the Apprentice upon request.

If you have a language, literacy or numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer/Assessor.

Examples of support that may be provided and accessed include:

- Apprentice's Australian Apprenticeship Support Network provider
- Apprentice's Apprenticeship Support Officer
- Additional training time
- One-on-one training
- Providing materials in alternative formats
- Provisions of interpreters, readers, etc.
- Reasonable adjustment

Fees, Charges, and Refunds

STV charges tuition fees as prescribed by Skills First.

Details of all fees and charges will be distributed to you and your Employer prior to enrolment via a printed fees and charges schedule document.

All STV's current Fees and Charges are maintained and accessible on the STV website:

www.stvic.com.au

As an eligible Apprentice, you will be charged a non-refundable administration fee at the commencement of training each year.

You are also required to purchase theory books in order to complete the theory component of your training. Prices vary according to the qualification in which you are enrolling and any previous training completed. Theory book price lists and order forms are provided at enrolment. Price lists and order forms are also available on the STV website: www.stvic.com.au

Once the agreed Training Plan has been signed by all parties and received by STV, an invoice will be produced and emailed or posted to you and/or, if directed, to your Employer. Invoices are due and payable within fourteen (14) days of invoice date.

Fair Work Commission guidelines require that your Employer reimburse you for all fees paid relating to your training with STV, as well as the cost of required textbooks purchased for your apprenticeship. For detailed information, please visit the Fair Work Commission's website at: <https://www.fairwork.gov.au/find-help-for/apprentices-and-trainees/apprentice-entitlements#training-costs-fees-and-textbooks>

There is no charge for the initial issuing of Qualifications, Statements of Attainment and Statements of Results. A fee will be charged for any re-issue of Qualifications, Statements of Attainment and Statements of Results. See **Re-issue of Certificates or Statements** in your handbook for further details.

Re-assessment

In the event that you are required to re-sit an assessment, no additional fees will be charged.

Concession Fee

Concessions on tuition fees are available for government-subsidised training places in Certificate III courses provided by STV. The concession fee is calculated at twenty percent (20%) of the STV published standard tuition fee.

STV must sight and retain copies of all documentation demonstrating your eligibility for a fee concession. To be eligible for a fee concession you must have a **current and valid**:

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- a) Commonwealth Health Care Card; or
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card; or
- d) be listed as a dependant spouse or dependent child of a card holder (your name must appear on the card)

You must provide STV with a copy of your current and valid concession card at the time of enrolment. This must be done prior to your commencement of training. The concession rate will be applied to the course for the current enrolment.

Indigenous Completions Initiative

Under Victoria's Indigenous Completions Initiative, Apprentices identifying as Aboriginal or Torres Strait Islander will be charged the concession tuition fee for the full duration of the course.

Note: The above STV Fees and Charges information is correct at the time of printing, however they are subject to change. For current Fees and Charges please visit the STV website www.stvic.com.au

Refund Policy

When a course is cancelled or withdrawn by STV, a refund of tuition fees for any training Unit(s) of Competency not yet commenced will be provided.

If you withdraw from training prior to completion, a request must be made to STV for refund of fees. Upon receipt of a refund application form, STV will consider a refund for the scheduled hours not commenced as follows:

If withdrawing before the training and assessment has commenced STV will:

- issue a credit note for the invoice amount, less the applicable STV administration fee, and
- make payment in accordance with your preference via direct deposit or EFTPOS.

If withdrawing after training and assessment has commenced, upon receipt of STV Refund and Credit Note Application Form STV will:

- issue a credit note for the scheduled hours not completed or the full concession fee, less the applicable STV administration fee as follows:
 - full refund of tuition fees for any Units of Competency not yet commenced
 - less the applicable non-refundable administration fee, and
- make payment in accordance with your preference via direct deposit or EFTPOS.

Written requests must be made via post or email to the address below:

Accounts

PO Box 188

Eaglehawk VIC 3556

or email accounts@stvic.com.au

Skill Training Victoria - 2017 Fees and Charges

The student fees as published are subject to change given individual circumstances at enrolment or, from time to time in consideration of Ministerial Directions regarding the application of Fees and Charges.

RTO NO. 21210

| | | Indicative Nominal Hours | Full Fee for Service Estimated Tuition Fee (\$14.50 hourly rate x nominal hours) | Standard Tuition Fee Estimated Tuition Fee (\$2.15 hourly rate x nominal hours) | Subsidised Concession Tuition Fee Estimated Tuition Fee (\$0.43 hourly rate x nominal hours) | Approx. Government funding received by RTO for Tuition |
|--|--------------|--------------------------|--|---|--|--|
| CPC30111 Certificate III in Bricklaying and Blocklaying | Year 1 | 270 | \$3,915.00 | \$580.50 | \$116.10 | \$3,780.00 |
| | Year 2 | 388 | \$5,626.00 | \$834.20 | \$166.84 | \$5,432.00 |
| | Year 3 | 346 | \$5,017.00 | \$743.90 | \$148.78 | \$4,844.00 |
| | Total | 1004 | \$14,558.00 | \$2,158.60 | \$431.72 | \$14,056.00 |
| CPC30211 Certificate III in Carpentry | Year 1 | 344 | \$4,988.00 | \$739.60 | \$147.92 | \$4,816.00 |
| | Year 2 | 394 | \$5,713.00 | \$847.10 | \$169.42 | \$5,516.00 |
| | Year 3 | 328 | \$4,756.00 | \$705.20 | \$141.04 | \$4,592.00 |
| | Total | 1066 | \$15,457.00 | \$2,291.90 | \$458.38 | \$14,924.00 |
| CPC31311 Certificate III in Wall and Floor Tiling | Year 1 | 256 | \$3,712.00 | \$550.40 | \$110.08 | \$3,584.00 |
| | Year 2 | 356 | \$5,162.00 | \$765.40 | \$153.08 | \$4,984.00 |
| | Year 3 | 270 | \$3,915.00 | \$580.50 | \$116.10 | \$3,780.00 |
| | Total | 882 | \$12,789.00 | \$1,896.30 | \$379.26 | \$12,348.00 |
| CPC31211 Certificate III in Wall and Ceiling Lining | Year 1 | 344 | \$4,988.00 | \$739.60 | \$147.92 | \$4,816.00 |
| | Year 2 | 308 | \$4,466.00 | \$662.20 | \$132.44 | \$4,312.00 |
| | Year 3 | 320 | \$4,640.00 | \$688.00 | \$137.60 | \$4,480.00 |
| | Total | 972 | \$14,094.00 | \$2,089.80 | \$417.96 | \$13,608.00 |
| CPC30611 Certificate III in Painting and Decorating | Year 1 | 314 | \$4,553.00 | \$675.10 | \$135.02 | \$4,396.00 |
| | Year 2 | 372 | \$5,394.00 | \$799.80 | \$159.96 | \$5,208.00 |
| | Year 3 | 406 | \$5,887.00 | \$872.90 | \$174.58 | \$5,684.00 |
| | Total | 1092 | \$15,834.00 | \$2,347.80 | \$469.56 | \$15,288.00 |
| CPC31011 Certificate III in Solid Plastering | Year 1 | 296 | \$4,292.00 | \$636.40 | \$127.28 | \$4,144.00 |
| | Year 2 | 256 | \$3,712.00 | \$550.40 | \$110.08 | \$3,584.00 |
| | Year 3 | 320 | \$4,640.00 | \$688.00 | \$137.60 | \$4,480.00 |
| | Total | 872 | \$12,644.00 | \$1,874.80 | \$374.96 | \$12,208.00 |

A non-refundable administration fee of \$100 is payable at the commencement of each training year.

Tuition Fee: The amount payable by the Apprentice based on a fee per scheduled hour.

Full Fee For Service: Full fee for service, no government subsidy applies.

Standard Tuition Fee: A standard fee set by Skill Training Victoria for enrolment in a course. Applicants must meet the Skills First Eligibility Criteria.

Subsidised Concession Fee: A concession fee which is 20% of Skill Training Victoria's standard tuition fee. Applicants must meet the Skills First Eligibility Criteria and provide valid concession evidence at enrolment, prior to commencement of training.

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Nominal Hours: The nominal hours for each Unit of Competency (subject) represent the total amount of training and learning over the duration of the unit. The above nominal hours are indicative and may vary depending on elective units chosen and/or awarding of Credit Transfer or Recognition of Prior Learning (RPL) pathway.

Administration fee: A fee charged for the creation, processing and handling of course documentation and student records.

Theory Books: Theory books must be purchased prior to commencement of training. Apprentices may purchase books through Skill Training Victoria or source directly from a retailer. Cost of books may vary depending on year and qualification, however generally cost approximately \$360 over a three year course or \$120 per year. For details see the Book List and Order Form on the Skill Training Victoria web site www.stvic.com.au **Note:** Theory book purchases are non-refundable.

Complaints and Appeals

You have access to Skill Training Victoria's Complaints and Appeals Process. The Complaints and Appeals Policy and Procedure ensures that fair and equitable processes are implemented for any complaints or appeals against Skill Training Victoria.

The definition for a complaint and an appeal are as follows:

Complaint

Initial notification of your dissatisfaction or an issue that has occurred

Appeal

Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

You are able to submit a formal complaint to STV relating to any concern you may have (should you feel a person has acted inappropriately or treated someone unfairly, etc.). This can be submitted to the STV Administration Department. All complaints are handled with confidence and are reviewed by the STV Administration Department.

You may also appeal a decision made by STV in regards to an assessment outcome. Where you feel you have been unfairly judged and assessed on a specified task, project or assessment you may have the assessment reviewed by submitting a Complaints and Appeals. You must provide supporting evidence or explanations as to why you feel the assessment was unfair and why you should be given further opportunity to be assessed.

Please note: You have the right to access advice and support from independent external agencies/persons at any point of the Complaint and Appeals Process. Use of external services will be at your personal cost unless otherwise authorised.

You have access to the Complaints and Appeals Policy and Procedure and the Complaints and Appeals Form are listed as Appendices in the Apprentice Handbook, and copies can also be produced by the STV Administration Department at any time upon request.