

Student Handbook v1.11

Construction Sciences Pty Ltd

RTO #46450

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ACKNOWLEDGEMENT OF UNDERSTANDING

To ensure sound judgement and decision making, and to provide the opportunity to potential students to raise issues, concerns and questions prior to commencement of training, Construction Sciences Pty Ltd makes the Student Handbook available to the VET students by providing a copy or accessing through the RTO's website at: www.constructionsciences.net

Construction Sciences Pty Ltd require each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training.

Construction Sciences Pty Ltd offers this qualification (MSL40122 - Certificate IV in Laboratory Techniques) as part of the learners' employment within Construction Sciences. The learner is not obligated to undertake the qualification with Construction Sciences Pty Ltd and may seek the service of other providers.

For any concerns, questions or clarifications please contact us at:

- **Address:** Suite 4GB ground floor, Building three Kings Row, 40-52 McDougall St, Milton QLD 4064
- **Email:** training@constructionsciences.net
- **Contact number:** 1300 165 769 / +61 7 3320 8500

INTRODUCTION

Welcome to Construction Sciences Pty Ltd! The goal is to help you achieve your training objectives. You will receive training from dedicated, passionate and qualified trainers who are experienced in your vocational areas. This ensures that the training you will receive is current, relevant and easy to understand.

To ensure that your learning experience will be a positive one, the RTO's courses are delivered using excellent quality and innovative course materials. Student Services is committed to delivering an excellent experience to you. Wishing you all the best in your studies and looking forward to helping you achieve your goals.

This Student Handbook sets out the policies and procedures around the training and assessment that you will receive. Please read the Student Handbook before enrolling in any of the RTO's courses.

Construction Sciences Pty Ltd is a Registered Training Organisation (RTO No. #46450) and is recognised by Australian Skills Quality Authority as a deliverer of nationally recognised training for the courses on its scope of RTO registration. Construction Sciences Pty Ltd offer the following nationally recognised training products:

- **MSL40122 Certificate IV in Laboratory Techniques**

Australian Qualifications Framework

Nationally Recognised Training

Mission Statement

Construction Sciences Pty Ltd seeks to provide dynamic, innovative and high-quality content-oriented courses and materials to our learners studying in our courses. Our goal is to provide modern, relevant, job-oriented training programs that assist individuals wishing to advance or change careers.

Construction Sciences Pty Ltd's Australian-accredited course programs are designed to be flexible enough to allow students to work whilst working towards the completion of a high-demand certificate course.

Construction Sciences Pty Ltd aims to provide practical-based training that develops robust work skills through imaginative and collaborative approaches in developing course content and delivering practice-based training and assessment methods as emphasised in the Construction Sciences Pty Ltd model of learning.

It is the goal of Construction Sciences Pty Ltd to become known Australia-wide as by business and industry as a "first port of call" when wishing to upskill their workforce and develop confidence, as well as robust, practical business skills and knowledge in staff that improve and enhance their operations.

Vision Statement

Construction Sciences Pty Ltd seeks to become an Australia's leading training institute across a broad range of nationally-accredited qualifications and courses renowned for developing career and life-enhancing opportunities for its graduates—who are renowned by the business and industry as being highly-skilled alumni that develop into leading industry professionals.

Training Programs

Construction Sciences Pty Ltd is committed to providing current and accurate information for students to be able to make informed decisions about undertaking training. The organisation ensures the quality of the training and assessment in compliance with the Standards for RTOs 2025, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

Student Guarantee

Construction Sciences Pty Ltd guarantees to advise students of any changes to the services provided under agreement within 7 days via email, including any changes of ownership.

The RTO guarantees that if, for whatever reason, the organisation is unable to deliver the agreed training for a student, it will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

The RTO is committed to providing accurate and accessible information to prospective and current students related to its services and the training products on its scope of registration.

The RTO does not guarantee the following:

- a student will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of Outcome Standards 1.1, 1.3 and 2.2, or
- a student will obtain a particular employment outcome where this is outside the control of the RTO.

Construction Sciences Pty Ltd Team

Students may contact us at 1300 165 769 / +61 7 3320 8500**.**

Student Support

Students completing a training program will be supported by Student Services. The RTO's knowledgeable team will work with you to help you achieve success in your chosen field.

The Student Services can assist students through a variety of activities, which include but are not limited to:

- Assisting with logging in the Learning Management System (LMS) and with accessing the resources;
- Supporting flexible learning and processing extensions where applicable;
- Arranging contact between trainer/assessor and student where required; and
- Assisting students with finding and understanding their trainer's feedback.

Trainers

Your trainers are qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.

All Construction Sciences Pty Ltd trainers must follow the below requirements as outlined in the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 3.1-3.3 and Credential Policy Section 1.

Training and assessment are delivered by trainers and assessors who have:

1. have relevant credentials as specified by the Credential Policy

2. undertakes continuing professional development to maintain current skills and knowledge in training and assessment, including engaging and supporting VET students.

3. have industry competencies, skills and knowledge that are relevant to, and at least to the level of, the training product being delivered and/or assessed

4. maintain an understanding of current industry practices

Industry experts may also assist in training delivery and/or the assessment judgement, working alongside the trainer and/or assessor to conduct the training and/or assessment.

5. The RTO's training and assessment is delivered only by persons who have one of the following credentials:
   - TAE40122 Certificate IV in Training and Assessment or its successor,
   - TAE40116 Certificate IV in Training and Assessment,
   - TAE40110 Certificate IV in Training and Assessment,
   - A secondary teaching qualification and one of the following credentials:
     - TAESS00011 Assessor Skill Set, or
     - TAESS00019 Assessor Skill Set or its successor, or
     - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor, or
   - A diploma or higher-level qualification in adult education or vocational education and training.

6. Where a person conducts assessment only, the RTO ensures that the person has one of the following credentials:
   - As above; or
   - TAESS00019 Assessor Skill Set or its successor,
   - TAESS00011 Assessor Skill Set,
   - TAESS00001 Assessor Skill Set,

7. Where a person may be actively working towards a training and assessment credential, provided that they:
   - are enrolled in and have commenced training in one of the following training and assessment credentials:
     - TAE40122 Certificate IV in Training and Assessment or its successor, or
     - TAE50122 Diploma of Vocational Education and Training or its successor, and

- Are making satisfactory progress to enable the credential to be completed within two years of commencement

8. Where a person may deliver training and conduct assessment under direction, the RTO ensures that the person has one of the following credentials:
   - TAESS00021 Facilitation Skill Set or its successor,
   - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,
   - TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set or its successor,
   - TAESS00029 Volunteer Trainer Delivery Skill Set or its successor,
   - TAESS00020 Workplace Trainer Skill Set or its successor,
   - TAESS00028 Work Skill Instructor Skill Set or its successor,
   - TAESS00022 Young Learner Delivery Skill Set or its successor,
   - TAESS00015 Enterprise Trainer and Assessor Skill Set
   - TAESS00003 Enterprise Trainer and Assessor Skill Set,
   - TAESS00008 Enterprise Trainer – Mentoring Skill Set,
   - TAESS00013 Enterprise Trainer – Mentoring Skill Set,
   - TAESS00007 Enterprise Trainer – Presenting Skill Set,
   - TAESS00014 Enterprise Trainer – Presenting Skill Set, or
   - A secondary teaching qualification.

The RTO also ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment, including competency-based training and assessment.

Student Selection

Construction Sciences Pty Ltd conducts enrolment only for internal staff of the company.

The RTO is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program includes but is not limited to the following:

1. The VET student meets any pre-requisite qualifications or work experience

2. The VET student meets any age requirements that may be in place for a particular course.

Student enrolments are subject to availability of places on the training program. This is based on the maximum number of participants who can be accommodated, type of course, learning structures, student needs, etc. The RTO shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

Pre – Enrolment

This training is for internal staff of Construction Sciences Pty Ltd and they have undergone an overall assessment of the required skills and qualification prior to enrolment to this training.

Prior to confirmation of enrolment, students may be required to undergo Pre- enrolment Assessment, complete and submit pre- enrolment documents for review, including but not limited to:

a) Pre-Enrolment Assessment Form (sent via email upon course enquiry)
b) Necessary course requirements / pre-requisite requirements
c) ID and supporting documents for processing and filing
d) USI Number

Students are required to go through an initial pre-enrolment interview, where they will be asked to do tasks and answer questions to confirm sufficient computer skills, including knowledge to operate video-communication services with the RTO's trainer and/or assessor.

This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

While the organisation will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days upon submission of documents and completing Pre-Enrolment Procedures, students will receive via email course information and personalised logins.

Access to the Learning and Assessment Resources

The learning and assessment resources necessary to complete the selected course will be made available to the student before the start of the course.

Learning and assessment resources may be accessible through one of the following methods depending on which course you are enrolled in:

- Student online portal accessed with the student's personalised logins
- Email or other online cloud platform services (i.e. Dropbox, Google Drive etc.)
- In-person through the initial classroom-based component of the course

Please contact Student Services if you need assistance with accessing the required learning and assessment resources for your course.

Students may be able to request hard copies or additional copies of the resources at any time during their training period. Delivery will occur within 10 business days or longer, depending on the student's location.

Enrolment Terms

No Fees:

Training will be provided at no cost to the student, with arrangements made directly with the enterprise. Students should consult Construction Sciences' learning and development team for further details.

Unique Student Identifier

An initiative of the Australian Government is the requirement for all students of Vocational Education and Training to supply a Unique Student Identifier number to their VET provider. Students will be assisted by Student Services to apply for and supply their USI if authorised by the student. The RTO can verify each USI before issuance of any certification. All students should be aware that Construction Sciences Pty Ltd and no VET provider can issue a certificate for a VET qualification without being supplied with a student's USI.

Exemptions to the USI requirements may apply including for international students studying onshore and outside of Australia. For any student exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. The RTO can use the following links to search for or create USIs (ONLY with student permission):

- *http://usi.gov.au/Pages/default.aspx*
- *https://portal.usi.gov.au/org/*

Visa Requirements

Construction Sciences Pty Ltd is not a registered CRICOS provider. It is the student's obligation to advise us of their visa requirements. Students should contact the appropriate Government Department regarding their visa conditions and restrictions.

STUDYING AT CONSTRUCTION SCIENCES PTY LTD

Construction Sciences Pty Ltd conducts training courses to suit student needs, course type, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Student Support

Construction Sciences Pty Ltd acknowledges the importance of supporting students in achieving successful outcomes. Student Services is ready to assist you with any questions you may have Monday to Friday, 9am - 5pm. It is acknowledged that Construction Sciences Pty Ltd operates across differing national time zones. RTO trading hours will vary according to requirements of staff from the differing zones. The Student Services is also available to offer guidance via phone and email. Help and support are just a phone call away:

Email: training@constructionsciences.net

Contact number: 1300 165 769 / +61 7 3320 8500

Student support may include but is not limited to any disability or impairment that restricts access and equity as well as, computer literacy, digital literacy or English language, literacy and numeracy (LLN) information obtained from VET students prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for VET students with disabilities and other students in accordance with access and equity;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace;
- wellbeing services;
- reasonable adjustments for any disability or impairment, and
- any other services that the RTO considers necessary to support VET students to achieve competency.

Where appropriate, Construction Sciences Pty Ltd will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

Language/Literacy and Numeracy

Construction Sciences Pty Ltd makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

During the enrolment process, all students complete a brief non-invasive language, literacy and numeracy assessment for the RTO to identify any issues that may need to be addressed prior to the commencement of training. Strategies to address these issues will be negotiated with students and may include adjusting learning and assessment modes and methods.

The RTO will provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

Where can I get help with language, literacy and numeracy?
Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

What is the Reading Writing Hotline?
The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when I call the Hotline?
You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

When can I call the Hotline?
You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service and your call will be returned.

Flexible Learning and Assessment

Construction Sciences Pty Ltd will develop a unique training plan for each student to assist with time management and fitting studying around your work and life commitments.

If you've already completed a qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning please refer to the RPL and Credit Transfer Policy located in the Policies and Procedures section of the handbook.

For further information on how to apply for credit transfer and RPL you can contact Student Services.

Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you may discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to provide support or grant additional time. Please note there may be conditions to gaining an extension.

Students are advised to keep a copy of their assessments prior to submission. Construction Sciences Pty Ltd does not accept responsibility for lost assessment tasks.

A completed assessment may be submitted using any one of the following methods depending on which course you are enrolled in:

- Upload your assessments through the online portal

Once you have submitted your fully completed assessment, you will receive an email to acknowledge your submission. You may contact Student Services to know the status of your assessment.

Please note: *Students will have to complete assessment tasks again if their work goes missing and therefore it is important to keep a copy of their original assessment tasks.*

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

Construction Sciences Pty Ltd regard the integrity of assessment as critical to its professional responsibilities as an RTO and therefore, strives to ensure the assessment processes are not compromised. The RTO has policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own, without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.
- Using of generative artificial intelligence (AI) tools to produce work and presenting it as your own

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, websites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer suspects that you are cheating, they will investigate further to establish evidence supporting their suspicion. This may involve reviewing learning resources, conducting online searches, and comparing previous or current students' work. If evidence to support the suspicion is established your trainer will then report their concerns to the Training Manager. From there the following process will be followed:

1. The RTO assessor will contact you in writing outlining their concerns with your submitted work.

2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.

3. If the Training Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:

    - If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by the Training Manager OR

    - If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by the Training Manager.

4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by the Training Manager), such as knowingly falsifying assessment evidence, the student's enrolment may be terminated.

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Code of Conduct

All Construction Sciences Pty Ltd participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the participant being given a 'written warning.' Further breach will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from

the training environment. Where a breach is deemed as of a serious nature, as determined by the Training Manager, the student's enrolment may be terminated.

Personal interaction, staff-to-student and student-to-student is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Sexual orientation
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. Construction Sciences Pty Ltd do not tolerate harassment. Disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment. From a student perspective, enrolment may be terminated.

Examples of verbal harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated and instances of physical abuse will result in instant termination of the student's enrolment.

Some examples of physical abuse include:

- Striking
- Punching
- Pushing, pulling
- Slapping

- Striking with an object
- Excessive pinching on the body
- Kicking
- Tripping
- Kneeing
- Strangling
- Head-butting
- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile
- Blinding a person or causing impairment of sight.
- Biting
- Eye poking

Change of Personal Details

Students are required to ensure their personal details recorded with Construction Sciences Pty Ltd are always up to date. Students must inform Student Services of any changes in personal details immediately in writing.

All certification documentation will be sent to the email address and/or posted to the mailing address provided by the student.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, Construction Sciences Pty Ltd relies heavily on the feedback from students. The RTO requires all students to complete various feedback and evaluation forms.

At the end of the training, students will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. The Learner Questionnaires may also be emailed to a student. Participation in the survey is highly valued, but voluntary. The RTO will fully protect student's anonymity and the confidentiality of the student's response within the limits of the law.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, the RTO encourages you to do the following:

1. Attend all training sessions and complete all required reading and learning activities;
2. Prepare well in advance of each training session;
3. Be a willing participant;
4. Work with fellow VET students;
5. Respect other people's opinions;
6. Ensure you have a clear understanding of the assessment requirements;
7. Take responsibility for the quality of evidence that you submit to your assessor;
8. Keep track of your progress;

9. Complete and submit all assessments on time, tasks using clear and concise language;
10. Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

COURSE INFORMATION

All training programs Construction Sciences Pty Ltd provide are registered under nationally endorsed training packages. These training programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for particular activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

Competency Based Training

All programs delivered by Construction Sciences Pty Ltd are assessed under the principles of Competency Based Training. The aim of Competency Based Training is to assess the student's ability to complete the activities in each unit.

The RTO will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in the Student Management System. Students have access to their assessment outcomes via the student portal or by request.

Certification documents are issued from the results recorded in the Student Management System.

Mode of Delivery

Construction Sciences Pty Ltd provides flexible and student-centric training tailored to each student's needs. The RTO's courses are offered through various modes to best accommodate the student's diverse requirements.

Online

The Online mode of delivery provides an interactive online platform where students engage with instructors and peers. This mode focuses on creating an engaging and interactive environment through:

- Real-time or asynchronous lessons
- Discussion forums
- Virtual workshops
- Online assessments

Students can access these resources from anywhere while benefiting from scheduled activities that encourage interaction and immediate feedback.

Blended

The blended mode of delivery combines in-person classroom sessions with online components. The classroom sessions provide essential face-to-face instruction, while the online part offers flexibility for students to complete their coursework at their own pace. This approach provides the best of both worlds, with structured guidance and flexible learning.

Face-to-Face

Face-to-Face mode of delivery involves in-person training conducted at designated training centres or other approved locations. Students receive direct interaction with trainers and peers, fostering an environment conducive to learning through immediate feedback and support.

Please refer to the specific course brochures and the website for more information on the delivery options available for each program. Student services are available to answer any questions regarding its course offerings and mode of delivery.

Computer Specifications and Requirements

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Word and Adobe Reader are required
- Some applications (videos) will require the latest version of Flash-Player
- The recommend Google Chrome as an Internet Browser most compatible with the student portal.

The RTO recommends an internet speed of at least 5mpbs. You can check your internet speed with free speed checkers such as this one. Slower connections may suffice for accessing your materials through Adobe Reader. However, you may experience quality and downloading issues with other multimedia resources. The RTO aims for maximum operational efficiency with its high-quality SMS; however, from time-to-time outages may occur, but these will be attended to as quickly as possible.

For Webinar-based Blended/Online courses in specific qualifications (please refer to website). There are important requirements to be able to participate in a Webinar-based course and these are as follows:

- Internet (Minimum 5 mbps Downloads & 1.5 mbps Uploads)
- Google Chrome Web Browser (available as free download)
- Latest Adobe Flash Player and Adobe Acrobat Reader
- Microsoft Word, PowerPoint, Excel 97 or later (equivalent)
- Webcam (optional)
- Headset with microphone (noise cancelling preferable)
- Comfortable seating at PC or Mac and suitable area for breaks

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that the RTO will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Certificates and awards
4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Third party reports
8. Question responses
9. Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is defined as the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. To be marked as **'Competent' (C)**, you must receive a **'Satisfactory' (S)** mark in *every* assessment task. You will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. You have to demonstrate that you can do the task safely and with confidence to the required industry standard as outlined in the Unit of Competency.

An assessment of **'Not Yet Satisfactory' (NYS)** is not a failing mark. It is simply a request for more information or further confirmation of the knowledge and skills required. Your trainer will provide feedback if you receive this mark to guide your resubmission. You will be allowed to resubmit the assessment with the required rectifications or repeat the task until you achieve a **'Satisfactory' (S)** result. You will be given a limit of three (3) attempts.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other VET students or trainees.

Assessment methods used may include:

- Observation during on-the-job or role play/simulation
- Questioning may include self-assessment, verbal answers, written questionnaires, activity modules or interview
- Use of Comply [CS LMIS] for recording of unit accomplishments

- Records contained in the LMIS include recording (direct entry & hard copy) of product data, issue of final product (reports) and on-the-job training
- Third party
- Structured Activities may include Projects, Case studies, presentations, role play, demonstration, progressive tasks

Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	The individual student's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual VET student's needs. The RTO informs the student about the assessment process and provides the VET student with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual student by: • reflecting the student's needs; • assessing competencies held by the student no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual VET student. Validity requires: • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a VET student could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of VET student performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	The assessor is assured that the VET student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a VET student's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the VET student's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

Results of assessment are provided to students as soon as practicable. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with Construction Sciences Pty Ltd any 'reasonable adjustment' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may, however, be circumstances where it will not be reasonable or reasonably practicable for us to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension.

Additional Submission and Support

Further submission attempts may be provided only at the RTO's discretion. Students may request for additional submission attempts—approval will be at the discretion of the training management. This discretion will rely on the quality of previous submissions and the consideration of the study making progress through extra effort of the student to address the feedback required.

Should the submission attempts be insufficient to gain competency OR if a discretionary attempt is not granted due to insufficient evidence of extra work, student is advised to speak to a student support officer to assess the need for course extension and/ or support services provided by Construction Sciences Pty Ltd.

Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with certification documentation.

Students who have not met all requirements for the course or students who withdraw from a course and have addressed all relevant requirements have the right to receive a Statement of Attainment for the units of competency they have been deemed competent.

The Qualification or Statement of Attainment will be emailed to the current email address and mailed to the current address noted in the Student Management System. The student should allow 30 calendar days from the date of completion of the course for the issuance of your award.

Important Information regarding awards at Construction Sciences Pty Ltd

- Awards will only be issued to students whose financial status with the RTO is up to date
- It is the responsibility of the student to understand their obligations with regard to their student agreement for units studied
- For a student to be eligible to receive an award, the student must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a student must complete to be eligible to receive that award.

Certification documents can be re-issued to a student, upon written request.

See the Certificate Issuance Policy for more details.

Course Delivery

Construction Sciences Pty Ltd ensures the following resources are in place:

- Trainer and assessor with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

The training and assessment methods the RTO uses meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities

- self-paced activities
- individual projects
- workplace based training
- case studies.

Recognition of Prior Learning (RPL)

All students have the right to seek recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified assessor without completing the training. Clear guidance on the RPL process, including eligibility and requirements, can be found in the RPL and Credit Transfer Policy and Procedure.

Construction Sciences Pty Ltd believes that no student should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course. All RPL assessments must align with Construction Sciences Pty Ltd's assessment system and comply with the Principles of Assessment and Rules of Evidence.

The RTO aims to maximise the recognition of a student's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification the RTO offers may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact Student Services, who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition, therefore, determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the student must provide evidence and demonstrate their pre-existing competence to justify a claim for recognition and satisfy each requirement of the Unit(s) of Competency they're applying for.

Any documents that you provide to support your claim of competency must be originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, the assessor will ensure that your submission meets the following criteria:

- Full requirements of the Unit(s) of Competency;
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgement.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or within a training facility.

The RTO is committed to ensuring that all judgements made by your trainer against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgement on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

Construction Sciences Pty Ltd recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). All students have the right to seek credit transfer for previously completed units of competency. Where a student has completed a unit/s of competency prior to enrolment that is included in the RTO's scope, the student may apply for recognition. This may result in the student not having to complete the same unit of competency again. This is known as credit transfer. Clear guidance on the credit transfer process, including eligibility and requirements, can be found in the RPL and Credit Transfer Policy and Procedure.

Should you wish to seek a credit transfer, contact Students Services for a Credit Transfer Form. All credit transfer decisions will be formally documented, and students will receive written notification of the outcome, including reasons for the decision.

In cases where licencing or regulatory restrictions impact credit transfer eligibility, these restrictions will be acknowledged, and any rejections will be justified.

To ensure fairness and consistency, Construction Sciences Pty Ltd has enhanced monitoring and continuous improvement mechanisms for its credit transfer processes.

See the RPL and Credit Transfer Policy for more details.

POLICIES AND PROCEDURES

Access and Equity

Construction Sciences Pty Ltd is committed to ensuring that all students have equitable access to education and training in a safe, inclusive, and supportive learning environment. This policy ensures compliance with the Standards for RTOs (2025) and relevant Australian legislation by embedding inclusive practices across recruitment, training, assessment, and student support services.

Construction Sciences Pty Ltd supports government policy initiatives and provides access to training for all those seeking to undertake it. Student selection criteria are non-discriminatory, ensuring fair access to training, particularly for disadvantaged students.

Construction Sciences Pty Ltd will take affirmative steps to remove barriers to participation, particularly for First Nations students, people with disabilities, culturally and linguistically diverse (CALD) students, neurodivergent students, and students from diverse socio-economic backgrounds. This includes implementing culturally safe, trauma-aware, and flexible learning practices to improve student retention and completion rates.

In addition, the RTO liaises with agencies and government departments to provide assistance in matters of language, literacy, and numeracy difficulties to further support student success.

Complaints and Appeals Policy

Complaints

Construction Sciences Pty Ltd support the rights of a student to lodge a complaint if they feel they have been treated unfairly. The organisation is committed to providing quality training and assessment services by fostering a fair, supporting and transparent environment where complaints are effectively managed. Complaints are welcomed as a means of ensuring that the organisation identifies and overcomes problems faced by students and provides an opportunity to improve the business and the delivery of its training programs.

1. Before lodging a complaint, students are all encouraged to first attempt to resolve their issues informally. This can often lead to a quicker and more satisfactory resolution.

2. If you have a concern, please talk to your trainer or contact the Student Services at 1300 165 769 / +61 7 3320 8500 or via training@constructionsciences.net. They will work with you to try and resolve the issue promptly and informally.

3. If you are not satisfied with the outcome of the informal resolution process, you have the right to lodge a formal complaint.

4. Formal complaints must be submitted *in writing* and lodged through the Complaints Online Form. You can access the form through the website or the staff.

5. Upon receipt of your formal complaint, the RTO will acknowledge it *in writing* with an email response. This will confirm that the RTO have received your formal complaint and the Complaints & Resolutions will outline the next steps in the resolution process.

6. The Complaints & Resolutions will initiate a transparent and participative process to resolve your complaint. This may involve discussions with relevant parties, review of documentation, and other necessary steps to address the issue fairly.

7. Construction Sciences Pty Ltd is committed to resolving formal complaints within 10 working days of receiving them. You will be kept informed throughout the process and notified by the Complaints & Resolutions in writing of the outcome via email.

Where the student remains unsatisfied with the outcome:

- The student has the right to request a review of the formal complaint by an independent party.
- The student will be responsible for the costs of the independent review.
- The organisation will cooperate fully with the independent review.
- The organisation will provide information about external escalation options, such as the National Training Complaints Hotline or the Training Ombudsman.
- Confidentiality is maintained throughout the process and complainants' data is periodically reviewed to identify trends and improvements.

Construction Sciences Pty Ltd will aim to complete this complaints process as quickly as possible. Where a complaint takes more than 60 days to be resolved, the Complaints & Resolutions will advise and inform the complainant in writing through email and provide regular updates.

Appeals

Construction Sciences Pty Ltd supports the rights of a student to lodge an appeal against any decision made by Construction Sciences Pty Ltd and will not impair that right in any way. The organisation ensures all appeals are handled impartially by individuals who are not directly involved in the issue, ensuring procedural fairness.

Any student wishing to appeal a decision made by Construction Sciences Pty Ltd should follow the steps outlined below.

1. Before lodging an appeal, students are encouraged to first attempt to resolve it informally by contacting the Complaints & Resolutions at 1300 165 769 / +61 7 3320 8500 or training@constructionsciences.net. This initial contact provides an opportunity to discuss the decision made by Construction Sciences Pty Ltd, clarify any misunderstandings, and present any supporting evidence.

2. The student should clearly explain why they believe the decision made by Construction Sciences Pty Ltd is incorrect and provide evidence that supports their claim. The Complaints & Resolutions will review the information and attempt to resolve the appeal informally.

3. If the student is still not satisfied with the outcome of the informal resolution process, they may submit a formal appeal in writing using the Appeals Lodgement Form in the website or the staff.

4. Upon receipt of the formal appeal, the Complaints & Resolutions will acknowledge the appeal in writing through an email response. The acknowledgment will confirm receipt of the appeal, provide a summary, and outline the next steps in the appeals process.

5. The Complaints & Resolutions will initiate a transparent, participative process to review the formal appeal. This may involve:

a. Re-examining Construction Sciences Pty Ltd's original decision and the evidence provided by the student.
b. Consulting with relevant staff who were involved in the original decision made by Construction Sciences Pty Ltd.
c. If necessary, engaging an independent and impartial reviewer to ensure fairness and objectivity.

6. The organisation is committed to resolving formal appeals within 30 working days where possible. The Complaints & Resolutions will ensure that each step in the review process is conducted promptly and efficiently.

7. Once the review has been completed, the student will be advised by the Complaints & Resolutions in writing of the outcome of their formal appeal. The written notification emailed to the student will include:
   a. The final decision regarding the formal appeal.
   b. The reasons for the decision, including reference to the evidence and criteria used in Construction Sciences Pty Ltd's decision-making process.
   c. If applicable, information on any further actions to be taken.

If the student is still not satisfied with the outcome of the formal appeal, they can follow the process below:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.
- Construction Sciences Pty Ltd will cooperate fully with the independent review.
- Construction Sciences Pty Ltd will provide information on external appeal options, such as relevant regulatory bodies.

Construction Sciences Pty Ltd will aim to complete this appeal process as quickly as possible. Where an appeal will take more than 60 days to be resolved, the RTO will advise and inform the appellant in writing. The organisation will also periodically review appeals data to identify trends and make necessary improvements.

See the Complaints and Appeals Policies for more details.

Transition of Superseded Courses

The nationally recognised training courses Construction Sciences Pty Ltd delivers may be superseded by a new training product. If the Jobs and Skills Council (JSC) deems the new product equivalent, Construction Sciences Pty Ltd's scope is updated automatically.

If the replacement product is not equivalent, Construction Sciences Pty Ltd must apply for scope addition and receive approval before enrolling or transitioning VET students.

Students will be transitioned to the updated course as soon as practicable and no later than 12 months from the qualification's publication on the national register. After this period, the VET Regulator will remove the superseded product from Construction Sciences Pty Ltd's scope, and:

- No enrolments or training in the superseded product can occur.
- No qualifications/statements of attainment can be issued, except for reprints.

VET students must either:

- Complete their training within a reasonable timeframe (case-by-case basis), OR
- Transition to the replacement qualification.

**JSCs may recommend adjustments to transition timelines due to safety risks or licensing requirements.*

Student Records

All student records are subject to the RTO's Privacy Policy and RTO Reporting and Records Management Policy. However, students may reasonably access their files by notifying the organisation. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

Construction Sciences Pty Ltd will provide students with timely access to their participation and progress throughout the training course.

Procedure

- Students are able to view their grades, trainer feedback and the list of completed units via the student portal. For any other requests on their course progress students are to contact student support by training@constructionsciences.net. Students must list their full name, date of birth, address, course enrolled and Student ID.

- Alternatively, students can send a written request to: Suite 4GB ground floor, Building three Kings Row, 40-52 McDougall St, Milton QLD 4064 .

- Students will receive notification that the request has been received and the RTO may contact them to obtain further information.

- The RTO will issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.

Record Keeping Policy for Assignments and Student Information

Construction Sciences Pty Ltd has effective administrative and records management procedures to ensure student data is securely maintained. Enrolments, student records, qualifications, and Statements of Attainment are entered into the Student Management System (SMS/LMS) and archived electronically for at least 30 years. These records will remain accessible and, in the event of RTO closure, will be forwarded to a suitable site. All organisational documents and emails are stored on a secure system network (server) with regular backups.

Assessment results are recorded in the SMS/LMS and stored in the student's training file. Physical assessment paperwork is secured in a lockable cabinet for two years before being archived. Electronic copies are retained in the SMS/LMS for at least two years after a student ceases enrolment. The organisation also maintains secure records of course payment receipts, enrolment confirmations, and financial transactions, which are available upon request.

The organisation ensures all essential student data is securely stored, including course progress, attendance, provider transfer requests, complaints, appeals, course credit, deferments, enrolment variations, and assessment outcomes. Personal details, including current residential address, contact details, and tuition payments, are also recorded in accordance with the Privacy Policy. Copies of written agreements are securely

maintained, along with details on relevant costs for student record access.

Privacy Policy

Construction Sciences Pty Ltd will follow the Australian Privacy Principles of the Commonwealth Privacy Act 1988 in the management of all student and staff information, however, allowing access to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Construction Sciences Pty Ltd's operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that the organisation collects, holds, uses and discloses;
- outline the RTO's personal information handling systems and practices;
- enhance the transparency of the management of personal information;
- explain the RTO's authority to collect personal information, why the RTO may hold it, how it is used and how it is protected;
- notify whether the organisation is likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complain if you believe it has been wrongly collected or inappropriately handled.

See the Privacy Policy for more details.

Workplace Health and Safety (WHS)

Construction Sciences Pty Ltd is committed to providing a safe and healthy learning and work environment. The safety of the organisation's students and staff is of primary importance in all activities and operations. The RTO is committed to implementing, maintaining and continuously improving work health and safety in all of its facilities and operations.

The RTO encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

The RTO recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has the responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

1. provide and maintain safe plant, equipment and systems of work.
2. provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
3. maintain the workplace in a safe and healthy condition.
4. provide adequate facilities to protect the welfare of all employees.
5. provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
6. provide information, where relevant, to students, allowing them to learn in a safe manner.
7. check WHS system compliance via ongoing auditing.
8. integrate continuous improvement into WHS performance.

Infection Control

Construction Sciences Pty Ltd is committed to preventing, managing, and controlling healthcare-associated infections to ensure the health and safety of students, staff, and visitors. Providing and maintaining a safe, clean, and healthy training environment is a priority, and all individuals must take the necessary precautions to prevent the spread of infectious diseases.

The organisation encourages all persons to view infection prevention and control as both a collective and individual responsibility.

The RTO recognises its responsibility under federal and state health regulations and is committed to implementing, maintaining, and continuously improving infection control measures. This includes:

- Following standard and additional precautions for infection prevention and control.
- Ensuring all infection control procedures and updates are communicated to staff, contractors, third-party partners, and students.
- Identifying infection hazards, assessing risks, and implementing control measures in compliance with federal and state requirements.
- Following strict protocols for managing risks, including maintaining a clean environment to minimise contamination.
- Conducting contact tracing when an infection is confirmed.

VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
3/12/2025	Added NRT Logo	Construction Sciences Pty Ltd	v. 1.1	3/12/2025	26/08/2026
09/11/2026	Annual review and update to company branding & address	Ben Harris	v. 1.11	09/11/2026	08/11/2027

RTO INFORMATION

RTO INFORMATION	
Document Name	Student Handbook v1.11
RTO/Company Name	Construction Sciences Pty Ltd
ABN	74 128 806 735
RTO Code	#46450
Phone	1300 165 769 / +61 7 3320 8500
Email	training@constructionsciences.net
Manager	CEO
Website	www.constructionsciences.net
Address	Suite 4GB ground floor, Building three Kings Row, 40-52 McDougall St, Milton QLD 4064