

Essential Information for Users and Recipients of CITB Services

General

The Construction Industry Training Board (CITB) was created at the request of the SA building and construction industry and is established by an Act of Parliament titled The Construction Industry Training Fund (CITF) Act 1993. CITB is a whole-of-industry led organisation that provides support to attract, train and retain South Australian building and construction workers by providing leadership in training and skills development.

Objectives

CITB provides funding to the SA building and construction industry to improve the skills base of the workforce and to promote construction as a fulfilling career. This funding complements Government skills investment and recognises the unique and sometimes challenging circumstances around employment and training in the building and construction industry.

CITB accomplishes its objectives through support of structured programs and engagement with a range of stakeholders to ensure quality training is delivered to the industry. The programs and engagement are directed at three primary groups:

1. Secondary schools and students.
2. Apprentices and their employers.
3. The construction workforce, more generally.

Eligibility and Registration

CITB's Eligibility Policy defines the eligibility of individuals and organisations who seek CITB funding support. The Policy can be found on the [CITB website](#). It is the applicant's responsibility to provide evidence and confirm their eligibility for CITB funding prior to enrolling in a course or program or be in receipt of Apprenticeship Support Funding.

CITB Support Funding

Short Course Training Support

The Short Course program aims to raise the level of skill in the construction industry workforce by engaging eligible workers in structured training and skill development activities. CITB facilitates these training opportunities and ensures that the training it has funded meets both quality standards together with the outcomes required by industry.

An eligible person may access up to \$3,000 worth of training subsidies every 12 months with an approved [CITB number](#). CITB's [Funding Conditions for Endorsed Training Provider Short Course Training Support](#) document outlines the aims, objectives and training provider eligibility requirements and is available on the [CITB website](#).

Further information relating to funding amounts is available on the [CITB website](#).

Apprenticeship Training Support

Apprentice Training Support (ATS) - CITB provides funding support to employers of eligible Apprentices/Trainees undertaking Training Contracts in industry-endorsed qualifications. The funding is to support on and off the job training provided to the apprentices.

Funding Type	Recipient	Purpose
Apprentice Training Support (ATS)	Employer	Contributes to the cost of on- and off-the- job training and assessment.
School Based Apprenticeship Training Support (SBATS)	Employer	To support secondary high school students to complete SACE whilst also undertaking an apprenticeship.
Mature Age Supplement (MAS)	Employer	To assist employers with the additional costs associated with employing adult apprentices.
Aboriginal Workforce Development Initiative (AWDI)	Employer/Apprentice	To improve the level of participation of Aboriginal and Torres Strait Islander apprentices/trainees in eligible vocations. AWDI includes subsidies for the employer to provide support for their apprentices. It also provides a mentoring service to assist apprentices and their employers to successfully complete.
Work Equipment Allowance	Apprentice	To assist new first year apprentices with cost of purchasing tools, work boots, Personal Protective Equipment or other work equipment items.
GTO 10% Bonus	EGTO	Additional incentive of 10% of the approved monthly Apprentice Training Support claims total. This is paid monthly in arrears in recognition of the additional support provided by GTOs for the mentoring, pastoral care and associated services provided to eligible apprentices.

Group Training Organisation (GTO)

To improve the quality of on-job training, CITB provides funding to Endorsed GTOs for host employers to provide on-job training and development of skills and knowledge for each apprentice/trainee. The aims and objectives of this funding are outlined in the [Funding Conditions for Group Training Organisation Training Support](#) document, available on the [CITB website](#).

Eligible Qualifications

A full list of [Eligible Qualifications](#) is available on the [CITB website](#).

Levy

In accordance with the Construction Industry Training Fund (CITF) Act 1993, the operations of CITB are funded by a levy of 0.25% on SA building and construction activities performed in South Australia, as outlined below:

- Date of Building Approval lodgement/commencement of construction before 1 January 2025: Project value > \$40,000 (GST inclusive)
- Date of Building Approval lodgement/commencement of construction on or after 1 January 2025: Project value > \$100,000 (GST exclusive)

Refunds

CITB issues refunds of the CITF Levy in accordance with the CITF Act 1993—Part 4, section 27, 28 and CITF Regulations 2021, section 8.

1. A refund may be applicable in the following circumstances:
 - a) If the final value of work is less than the original estimate by \$50,000 or more.
 - b) Building and construction work did not commence and will not commence in the future.
 - c) Duplicate payments for the same CITF Project ID.
 - d) Duplicate CITF levy projects lodged for the same project.
 - e) Data entry error.

If you believe you may be entitled to a refund, [contact CITB](#) at citb@citb.org.au or phone (08) 8172 9500.

Privacy

CITB's Privacy Policy sets out how the CITB collect, hold and disclose personal information. We take privacy seriously and are committed to complying with the Australian Privacy Principles set out in the Privacy Act 1988. The [CITB Privacy Policy](#) can be found on the [CITB website](#).

Complaints

CITB's Complaints Policy sets out how an individual may request a review of a decision or lodge a complaint regarding CITB's services or the service of a CITB Endorsed Provider. The CITB Complaints Policy can be found on the CITB website.

Complaints, including those listed below will be addressed in a timely manner.

- A Levy payment.
- Eligibility for Short Course funding.
- Eligibility for Endorsed Training Provider/Endorsed Group Training Organisation.
- Eligibility for CITB number.
- Eligibility for CITB Apprenticeship Training Support Funding.
- Funding subsidies not received by claimants.
- Rejected claims.

A complainant will be required to provide the following information:

- Details of the complaint.
- Details of any attempts made to resolve the matter.
- Contact name and details.

If complaints are received, or feedback is provided anonymously, CITB is unable to provide a response regarding the outcome.

Complaints Process

