

**Transport Compliance Training Solutions Pty Ltd**  
**ABN: 91 617 421 422 RTO ID 45376**

# **STUDENT HANDBOOK**

**NOVEMBER 2019**



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# INTRODUCTION

## USING THIS HANDBOOK

This handbook is to be issued to all those students who are looking to enrol with Transport Compliance Training Solutions Pty Ltd to develop their skills and knowledge in the industry relevant to their course. In this handbook we have used Transport Compliance Training Solutions Pty Ltd to mean Transport Compliance Training Solutions Pty Ltd ABN 91 617 421 422 RTO ID 45376.

## HISTORY

Transport Compliance Training Solutions Pty Ltd takes pride in the quality of courses and services it delivers. Transport Compliance Training Solutions Pty Ltd works within the Standards for Registered Training Organisations (RTOs) 2015 (the Standards), which has brought about major changes in the vocational pathways we are able to offer to our clients.

## COURSES AVAILABLE

We are registered by the Australian Skills Quality Authority (ASQA) to deliver the following units of competency to students:

- TLIF0005 Apply Fatigue Risk Management System
- TLIF0006 Administer a Fatigue Risk Management System
- TLIF0001 Apply Chain of Responsibility Legislation, Regulations and Workplace Procedures
- TLIF0002 Administer Chain of Responsibility Policies and Procedures
- TLIF0003 Develop and Implement Policies and Procedures to ensure Chain Of Responsibility Compliance
- TLIA1001 Secure Cargo
- TLID2004 Load and Unload goods/cargo

## Course Entry Requirements and Pre-Requisites

TLIF0005 Apply Fatigue Risk Management System

There are no formal academic requirements for this course; this is the entry level fatigue risk management course. However Transport Compliance Training Solutions requires that all Learners:

- Be at least 18 years old
- Have sound reading and writing ,oral communication and mathematical skills
- (Alternatively a numeracy and literacy assessment may be required to ensure adequate resources are provided to the learner to complete the course)
- Are employed or subcontract within a Transport company or a service that required the use of Heavy Vehicles
- The learner must provide photographic evidence of their identity plus a copy of their applicable licence prior to commencement of the course.

TLIF0006 Administer a Fatigue Risk Management System

There are no formal academic requirements for this course; however Transport Compliance Training Solutions requires that all Learners:

- Be at least 18 years old
- Have adequate reading and writing, oral communication and mathematical skills
- Are employed within a transport company or an Industry that operates a Fatigue related Heavy Vehicle (12 tonne and above) for 2 months prior to this course.
- The learner must provide photographic evidence of their identity plus a copy of their applicable licence prior to commencement of the course.

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TLIF0001 Apply Chain of Responsibility Legislation, Regulations and Workplace Procedures

There are no formal academic requirements for this course, however Transport Compliance Training Solutions requires that all Learners:

- Be at least 18 years old
- Must be employed by a subcontractor or form part of the Supply Chain in the Heavy Vehicle Transport Industry for at least the previous 2 months.(Verified in writing by a supervisor)
- Have adequate reading and writing, oral communication and mathematical skills
- The learner must provide photographic evidence of their identity plus a copy of their applicable licence prior to commencement of the course

TLIF0002 Administer Chain of Responsibility Policies and Procedures

There are no formal academic requirements for this course; however Transport Compliance Training Solutions requires that all Learners:

- Must be employed in the Heavy Vehicle Transport Industry for at least the previous 6 months (Verified in writing by a supervisor)
- Be at least 18 years old
- Have sound reading and writing, oral communication and mathematical skills
- The learner must provide photographic evidence of their identity plus a copy of their applicable licence prior to commencement of the course

TLIF0003 Develop and Implement Policies and Procedures to ensure Chain Of Responsibility Compliance

There are no formal academic requirements for this course; however Transport Compliance Training Solutions requires that all Learners:

- Must be employed in the Heavy Vehicle Transport Industry Heavy Vehicles for 6 months . (verified in writing)
- Be at least 18 years old
- Have adequate reading and writing, oral communication and mathematical skills
- The learner must provide photographic evidence of their identity plus a copy of their applicable licence prior to commencement of the course

TLIA1001 Secure Cargo & TLID2004 Load and Unload goods/cargo

There are no formal academic requirements for this course; however Transport Compliance Training Solutions requires that all Learners:

- Be at least 18 years old
- Hold current employment within the Heavy Vehicle Industry
- Have been loading and restraining items in the course of their employment for a minimum of 2 months in the last 6 months (verified in writing by a supervisor)
- Have adequate reading and writing, oral communication and mathematical skills
- The learner must provide photographic evidence of their identity plus a copy of their applicable licence prior to commencement of the course

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## DELIVERY METHOD, DURATION AND COURSE OUTLINE

Delivery Method for all courses is face to face training. This could be one on one or in a group environment.

### **TLIF0005 Apply Fatigue Risk Management System**

This course is delivered over a 6 hour period on a single day. The course consists of 75% training and 25% assessment. A third party pre enrolment work experience validation form will be forwarded to the participants supervisor prior to commencement of the course . The participants supervisor will be asked to verify that the participant has completed the tasks required under the performance evidence requirements (located on [training.gov.au](http://training.gov.au) website)

This course includes applying fatigue risk management strategies, identifying and acting on signs of fatigue, operating within a fatigue risk management system, planning and navigating trips, updating and maintaining records, complying with work and rest limits, and implementing appropriate strategies to minimise fatigue during work activities.

Legislative and regulatory requirements are applicable to this unit. The primary legislative requirement of this unit of competency is the Heavy Vehicle National Law (HVNL).

**Elements:** Elements describe the essential outcomes

- 1 Identify and manage fatigue risk in the road transport sector
2. Operate within a road transport fatigue risk management system
3. Plan and navigate a heavy vehicle trip
4. Comply with work and rest hours
5. Update and maintain records

Evidence must demonstrate competence in this unit must be relevant to and satisfying all of the requirements of the elements and performance criteria on at least one occasion and include (as per the assessment requirements for TLIF0005 Apply Fatigue Risk Management System located on [training.gov.au](http://training.gov.au))

Evidence must demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of: evidence (as per assessment requirements for TLIF0005 Apply Fatigue Risk Management System located on [training.gov.au](http://training.gov.au))

### **TLIF0006 Administer a Fatigue Risk Management System**

The training is conducted for 5-6 hours in a single day. The course is 75% training and 25% assessment. There is also a performance evidence project to be completed within 4 weeks after the course and returned to the Transport Compliance Training Solutions Pty Ltd. This project should take between one and two hours to complete. A Statement of Attainment will not be issued until the performance evidence project is completed.

A third party pre enrolment work experience validation will be forwarded to the participant's supervisor prior to commencement of the course. The supervisor will verify that the participant has completed the task listed in the performance evidence requirements ( as per the assessment requirements for TLIF0006 Administer a Fatigue Risk Management System located on [training.gov.au](http://training.gov.au)) on at least two occasions in the last 6 months

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This course includes identifying and managing risks associated with fatigue during heavy vehicle driving, operating within a fatigue risk management system, planning trips and updating records, and developing and implementing policies, procedures and strategies to minimise fatigue in the workplace.

Legislative and regulatory requirements are applicable to this unit. The primary legislative requirement of this unit of competency is the Heavy Vehicle National Law (HVNL).

**Elements:** Elements describe the essential outcomes

1. Manage heavy vehicle driver fatigue strategies
2. Operate within a road transport fatigue risk management system
3. Schedule work and rest hours in compliance with a road transport fatigue risk management system
4. Plan and navigate heavy vehicle trips
5. Update and maintain records

Evidence must demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements, performance criteria and range of conditions on at least two separate occasions.

Evidence must demonstrate competence in this unit must be relevant to and satisfying all of the requirements of the elements and performance criteria on at least one occasion and included knowledge of evidence (as per the assessment requirements for TLIF0006 Administer a Fatigue Risk Management System located on [training.gov.au](http://training.gov.au))

### **TLIF0001 Apply Chain of Responsibility Legislation, Regulations and Workplace Procedures**

The unit of competency is delivered as face-to-face training for 6 hours over one day. This is 75% training and 25 % assessment.

This unit involves the skills and knowledge required to identify, apply and follow chain of responsibility legislation, regulations and workplace procedures in relation to heavy vehicles as they apply to an individual's own job role.

It includes explaining the chain of responsibility features, applying the requirements, and identifying and reporting breaches in the Heavy Vehicle National Law (HVNL) and regulations or applicable state/territory law and regulations.

**Elements:** Elements describe the essential outcomes

1. Explain the chain of responsibility features in the Heavy Vehicle National Law and regulations or applicable state/territory law and regulations.
2. Explain the chain of responsibility features in the Heavy Vehicle National Law and regulations or applicable state/territory law and regulations.
3. Identify and report chain of responsibility breaches

Evidence must demonstrate competence in this unit must be relevant to and satisfy ALL of the requirements of the elements and performance criteria and Knowledge of Evidence (as per assessment requirements for TLIF0001 Apply Chain of Responsibility Legislation, Regulations and Workplace Procedures located on [training.gov.au](http://training.gov.au))

### **TLIF0002 Administer Chain of Responsibility Policies and Procedures**

This unit involves the skills and knowledge required to identify, apply and follow chain of responsibility

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policies and procedures in a supervisory role in relation to heavy vehicles.

The Course includes explaining the chain of responsibility features and administering the requirements in the Heavy Vehicle National Law (HVNL) and regulations or applicable state/territory law and regulations. It also involves administering and monitoring chain of responsibility workplace policies and procedures, and identifying and reporting chain of responsibility breaches.

**Elements:** Elements describe the essential outcomes

1. Explain chain of responsibility features in the Heavy Vehicle National Law and regulations or applicable state/territory law and regulations.
2. Administer chain of responsibility requirements in the Heavy Vehicle National Law and regulations or applicable state/ territory law and regulations
3. Administer and monitor chain of responsibility workplace policies and procedures
4. Identify and report chain of responsibility breaches

Evidence required must demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria.

Evidence required must demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include Knowledge of Evidence (as per assessment requirements for TLIF0002 Administer Chain of Responsibility Polices and Procedures located on training.gov.au)

### **TLIF0003 Develop and Implement Policies and Procedures to ensure Chain Of Responsibility Compliance**

The Unit of Competency is delivered as face-to-face training for 8 hours over one day. The course is 75% training and 25 % assessment . There is also a project that the student must complete within 4 weeks post the course . A statement of attainment will not be issued if the project is not completed correctly . The participant must be able to demonstrate evidence that the participant has completed the following tasks over at least four working weeks in line with state/territory regulations and workplace procedures.

- applying chain of responsibility obligations relating to own job role on a minimum of three occasions during the review period
- applying and monitoring workplace policies and procedures relating to chain of responsibility in a supervisory role for a minimum of four working weeks
- preparing reports of chain of responsibility breaches on a minimum of three occasions, each about a different type of breach

This unit involves the skills and knowledge required to ensure workplace compliance with chain of responsibility legislation in relation to heavy vehicle laws and regulations.

It includes explaining the chain of responsibility features in the Heavy Vehicle National Law (HVNL) and regulations or applicable state/territory law and regulations.

It also involves ability to identify the requirements for and to develop, implement and review workplace policies and procedures for chain of responsibility.

**Elements:** Elements describe the essential outcomes

1. Explain chain of responsibility features in the Heavy Vehicle National Law and regulations or applicable state/ territory law and regulations



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2. Develop and implement workplace policies and procedures for chain of responsibility
  3. Review workplace policies and procedures relating to chain of responsibility

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion.

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria include Knowledge of: Evidence ( as per assessment requirements for TLIF0003 Develop and Implement Polices and Procedures to ensure Chain of Responsibility Compliance located on training.gov.au)

### **TLIA1001 Secure Cargo**

This unit involves the skills and knowledge required to secure cargo in accordance with procedures and regulatory requirements as part of work activities within the transport and logistics industry.

The course includes preparing to secure cargo/containers, lashing and unlash cargo, protecting cargo from weather, and packing and unpacking cargo.

**Elements:** Elements describe the essential outcomes

1. Prepare to secure cargo/containers
2. Lash and unlash cargo.
3. Protect cargo from weather
4. Pack and unpack cargo

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least **one** occasion.

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include Knowledge of Evidence .( as per assessment requirements for TLIA1001 Secure Cargo located on training.gov.au)

### **TLID2004 Load and Unload goods/cargo**

This unit involves the skills and knowledge required to load and unload goods and cargo in accordance with relevant state/territory roads and traffic authority regulations/permit requirements.

It includes loading and unloading goods and cargo, securing and protecting a load and completing all required documentation..

**Elements:** Elements describe the essential outcomes

1. Load and unload goods/cargo
2. Secure and protect load

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### 3. Complete documentation

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least **one** occasion

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of Evidence .( as per assessment requirements for TLID2004 Load and Unload goods/cargo on training.gov.au)

## ASSESSMENT METHOD

Transport Compliance Training Solutions Pty Ltd will apply and understand they are required to be approved by the National Heavy Vehicle Regulator (NHVR) to deliver and assess this unit for NHVR accreditation purposes. As a minimum, assessors will satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment. As a minimum, assessment will satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment. Assessment processes and techniques will be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate. Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

#### **Resources for assessment will include access to:**

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

## BUSINESS LOCATION/S

Unit 8 /97 Poinciana Avenue, Tewantin 4565

## LEGISLATIVE COMPLIANCE

We must comply with the relevant Commonwealth or State Legislation within the operations of our Registered Training Organisation including :

- Affirmative Action
- Anti-Discrimination
- Copyright Act
- Environmental Planning and Assessment Regulations
- Equal Opportunity Acts
- National Vocational Education and Training Regulator
- NHVAS Management Systems: Mass, Maintenance and Fatigue
- Heavy Vehicle National Law
- Occupational Health and Safety Act
- Occupational Health and Safety Regulations
- Privacy Act and Australian Privacy Principles
- Racial Discrimination Act
- Sex Discrimination Act
- Standards for Registered Training Organisations (RTOs) 2015
- Student Identifiers Act
- Student Identifiers regulation
- Trucksafe Accreditation
- Unique Student Identifiers Act

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- WA Accreditation
  - Work Health and Safety Act
  - Workers Compensation Regulation
  - Workplace Injury Management and Workers Compensation Regulation

For access to Australasian Legal Institute database of Commonwealth and State Legislation see [www.austlii.edu.au](http://www.austlii.edu.au)

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# 1. SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

## DIRECTOR

**Paul Quilligan 0439 972 285** [paul@tcts.net.au](mailto:paul@tcts.net.au)

The Director is responsible for the health and safety of all staff and students and the successful operation of Transport Compliance Training Solutions Pty Ltd.

## ADMINISTRATION MANAGER

**Maggie Cole 07 5474 0055** [admin@tcts.net.au](mailto:admin@tcts.net.au)

The Administration Manager is responsible for all administrative tasks such as handling all payments and student files.

## COMPLIANCE OFFICER

**Vicki Quilligan 0409 325 380** [vicki@tcts.net.au](mailto:vicki@tcts.net.au)

The Compliance Officer works closely with the Director and is responsible for monitoring the compliance of the organisation against the Standards.

## TRAINER AND ASSESSOR

**Paul Quilligan 0439 972 285**

The Director is responsible for the standard of training and safety within Transport Compliance Training Solutions Pty Ltd and for the assessments conducted while students are attending Transport Compliance Training Solutions Pty Ltd.

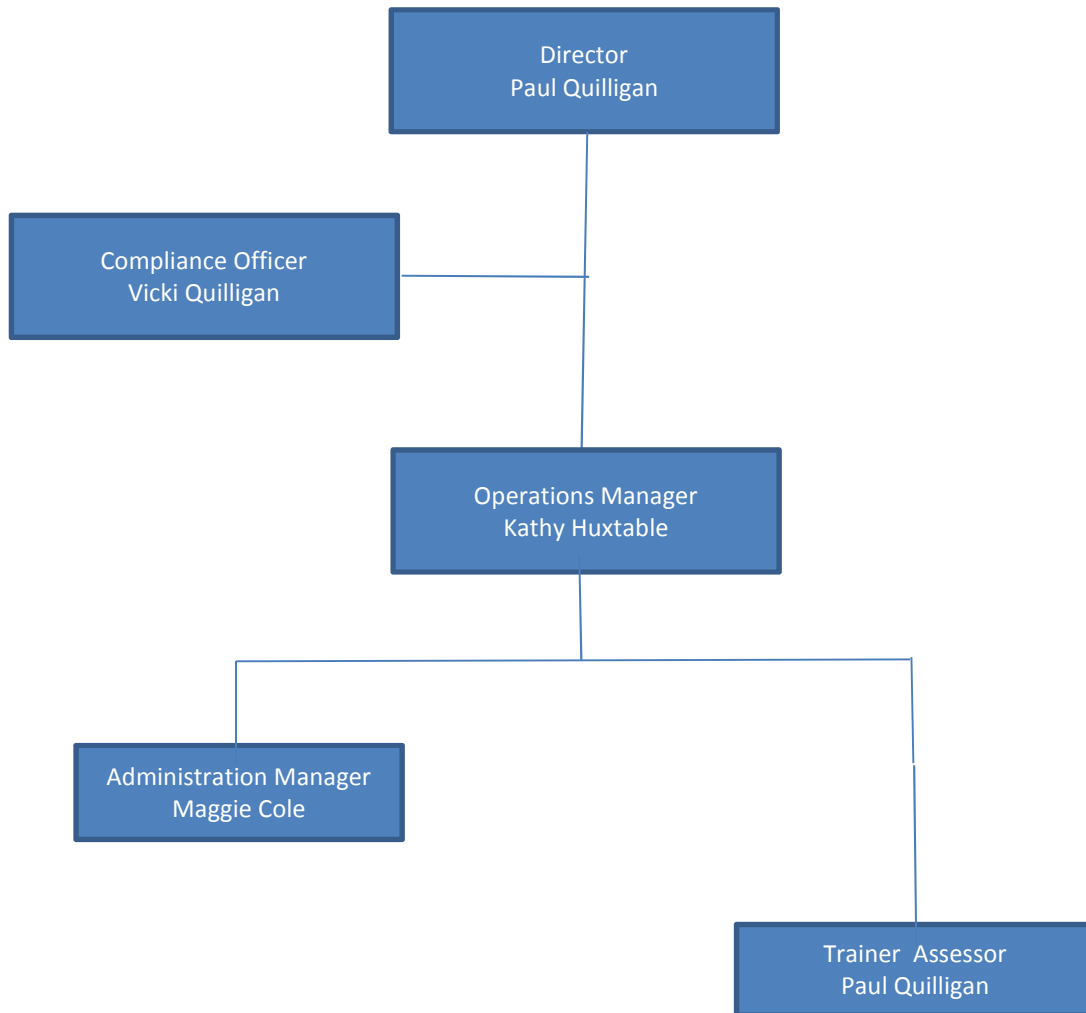
Paul has more than 30 years experience in the Transport and Logistics industry and has been conducting training for Transport Compliance Solutions Pty Ltd for the past 9 years. This training has been conducted via an agreement with a Registered Training Organisation.

The trainers at Transport Compliance Training Solutions Pty Ltd supervise all training and assessments. In addition, trainers are responsible for day-to-day course administration. All trainers have at least a TAE40116 Certificate IV in Training and Assessment or other approved qualification and all the necessary endorsements to allow them to conduct and assess competency and underpinning skills and knowledge.

Trainers and assessors must, by law, maintain accurate records of student attendance and participation.

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ORGANISATION CHART



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## 2. INFORMATION

### ATTENDANCE

#### Expulsion

Transport Compliance Training Solutions Pty Ltd reserves the right to expel students for serious breaches of discipline following appropriate Transport Compliance Training Solutions Pty Ltd disciplinary procedures. Fees paid are not refunded to expelled students.

### STAFF RESPONSIBILITIES FOR ACCESS/EQUITY AND EQUAL OPPORTUNITY ISSUES

You should direct all problems and information requests to the Administration Manager, who will refer the issue to the best person if they cannot resolve it themselves.

The Director acts as the access and equity officer for Transport Compliance Training Solutions Pty Ltd so if you are experiencing any harassment or discrimination, refer the matter to the Director in writing.

Transport Compliance Training Solutions Pty Ltd:

- Aims to ensure that access to training is available, regardless of gender, socioeconomic background, disability, religion, age, marital status, sexual preference or race
- Delivers training services in a non-discriminatory, open and respectful manner
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs
- Has updated facilities to give reasonable access to clients of all levels of mobility, and physical and intellectual capacity
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged
- Provides culturally inclusive language, literacy and numeracy advice and help that assists clients to meet their personal training goals
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system
- Requires staff and students to comply with access and equity requirements at all times.

Transport Compliance Training Solutions Pty Ltd provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in line with our Code of Practice. All of our students are made aware of their rights and responsibilities through this student handbook.

### STUDENT SELECTION

We encourage applications from everyone who meets the entry requirements. Training inquiries are coordinated by the Administration Manager.

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## ENROLMENT

When you ask about one of our courses, the Administration Manager provide you with the following prior to commencement of the course

- An enrolment form including an application for a unique student identifier (USI) if you do not already have a USI
- This student handbook
- Fee refund information (located in the student handbook)
- The complaints and appeals information (located in the student handbook )

If required an interview either by phone or in person can be set up for you to discuss the course you would like to enrol in with one of our trainers or the Director. Alternatively we may discuss the course with your employer.

After your interview, it may be decided that you need to take a language, literacy and numeracy (LLN) assessment. The trainer will arrange a suitable time to conduct the assessment.

Course fees will be discussed and agreed upon prior to commencement of the course.

## UNIQUE STUDENT IDENTIFIER

### Student information

From January 2015, all students in Australia must have a Unique Student Identifier (USI). The USI will be a lifelong number which will enable your records and results, obtained after January 1 2015, to be collected in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before Transport Compliance Training Solutions Pty Ltd can issue a certificate or a statement of attainment, unless you fall into one of the exempt categories. These exemptions include:

1. You are an offshore international student studying outside of Australia
2. You have completed the requirements for a VET qualification or statement of attainment before 1 January 2015.

For further information on USI exemptions, refer to <http://www.usi.gov.au/Pages/exemptions.aspx>.

The Department of Industry has developed the following video to help students access a USI:

<http://usi.gov.au/students/Pages/default.aspx>. If you are unsure or unable to apply for a USI, we can apply for one for you. Simply complete our Application for USI form, giving us permission to apply for it on your behalf.

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## Protection of Student Privacy

Your USI contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you choose to have access to your records.

## ACTIONS ON CLOSURE OF THE RTO

Transport Compliance Training Solutions Pty Ltd is a confident business providing quality training outcomes to students. If the RTO is closed for any reason whatsoever we will offer a copy of all student records in soft copy and, where available, hard copy, to ASQA. The format for the soft copy shall be as agreed between the 2 parties but will normally be the data files from our software package.

If ASQA does not elect to take the copy of the records, then they will be transferred to and remain available from an agreed repository, with a listing of the student database left with ASQA for backup.

Students will be offered placement at another RTO that has the relevant qualification on scope; this will be organised by Transport Compliance Training Solutions Pty Ltd. If money has been paid in advance of training, it shall be refunded, less:

- Course fees for training delivered up to the time of closure
- Resource costs
- Course deposit.

Where funds have not yet been paid and training has not yet been provided then those funds may be payable to the RTO that Transport Compliance Training Solutions Pty Ltd has engaged to complete.

## 3. FEE STRUCTURES

### COMPULSORY FEES

The course fees for each of the qualifications provided by Transport Compliance Training Solutions Pty Ltd as well as fees for RPL are summarised in the fee schedule that you will receive from the Administration Manager before enrolment.

Contained in this fee schedule is detailed information regarding:

- Total course fees
- Payment terms
- The nature of guarantees
- Fees and charges for extra services
- Refund policy
- Cooling-off periods

Fee payment schedules may be negotiated on an individual basis with the Administration Manager in consultation with the Director. If you do not pay your fees, it may result in the cancellation of your course and you will not be awarded a certificate or statement of attainment.

All fee payments can be made via EFTPOS, credit card, cash or direct deposit.

If you have any concerns regarding the payment of your fees either in advance or throughout the duration of your course, you can speak to the Administration Manager to see if other arrangements can be made.



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## REFUND POLICY

Students are provided with the refund policy before enrolment. Refund information is always available from the Administration Manager.

Requests for refunds are to be made in writing, by email or by fax to the Director using the refund application form, which is available from the Administration Manager or the website. All fee refund applications are considered on a case-by-case basis; however, for most cases the following will apply.

- 1 The request for refund is made in writing to the Director using the Fee Refund Application which is available from the website or upon request from the Director.
- 2 The Director is the person responsible for approval of fee refund applications.
- 3 Course cancellation after acceptance by Transport Compliance Training Solutions Pty Ltd may occur up to 7 days prior to commencement of the course without penalty and must be made in writing, by email or by fax. A full refund will be paid with notice of 7 days or more.
- 4 Course cancellation requests less than seven (7) days prior to course commencement will attract a fee of 20% of the total course fees.
- 5 Transport Compliance Training Solutions Pty Ltd defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged. If Transport Compliance Training Solutions Pty Ltd defaults, students are eligible for a refund of their unspent tuition fees. Unspent tuition fees are calculated as follows  
refund amount = weekly tuition fee x weeks in default period
- 7 Transport Compliance Training Solutions Pty Ltd dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
- 8 This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.

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## 4. RECOGNITION AND PRIOR LEARNING

### NATIONAL RECOGNITION

Transport Compliance Training Solutions Pty Ltd recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian registered training organisation.

To apply for national recognition, simply attach a certified copy of your original qualification or statement of attainment and complete the application for credit through the Administration Manager. The Administration Manager reserves the right to contact a training organisation to check your qualification/SOA.

### RECOGNITION OF PRIOR LEARNING

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units of competence within their course.

All students are offered the opportunity to apply for recognition of their existing skills before the course starts. To do this, applicants should ask for a RPL kit and information form relevant to the course in which they are enrolling. RPL kits are available from the Administration Manager. The costs associated with RPL are summarised on the fee schedule.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include: documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. All assessments of RPL applications are reviewed by a trainer who is qualified to conduct the assessment.

From time to time or when deemed necessary, we will have an extra person or subject expert be part of the assessment process.

Participants may request a review of the RPL decision through our appeals procedure outlined in this student handbook.

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## 5. YOUR RIGHTS AND OBLIGATIONS

### USE OF YOUR PERSONAL INFORMATION

Your personal information will only be used for training and assessment purposes or purposes relating to your enrolled course(s). However, from time to time, we may ask your permission to use your photo or testimonial for marketing purposes. In this case, you will be asked to give your written permission.

It is a requirement of the national vocational education and training regulator ASQA to request participant's permission to release information in certain circumstances. In this case, your personal details and student records may be made available:

- To any Australian Government agency
- To any state government agency
- When requested by a court/tribunal

### WELFARE AND GUIDANCE SERVICES

We try to provide welfare and guidance to all students/clients. You should speak with a trainer who may put you in contact with appropriate people or organisations to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue

### WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any student who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then the student may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within Transport Compliance Training Solutions Pty Ltd is not a requirement by law, but rather is seen by Transport Compliance Training Solutions Pty Ltd as necessary to maintaining an open and friendly study environment for all students, and as such will be strictly enforced by the organisation.. Being involved in the Transport Compliance Training Solutions Pty Ltd community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with your trainer or the Director.

### UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour includes:

- Interruption of the trainer while delivering course content during real-time demonstrations (e.g. webinars)
- Being disrespectful to other participants
- Discriminating against teachers and/or other students based on race, religion, gender, etc.
- Harassment by using offensive language or gestures including sexual harassment
- Acting in an unsafe manner that places you or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Other objectionable behaviour
- Academic dishonesty and plagiarism

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## YOUR RIGHTS

You have the following rights once you have enrolled:

- Expect us to provide courses of high quality that recognise and appreciate your individual needs and learning styles
- To be treated with respect by others, to be treated fairly and without discrimination
- To be free from all forms of intimidation
- To study in an ordered and cooperative environment
- To have any disputes settled in a fair and rational manner
- To work and learn in a supportive environment without interference
- To express and share ideas and to ask questions
- To appeal for a review of the results of an assessment
- Privacy and confidentiality, and secure storage of your records in line with our policies, to the extent permitted by law

## YOUR RESPONSIBILITIES

Your responsibilities are to:

- Understand and accept the enrolment conditions for the course you are undertaking
- Give accurate information about yourself at enrolment, and advise us of any changes to your personal information
- Recognise the rights of staff, trainers, assessors, third parties or organisations and other students to be treated with dignity and fairness, and behave in an appropriate and acceptable manner towards them
- Attend regularly and be punctual
- Ensure you attend classes sober and free from drugs
- Pay your fees as they are due in line with your fee schedule
- Promptly report all incidents of harassment or injury to the office
- Respect the organisation's property and observe all instructions for the use of equipment
- Prepare for each class and bring all required materials and equipment

## IF YOU DON'T COMPLY WITH OUR RULES

If you do not comply with our rules, the consequences will be as follows:

- A trainer or the Director will contact you to discuss the issue or behaviour and to determine how the issue might be fixed. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Director to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to fix the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated?

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that everyone is satisfied with the final resolution.

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## PRIVACY AND CONFIDENTIALITY RECORDS ACCESS

Transport Compliance Training Solutions Pty Ltd is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it with the Administration Manager with a minimum of 2 days' notice.

Individual participant records are stored electronically.. Access to individual participant training records must meet Commonwealth and state privacy legislation and is limited to:

- Trainers and assessors to update the records of their students
- Management and staff as required to ensure the smooth and efficient operation of the business
- People as are permitted by law to access these records (e.g. subpoena, search warrants, social service benefits, evidence act)
- Officers from ASQA or their representatives required under the Standards
- Participants authorising releases of specific information to third parties in writing
- Participants themselves after making application in writing

Soft copies containing participant results for a period of not less than 30 years.

On your enrolment form there is a place to sign to say that we can give information to government departments about your enrolment, attendance and performance. We do this as it is a government requirement.

## DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas – the equal opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application
- Denying or limiting access to benefits
- Any other unfair treatment based on a personal characteristic defined by law

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, email, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, speak to your trainer immediately and tell them about it. If you don't want to speak with your trainer, then you should see the Director to get some help.

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## SAFETY

Legislation such as The *Work Health and Safety Act* and other state based legislation is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by Transport Compliance Training Solutions Pty Ltd. Your trainers and assessors have been specially trained in Transport Compliance Training Solutions Pty Ltd safety standards.

If you are asked to do anything you feel is unsafe, you should:

1. Stop
2. Advise the trainer of your worries and do not proceed
3. Stop anyone else with you from doing anything unsafe

It is the staff at Transport Compliance Training Solutions Pty Ltd responsibility to keep you in a safe learning and working environment and they must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free training facility: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the police for appropriate action.

If you act unsafely, then you may be required to do extra training to show that you understand the safety requirements and can comply with them.

## COMPLAINTS

If we do not resolve or finalise complaints or appeals within 60 days, the complainant will be notified in writing by the Administration Manager.

Transport Compliance Training Solutions Pty Ltd maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- Well publicised and explained
- Accessible so you can lodge complaints and appeals by phone, electronically or in writing
- Fair and protects your rights
- Free so you can lodge a complaint without charge
- Handled in a manner that protects your privacy
- Transparent, equitable, objective and unbiased
- Comprehensive so that it can effectively resolve a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct, etc.

### Step 1

If the complaint is about a fellow student, you should first discuss the matter with the student and try to resolve it. If you are not able to resolve it, then you should discuss the problem with your trainer/assessor to try to resolve it. If you were not able to resolve it, go to step 2.

If your complaint is regarding your trainer/assessor, or the organisation, then go straight to step 2.

### Step 2

You should lodge a formal written complaint to the Administration Manager by completing a complaints and appeals form that can be obtained from the Administration Manager or from the website. The Administration Manager will acknowledge receipt of the formal complaint in writing.

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Transport Compliance Training Solutions Pty Ltd will commence the complaints process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

### Step 3

If the complaint was not able to be resolved to your satisfaction by the Administration Manager, then you must ask for the complaint to be escalated to the Director. The Administration Manager will email your complaint to the Director.

The Director will acknowledge receipt of the formal complaint in writing and start investigation into the matter within 10 working days. The Director is empowered to make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

### Step 4

If you are still not satisfied with the outcome, the matter may be referred to an independent mediator such as the local National Training Complaints Hotline (13 38 73) or the Department of Justice & Attorney General Dispute Resolution Centre (13 74 68).

### Recording

A copy of all the documentation, in particular the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to policies and procedures, the Director notifies the appropriate staff member of the change to ensure that the procedure for document change as listed in the procedure for document control is followed, with the appropriate records made.

In the event that a complaint is substantiated, Transport Compliance Training Solutions Pty Ltd will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and quality management system. Privacy requirements and student/individual rights are maintained at all times.

If the student chooses to access our complaints and appeals processes, Transport Compliance Training Solutions Pty Ltd will maintain the student's enrolment while the complaints and appeals process is ongoing.

***\* We aim to finalise any complaints and appeals within 60 days of the initial lodgement. If the complaint cannot be finalised within 60 days, the RTO will notify the complainant in writing why it has not been finalised and any other information they can give at the time to help the complainant.***

### APPEALS

If you are not happy with the outcome of a **complaint** then the following appeal process is followed.

The appeal is discussed directly with the Director. If this does not resolve the matter then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form.

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The Director records the student's dispute in (RTO)'s Register for Continuous Improvement, puts a note on the student's file and organises attendance by the student and Transport Compliance Training Solutions Pty Ltd representatives at the local court to meet with the VET Ombudsman representative. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost.

**NOTE: The National Training Complaints Hotline is also accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au)**

An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted on through the continuous improvement process to make systematic changes to prevent the problem happening again.

The final agreement achieved through the alternative dispute resolution process is put into court orders, which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law. Each step of the complaints and appeals process will allow the student to make representation either orally or in writing before reaching a decision.

If the student has complaints that do not directly concern Transport Compliance Training Solutions Pty Ltd but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for help.

## SUPPORT AND ASSESSMENT

### LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to give information regarding their literacy and numeracy needs or any other special learning needs. In the event of LLN becoming an issue, the trainer will contact you to discuss their requirements. In addition, students may be required to complete a language, literacy and numeracy (LLN) assessment before the course starts.

The Director may ask that you organise for yourself to undergo formal testing and possible English remedial courses to improve your English speaking or writing ability, at your own expense. Numeracy problems will be accommodated through using other forms of assessment.

Where LLN competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

### SUPPORT SERVICES

The teaching staff of Transport Compliance Training Solutions Pty Ltd is available to give general advice and help with matters such as answering questions. English language problems and counselling. Students who need special or intensive help will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

Please see the list of support services in the local area at the back of your student handbook.



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## FLEXIBLE LEARNING STRATEGIES AND ASSESSMENT PROCEDURES

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your trainer and where possible we will give you alternative learning/assessment strategies. This may, for example, be on- or off-the-job assignments or projects.

## COMPETENCY-BASED TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on [training.gov.au](http://training.gov.au).

In competency-based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

## ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards.

Assessments are not intended to be a stressful activity – they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your trainer simply needs to know which competencies from your course you have mastered, and which competencies need further practice. Your trainer will be flexible in the assessment method/s used. Assessments may be carried out by a third party Trainer and Assessor.

## APPEALS AGAINST ASSESSMENT OUTCOMES: REASSESSMENTS

Transport Compliance Training Solutions Pty Ltd maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

### Step 1:

Discuss the matter with your assessor and explain the reason why you believe the assessment outcome is unfair. If you are not satisfied with the discussion, then go to step 2.

### Step 2:

Lodge a written appeal to the Administration Manager by completing a complaints and appeals form (Form 06). The Administration Manager will forward the appeal to the Director, who will start investigation into the matter within 10 working days.

The Director will appoint a mutually agreed on, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may give extra evidence of competence. The independent assessor's determination is final.

No further appeal mechanism exists beyond this point in the process.

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## TRAINERS AS ASSESSORS

Your trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your trainer has been selected based on a sound knowledge of your course and must be skilled in its application to the Australian workplace.

## FORMS OF EVIDENCE

In general, basic forms of skills evidence include:

- Direct performance evidence – current or from an acceptable past period – from:
  - Extracted examples within the workplace
  - Simulations, including competency and skills tests, projects, assignments.
- Supplementary evidence, from:
  - Oral and written questioning
  - Personal reports.

## ACADEMIC DISHONESTY AND PLAGIARISM

Academic dishonesty is a serious matter and will be treated as such. Academic dishonesty includes:

- Dishonesty, such as cheating
- Plagiarism or recycling – this includes phrases, clauses, sentences, paragraphs or longer extracts from published or unpublished work (including from the internet) without appropriate acknowledgement of the source
- Engagement of another person to complete work (whether for payment or otherwise)
- Fabrication of data
- Copying from another student
- Failure to follow appropriate referencing practices
- Failure to determine, verify or acknowledge the source of the work.

## 6. GRADUATION

It is in your long-term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

Once you have successfully completed all of the units of competency required by your course (or you have exited the course) you will receive your certificate, called a statement of attainment in the mail. The certificate lists the unit/s of competency gained . You will receive your certificate within 30 calendar days.

This is an important document and should be stored carefully. You will have to show it if you are applying for courses at any other RTO. It may also be required by an employer or other person.

## REISSUING STATEMENT/S OF ATTAINMENT

If you need extra copies of your SOA, then application must be made to the Director of Transport Compliance Training Solutions Pty Ltd in writing with proof of identity provided.

Ideally, you should attend Transport Compliance Training Solutions Pty Ltd to confirm that it is you who is asking for the copy of the SOA and why you need it.

Other people or companies will **NOT** be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- The necessary fee has been paid

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## 7. FEEDBACK

Transport Compliance Training Solutions Pty Ltd actively wants your feedback and regularly does evaluations of all courses and activities to achieve continuous improvement. You can get a student feedback form from the Director.

We monitor compliance with standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a corrective action record to ensure appropriate follow-up action is taken.

## 8. STUDENT SUPPORT NETWORK

### **AGED & DISABILITY SERVICES**

Disability Services Australia (DSA) 1300 372 121488

### **CALD SERVICES**

Translating & Interpreting Service - Telephone (24 hrs) 131 450  
- On site

### **COUNSELLING SUPPORT**

Salvo Care Line 1300 36 36 22

### **DRUG & ALCOHOL SUPPORT**

Alcoholics Anonymous (AA) 1300 222 222

### **EDUCATION & TRAINING**

Reading Writing Hotline 1300 655 506

### **FAMILY SUPPORT SERVICES**

St Vincent de Paul Family Assistance Line 1800 606 724

### **TRANSPORT**

Transport Info line 131 500

### **HEALTH SERVICES**

- Child and Family 1800 222 608

### **MEN'S SERVICES**

MensLine Australia (24hrs) 1300 789 978

### **MENTAL HEALTH**

Lifeline 131 114  
Beyond Blue  
1300224636

### **WOMEN'S SERVICES**

Domestic Violence Line - 1800 656 463



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## 9. STUDENT HANDBOOK ACKNOWLEDGEMENT AND RECEIPT

**REMOVE THIS PAGE AND RETURN TO TRANSPORT COMPLIANCE TRAINING SOLUTIONS PTY LTD**

Please ensure that you understand the content and intent of this Handbook, please ask any questions if you are unsure of any aspect of this document.

When you have finished reading this Student Handbook please sign and date below and hand this page to your trainer or the course administrator.

### Student Acknowledgement

I confirm that I have read this student handbook before enrolment and understand the contents. I agree that I will at all times follow the rules and requirements that are listed here.

I have been given orientation training that included talk about the requirements under the national training packages and the course requirements including further study options.

The consequences of academic dishonesty have been explained to me and I confirm that in all of my assessment materials, the work presented will be my own without the input of others.

Name: .....

Signature: .....

Date: .....