



LEARNERS HAND BOOK

RTO #45094

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Congratulations on your decision to continue your journey in education with TMT!

We would like to welcome you to TMT and provide information that will help you obtain the most out of your studies with us. This handbook will explain how we operate and what to expect during your training pathway with us. It is important you take the time to read the following information.

This Learner handbook is divided into four sections as follows:

1. Introduction
2. Rights and Responsibilities
3. Terms and Conditions
4. Learner Information

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1 Introduction

WELCOME

My name is Warren Lindsay and as the General Manager of TMT I would like to extend a very warm welcome to you.

Every year many hundreds of Learners study through TMT, they choose us for a diverse range of reasons including the style and methods we utilise suiting their needs. Whatever your reasons for choosing TMT we aim to exceed your expectations.

This handbook contains important information you must know to assist you in your learning pathway with TMT.

TMT strives to serve the best interests of its Learners, the community and industry in general by ensuring its courses and delivery options are regularly reviewed and in line with current Learner and wider industry needs and expectations.

TMT offers a team of highly qualified, industry experienced Employees. You can view our team profiles on our website <http://training-ohs.com.au/>

If you are unsure of anything please do not hesitate to contact one of our friendly customer service team or Trainers on 1300 721 503.

I trust your time with TMT will be everything you hoped for and I wish you every success for your future pathways.

Be sure to contact us at any time. Helping you is what keeps us in business.



Warren Lindsay
General Manager
TMT

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CONTACT DETAILS

TMT Pty Ltd (RTO: 45094)

Phone | 02 6686 5053

Fax | 02 6686 5053

Web | <https://tmtraining.com.au/>

NEW SOUTH WALES

10 FOX STREET
BALLINA NSW 2478

Ph. 02 6686 5053

Fax 02 6686 5053

Enrolments

Email: admin@tmtraining.com.au

Assessment

Email: admin@tmtraining.com.au

Online Forum: (Details supplied upon enrolment)

RPL

Email: admin@tmtraining.com.au

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Our Region

**WE ARE PROUDLY
LOCATED WHERE THE MOUNTAINS TOUCH THE SEA IN THE FAR
NORTH COAST
NSW**

WE HAPPILY WORK THROUGHOUT AUSTRALIA

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ABOUT TMT

TMT Pty Ltd (referred to as TMT) is an Australian Company registered with ASIC and an NVR Registered Training Organisation (RTO) providing training and assessment for nationally recognised qualifications. We are quality assured under the Australian Skills Quality Authority and our provider number is -----. The details of our registration and the courses and Qualifications we are registered to deliver can be found at www.training.gov.au

TMT was first registered as an RTO in January 2016 and commenced operations in a serviced office in Ballina, NSW. Since then TMT has become one of Australia's leading providers in the areas of Traffic Management Training and Assessment, and has also established profitable operations in the areas of Workplace Health & Safety, WHS Management/Quality/Environment System Auditing.

TMT's approach has always been Learner focused with an attitude of making learning as user-friendly and practical as possible.

TMT's founders, Warren Lindsay & Martin Whiston, have spent several years as in the training sector. Their passion for quality training was the driving force behind TMT's transition from a core business of contract trainers to that of Nationally Recognised Training.

TMT are happy to deliver training in all Australian states and territories and are permanently located in the Far North Coast of NSW.

TMT provides training and assessment in the following course within the Australian Qualification Framework (AQF):

- ✓ CPCCWHS1001A – NSW General Induction, Construction (in partnership with Allens Training Pty Ltd RTO 90909)
- ✓ RIIWHS2001D – Work Safely and Follow WHS Processes
- ✓ RIICOM201D – Communicate in the workplace
- ✓ RIIWHS205D – Control Traffic with a Stop/Slow Bat
- ✓ RIIWHS302D – Implement Traffic Control Plans
- ✓ RIIWHS201A – Work Safely and Follow WHS Policies and Work Procedures
- ✓ RIIRIS301A – Apply Risk Management Processes
- ✓ RIIGOV401A – Apply Monitor and Report on Compliance Systems
- ✓ RIICWD503A – Prepare Work Zone Traffic Management Plan

TMT :

- ✓ Adheres to the Australian Quality Training Framework standards for RTO's
- ✓ Employs Trainers and Assessors who possess as a minimum the Certificate IV in Training and Assessment (TAE40110)

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TMT prides itself on its personalised customer service and the relationships it has built with clients and Learners. TMT continually develops new ways to assist and support Learners whilst still maintaining compliance and quality. Some examples of this include:

- ✓ A Learner help contact
- ✓ Website newsletters with course assistance
- ✓ Hotline
- ✓ User friendly learning and assessment materials
- ✓ Dedicated assessment and assistance email addresses

TMT TRAINERS

Our Trainers and Assessors hold relevant Nationally Recognised Qualifications. Continual Professional Development is maintained to ensure they are up to date with industry practices and initiatives. Training and assessment is delivered by our Trainers and Assessors who:

- ✓ Hold the relevant vocational competencies for all of the courses they deliver or assess
- ✓ Hold a current C1V in Training & Assessment and LLN components.
- ✓ Have the current industry skills directly related to the training/assessment being delivered
- ✓ Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and Trainer/Assessor competence.

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ABOUT VET

WHAT IS VET?

Vocational Education and Training (VET) enables Learners to gain qualifications for all types of employment, and specific skills to help them in the workplace.

The providers of VET include Technical and Further Education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers. In addition, some universities and schools provide VET.

Vocational Education and Training is facilitated via the network of state and territory governments working with the Australian Government. Government's partner with industry, the public and private training providers thus they all work seamlessly to provide nationally consistent training across all jurisdictions in Australia.

The VET sector is crucial to the Australian economy; both for the development of the national workforce and as a major export industry.

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LEGISLATION AND STANDARDS

TMT is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training (NRT) as an RTO registered under the National VET Regulator, Australian Skills Quality Authority (ASQA). TMT policy dictates a strict adherence to relevant State and Federal Legislation relating to safety, industrial relations and access and equity.

All Nationally Recognised Training courses/qualifications will be delivered in line with the standards set by the Australian Skills Quality Authority and relevant Federal, State, and Territory authorities. All TMT Employees are expected to promote and embrace TMT's standards, policies and procedures. At TMT we meet the relevant Commonwealth and State legislation requirements as well as the RTO standards.

LEGISLATION:

The relevant legislation and standards include:

- ✓ National Vocational Education and Training Regulator Act 2011
- ✓ Learner Identifiers Act 2014
- ✓ Privacy Act 1988;
- ✓ Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012
- ✓ Freedom of Information Act 1982
- ✓ Privacy Act 1988
- ✓ Copyright Act 1968
- ✓ Racial Discrimination Act 1975
- ✓ Disability Discrimination Act 1992
- ✓ Human Rights and Equal Opportunity Commission Act 1986
- ✓ Anti-Discrimination Act 1991
- ✓ Work Health Safety Act 2011
- ✓ Work Health Safety Regulation 2011
- ✓ Occupational Health and Safety Act 2004 (VIC)
- ✓ Occupational Safety and Health Act 1984 (WA)
- ✓ Apprenticeship and Traineeship Act 2001(NSW)
- ✓ Further Education and Training Act 2014 (QLD)

State based VET Legislation includes:

- ✓ Training and Tertiary Education Act 2003 (ACT)
- ✓ Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010 (NSW)
- ✓ Northern Territory Employment and Training Act (NT)
- ✓ Vocational Education, Training and Employment Act & Regulation 2000 (QLD)
- ✓ Training and Skills Development Act 2008 (SA)
- ✓ Tasmanian Vocational Education and Training Act 1994 & Tasmanian Qualifications Authority Act 2003 (TAS)
- ✓ Education and Training Reform Amendment (Skills) Act 2010 (VIC)

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- ✓ Vocational Education and Training Act 1996 (WA)

You may view and download these Acts at the Australasian Legal Information Institute (AustLII: www.austlii.edu.au) website which provides free online access to Australian Government, State and Territory case law and legislation.

STANDARDS:

- ✓ AQF Framework <http://www.aqf.edu.au/>
- ✓ VET Quality Framework <http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>
- ✓ Standards for RTO's 2015
- ✓ Data Provision Requirements 2012

NOTE: Amendment Bills may have been passed since this has been published.

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ENROLMENT WITH TMT

To enrol in one of TMT's courses, call 02 6686 5053 and request an information pack in either electronic (email) or printed format (posted to you). Alternatively you can download the enrolment form at: <https://tmttraining.com.au/student-resources/> and attach it to an email which you send to start the process. If you wish to Fax it 02 6686 5053 is our number.

NOTE: If you have not been contacted within 3 working days of sending your enrolment form (by Fax or email) by a TMT Customer Service Representative then it is likely we have not received your enrolment. In this instance please call our office and ask to speak to one of our Inhouse Customer Service team members and they will ask you to re-send it to their personal email address.

OUR PROCESS IS:

- 1: We will telephone you the day your enrolment is received and confirm details
- 2: We will email you on the second work day re confirming your enrolment and providing you with a unique user name and password to our forum so you can access your workbooks and Learner guide
- 3: If you are attending a Face to Face course, your Trainer will email you the day before your course confirming the venue and the start time.

PLEASE NOTE:

At times our emails find their way into Learners Junk mail files. We have no control over this so please check before you call us.

If you wish to enrol within 2 working days of a Face to Face course commencing, you must call our Customer Service Supervisor on the number above prior to sending the enrolment form. The Customer Service Supervisor will ensure your enrolment is fast tracked through the system.

SPECIAL NOTE:

Our Intensive courses have pre course work and you must allow yourself time to complete this prior to attending on the first day of the course, if you are unable to complete this work it may make the course quite difficult to follow if you do not hold underpinning knowledge.

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2 RIGHTS AND RESPONSIBILITIES

The following information details the expectations in relation to Learner conduct whilst engaged as a Learner of TMT.

CONTRACTUAL ARRANGEMENTS

When a Learner enrolls with TMT by completing the Enrolment Form they are agreeing to the rights and responsibilities required to be observed as a Learner of TMT.

The rights of TMT Learners are detailed below and are also contained in relevant TMT policies.

TMT is committed to providing quality training and assessment as outlined in its publicly available information. In return TMT requires the Learner to agree to undertake their study in line with the course requirements and TMT's code of conduct which is outlined below.

IMPORTANT: Before you complete and sign the Enrolment Form, please be sure that you have read the Terms and Conditions of this Learner Handbook and understand the content. If you do not understand anything, it is your responsibility to ask. By completing and submitting the Enrolment Form, you are acknowledging that you have read the TMT Terms and Conditions outlined in this Learner Handbook including your responsibilities and will abide by the information contained within them.

When a Learner accepts a place offered by TMT and the fees are paid, it means a binding contract is created between the Learner and TMT regardless of whether it was a third party paying for the course fees (e.g. employer, partner etc.). Notification of cancellation/withdrawal from Unit/s of Competency or Qualifications must be made in writing to TMT. Fee Structure and Payment Schedule are detailed further below for more details regarding TMT's cancellation policy.

Read the following section carefully to ensure you are familiar with your role and responsibilities as a Learner.

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LEARNER RESPONSIBILITIES

TMT Learners have the following responsibilities:

- ✓ To become familiar with relevant TMT Policies and the TMT Learner Handbook and comply with any Learner requirements contained therein including relevant legislated requirements;
- ✓ To respect the working environment of others at TMT and to follow related Policies and Procedures;
- ✓ To conduct themselves in a responsible, polite and safe manner and refrain from abuse towards TMT Employees or other Learners;
- ✓ To follow all reasonable instructions provided by the TMT Employees;
- ✓ To respect the right of TMT to express the opinions of their Trainer/Assessor;
- ✓ To conduct themselves in a courteous, polite and ethical manner and in a manner which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination and occupational health safety and environment;
- ✓ To undertake their studies to the best of their abilities;
- ✓ To meet deadlines for work to be submitted;
- ✓ To submit authentic documentation (**NOTE:** where the authenticity of the evidence submitted is in question TMT reserves the right to conduct further investigation by way of interview and other appropriate means as required);
- ✓ To submit work without plagiarising or cheating;
- ✓ To consult with TMT in a timely manner if problems/issues arise;
- ✓ To accept joint responsibility for their own learning;
- ✓ To provide feedback to TMT on its courses and services;
- ✓ Undertake all study in the manner and formats required and in the specified course timeframes;
- ✓ To adhere to TMT's code of practice;
- ✓ To meet the required dress standard which in most cases is smart casual, and onsite includes correct PPE. Further details may be provided in your course welcome email;
- ✓ To be aware of and promote safety for themselves and others;
- ✓ To be responsible for the security of their own possessions;
- ✓ To seek approval from authorised TMT Employees for the use of TMT IT equipment, assets, stationery, etc...;
- ✓ To observe any no-smoking restrictions;
- ✓ To encourage equal opportunity;
- ✓ To promote an effective learning environment through good personal behaviour;
- ✓ To notify TMT if they are unable to attend classes or appointments;
- ✓ To be punctual for classes and appointments;
- ✓ To respect the rights of others; and
- ✓ To cooperate with TMT with requests for further evidence including reasonable adjustments made to assessment process, confirmation of authenticity of documentation submitted for assessment and overall confirmation of competency.

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PLAGIARISM AND CHEATING

Vocational Education and Training allows for 'copy and paste'. However, Learner responses to assessment activities must demonstrate application of the information obtained by way of copy and paste from other sources relevant to the workplace, experience, training environment context. As such responses should not simply be a direct copy and paste response from another source.

Best practice dictates Learners should acknowledge the sources of information. However formal methods of referencing are not required.

Plagiarism is a form of cheating and is a serious offence which may result in a penalty such as a Learner's assessment being declared 'Not Satisfactory' in an individual task and or 'Not Competent' for a Unit of Competency and/or their exclusion from a course.

Plagiarism occurs when a Learner claims ownership for written words/data, ideas or inventions which are not their own. Examples of plagiarism that are not acceptable are:

- ✓ Submitting assessments substantially similar to, or copied from another Learner;
- ✓ Submitting assessments that use the exact words of another without using quotation marks and citing the original source; or
- ✓ Presenting any work of another individual or group as one's own work.

Cheating means seeking to obtain an unfair advantage during the conduct of an assessment activity, whether this is in the form of written assessments or practical work required to be submitted or completed by a Learner for assessment.

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. A TMT Assessor who has reasonable grounds to believe that cheating has occurred will cease the assessment process and report the matter to the TMT Compliance Manager. The TMT Compliance Manager will discuss the matter with the TMT Assessor and agree on the actions required.

In most cases the TMT Assessor will request the Learner to revise and resubmit their assessments. Where a Learner's works has been assessed as requiring resubmission for cheating, the TMT Assessor must advise the Learner concerned in writing of the reasons for the decision and advise the Learner that they may appeal this decision in writing to the TMT Compliance Manager within ten (10) working days by completing the Complaints and Appeals Form.

IMPORTANT: Where a Learner has been deemed to have participated in an act of plagiarism, a reassessment fee will apply to have the resubmission of the assessment assessed. Each resubmission as a result of plagiarism will incur a **\$200.00 reassessment fee**.

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Upon receipt of a written Learner appeal, the TMT Compliance Manager will assign an independent TMT Assessor to consider the appeal. The independent TMT Assessor will provide written advice regarding the outcome of the appeal to the Learner, the original TMT Assessor, and the TMT Compliance Manager. In cases where the TMT Compliance Manager deems necessary on initial discussion with the TMT Assessor the matter may be dealt with by the TMT Compliance Manager who will conduct an investigation into the matter and decide on the most appropriate form of action and or discipline as required and will inform the Learner of this in writing. If the Learner appeals the decision made by the TMT Compliance Manager they must do so in writing within ten (10) working days by completing the Complaints and Appeals Form.

A Learner found copying the work of another in practical assessments, will also be considered as cheating. At the time of such an incident, the TMT Assessor will advise the Learner of their misconduct and that the assessment will need to be resubmitted. The Assessor will report the incident to the TMT Compliance Manager. The TMT Assessor will confirm the incident in writing to the Learner concerned and advise the Learner they may appeal this decision in writing to the TMT Compliance Manager within ten (10) working days by completing the Complaints and Appeals Form.

Learners may be disciplined as a result of cheating/plagiarising. Refer to Disciplinary Procedures below.

IMPORTANT:

Where a Qualification or Statement of Attainment has been attained through means including plagiarism, submission of fraudulent documentation or any other non-authentic manner TMT has the right to revoke all relevant certification documentation.

LEARNER DISCIPLINE

The objective of Learner discipline is to:

- ✓ Maintain proper standards of Learner behaviour;
- ✓ Protect the reputation and operations of TMT ;
- ✓ Protect the public, including Visitors.

However, where appropriate, the emphasis will be on corrective action rather than discipline, which may include options such as counselling.

Where disciplinary action is considered appropriate, it should be taken without delay as it is in the best interests of all parties concerned to have the matter resolved as soon as possible.

To ensure fairness and consistency in disciplinary matters, the following action is to be taken:

- ✓ A Learner against whom a disciplinary matter has been raised should be informed as comprehensively as possible, of the allegation made against them;

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- ✓ Wherever possible, the Learner should have an opportunity to put forward their case;
- ✓ All relevant parties should be heard and all relevant submissions considered;
- ✓ The person who raises the disciplinary matter should not conduct the inquiry into the matter;
- ✓ The decision maker must act fairly and without bias.

Furthermore, each case must be treated on its merits and the form of action taken should be tailored to the individual case. Even-handed treatment does not necessarily mean identical treatment. The same charge against two Learners will not necessarily lead to the same penalty. The circumstances of the two incidents may be different. For these reasons, it is neither possible nor desirable to establish a standard penalty for a particular offence.

In deciding what action is necessary, the decision maker should take care to weigh all the relevant considerations and not be influenced by irrelevant factors.

Disciplinary action may be taken when a Learner:

- ✓ Breaches the responsibilities of TMT Learners including plagiarism and cheating;
- ✓ Engages in any misconduct;
- ✓ Consumes or uses alcohol;
- ✓ Consumes or uses illegal drugs, or misuses legal drugs;
- ✓ Intentionally disobeys, or intentionally disregards, any reasonable instruction by the TMT Employees, or another person in authority to make or give such an instruction;
- ✓ Is negligent, careless or obstructive in their behaviour;
- ✓ Is disrespectful to the TMT Employees or the learning environment;
- ✓ Engages in any disgraceful, improper or illegal conduct which may bring TMT into disrepute.

In cases of serious breaches, the Learner may be excluded from their course and TMT's premises immediately. Any illegal conduct of a Learner will be reported to the relevant authority.

All disciplinary matters will be documented and reported to the TMT Compliance Manager.

NOTE: TMT Employees will not accept abuse, raised voices, threats, or aggressive behaviour from Learners and should this occur, TMT Employees will inform the Learner in writing, that the matter is being referred to the General Manager. Where a Learner's behaviour is in breach of TMT's code of conduct, the Learner's enrolment with TMT may be terminated without refund.

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TMT RESPONSIBILITY

TMT will uphold its obligation to Learners to:

- ✓ Deliver training and assessment as specified in the information provided to Learners prior to commencement;
- ✓ Provide all services within the timeframes agreed to prior to Learner commencement;
- ✓ Operate within the TMT Terms and Conditions;
- ✓ Deal with all Learners fairly and ethically, recognising particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices;
- ✓ Provide opportunity for feedback on services provided;
- ✓ Provide access to Learners own records on request;
- ✓ Receive a copy of and have access to our complaints process;
- ✓ Receive appropriate AQF certification documentation within prescribed timeframe;
- ✓ A safe learning environment free from danger, abuse or harassment;
- ✓ Treat all Learners with respect and dignity.

Where changes to agreed services arise TMT will ensure it provides notification to Learners as soon as practicable of any changes to agreed services including in relation to any new third party arrangements, change in ownership or changes to existing third party agreements.

In the event that TMT is no longer able to provide the training and assessment services as initially agreed, then TMT will arrange for the training and assessment to be completed through another RTO. This will be facilitated through transition agreements in place with other RTOs. This will be undertaken via the following steps:

Step 1: TMT will inform the Learner that delivery of the course cannot be continued and provide details as to why;

Step 2: TMT will inform the Learner of the details of the alternate course delivery;

Step 3: TMT will organise the transfer to the new provider;

Step 4: TMT will document the process and provide details to the registering authority.

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ACCESS AND EQUITY

TMT is fully committed to the application of access and equity principles so that Learners, employees and the public are treated fairly and with respect at all times. TMT will undertake the following to ensure:

- All Learners have equal access to training
- Provides an inclusive learning environment
- Establishes the needs of its Learners, and delivers services to meet these needs
- Provides support to all Learners
- All Learners will be provided access to training material and facilities necessary to complete their course as is reasonably expected to be provided by an RTO
- Reasonable adjustment will be made where it is identified as necessary and in accordance with the Disability Standards for Education 2005
- Prior to Learners enrolling or entering into an agreement, it will inform them re the training, assessment and support services to be provided, highlighting their rights and obligations
- Learners have timely access to current and accurate records of their participation and progress
- Provide appropriate mechanisms and services for Learners to have complaints and appeals addressed efficiently and effectively (discussed under ***Complaints and Appeals in this Learner Handbook***)

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3 TERMS AND CONDITIONS

The RTO, Traffic Management Training Pty Ltd (referred herein as TMT) is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

- Client information;
- Confidentiality;
- Complaints and appeals;
- Fee structure;
- Guarantee;
- Corporate policy;
- Training standards;
- Marketing;
- Access and equity;
- WHS / OHS.

Enrolment into a Qualification or course with TMT is subject to the terms, conditions and policies outlined in this Learner Handbook as detailed below.

NATURE OF GUARANTEE

TMT is dedicated to ensure that once Learners have started studying their chosen qualification or course, they will be committed to providing the highest quality of training and assessment as outlined to the Learner.

This Nature of Guarantee applies if TMT becomes insolvent, has a course removed from scope by the regulator, or is otherwise legitimately unable to complete delivery of a course.

Should the above occur and TMT is no longer able to provide the training and assessment services as initially agreed, then TMT will arrange for agreed training and assessment to be completed through another RTO (No Fees will be incurred). Prior to the transfer Learners will be formally notified of the arrangements including any refund of fees that may be applicable.

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CONTRACT ARRANGEMENTS

Before you complete and sign the TMT enrolment form, please be sure that you have read these Terms and Conditions along with the TMT Learner Handbook and understand the content. If you do not understand anything, it is your responsibility to ask. By completing and submitting the TMT enrolment form, you are acknowledging that you have read the TMT Terms and Conditions and TMT Learner Handbook and will abide by the information contained within them.

When a Learner accepts a place offered by TMT and the fees are paid, it means a binding contract is created between the Learner and TMT, regardless of whether it was a third party paying for the course fees (e.g. employer, partner etc.). Notification of cancellation/withdrawal from Unit/s of Competency or Qualifications must be made in writing to TMT. See Fee Structure and Payment Schedule below for more details regarding TMT's cancellation policy.

CONDITIONS OF ENROLMENT

TMT agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of TMT policies.

TMT may seek to terminate the enrolment of a Learner if they:

- Are abusive, aggressive, or insulting towards TMT Employees or other Learners;
- Do not comply with the confidentiality rights of other persons;
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of TMT, other Learners or persons, or themselves;
- Have provided false or misleading information;
- Have performed acts of plagiarism;
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with TMT, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.;
- Fail to attend training sessions to a minimum level set for competence;
- Fail or refuse to undertake assessment activities as required by TMT's delivery requirements;
- Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.

NOTE: TMT Employees will not accept abuse, raised voices, threats, or aggressive behaviour from Learners and should this occur TMT Employees will inform the Learner in writing that the matter is being referred to the General Manager. Where a Learner's behaviour is in breach of TMT's code of conduct, the Learner's enrolment with TMT may be terminated. Where a Learner's enrolment is terminated due to a breach of the code of conduct, there will be no refund.

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IMPORTANT:

Where a Qualification or Statement of Attainment has been attained through means including plagiarism, submission of fraudulent documentation or any other non-authentic manner TMT has the right to revoke all relevant certification documentation.

DISCIPLINARY PROCEDURES

Where Learners are in breach of TMT policy, State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, TMT may take steps to address the situation. Depending on the nature and severity of the problem, TMT may choose to resolve the issue by mediation which will be recorded on the Learner files and written copies and outcomes will be supplied to the Learner. Where the issue is more serious or is unable to be resolved amicably, TMT may seek to apply sanctions, suspension, or expulsion to the Learner or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the Learner(s) involved.

FEE STRUCTURE

All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of TMT to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods.

Qualifications will not be issued until payment has been made in full.

FEES PAID IN ADVANCE

TMT will ensure that fees paid in advance of course delivery shall be protected and may not be drawn upon until such time as delivery has commenced.

PAYMENT SCHEDULE, FEES FOR COURSES COSTING OVER \$1,000

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect Learner fees. These prescribed conditions determine the amounts and frequencies of payment.

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The approved option TMT has agreed to undertake is:

Stage 1 Enrolment and commencement Learner pays \$1,000

Stage 2 3rd day of the course Learner pays the balance of fees due

(For self-paced Learners, final payment for any fees over \$1,000 is due either when the theory work books are completed for full Qualifications, or half way through the course for unit by unit delivery).

TMT endorses this fee payment system as it protects the Learner from the possible loss of fees and will encourage sound financial management from RTOs.

REFUNDS, WITHDRAWALS AND EXTENSIONS

TMT has a strict refund and withdrawal policy.

Learners are advised by TMT to give careful consideration to their course enrolment decision. In this regard, TMT regrets that it cannot accept responsibility for changes in Learners' personal circumstances, work commitments and/or personal preferences.

TMT reserves the right to offer a refund or proportional refund in circumstances it believes are warranted. See Cancellations and Transfers Table below for details.

IMPORTANT:

TMT does not place courses on hold/freeze under any circumstances. Refer to details below regarding extension provisions should your enrolment require further time.

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CANCELLATIONS AND TRANSFERS

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to admin@tmtraining.com.au Each Learner is entitled to two (2) requests to transfer. A second request to transfer will incur an additional administration fee. See table below for further break down of fees applicable.

Cancellations and Transfers Table	
Face to Face Learners (Full, Intensive and Blended delivery modes)	
<p>NOTE: TMT is required to give 14 days' notice to venues for any changes in numbers attending or for cancellation of a course, therefore all Learners must provide 15 days' notice prior to course commencement of intention to cancel or transfer course attendance as shown below.</p>	
Request to Cancel / Withdraw	
Failure to give notice of cancellation <i>(15 days or less prior to course commencement)</i>	No refund available. TMT will retain or invoice the Learner for the fees (up to \$1,000 depending on course costs) that were required to guarantee course placement.
Provides required notice of desire to cancel course <i>(15 days or more prior to course commencement)</i>	\$200 + GST administration fee will be charged to cancel / withdraw. Balance of deposit will be reimbursed.
<p>NOTE: If you cancel your enrolment with TMT and subsequently wish to re-enrol, you will not be eligible for any specials that are offered within 12 months of your original cancellation.</p>	
Request to Transfer	
Failure to give adequate notice of desire to transfer to another course <i>(15 days or less prior to course commencement)</i>	No refund is available. \$100 + GST administration fee will be charged to transfer
Provides required notice of desire to transfer to alternate course <i>(15 days or more prior to course commencement)</i>	Difference in course fees payable by Learner where applicable.
Self-Paced Learners	
<p>NOTE: For Self-paced Learners commencement is established once enrolled by TMT.</p>	
Request to Cancel / Withdraw	
Request to cancel course post commencement	No refund is available after 7 days of enrolling.
<p>NOTE: If you cancel your enrolment with TMT and subsequently wish to re-enrol, you will not be eligible for any specials that are offered within 12 months of your original cancellation.</p>	

Request to Transfer	
Request to upgrade to face to face delivery mode	Difference in course fees payable by Learner if applicable.
Request to change to lower or higher level qualification	\$100 + GST administration fee will be charged to transfer plus any difference in fees payable or refundable.
Extenuating Circumstances	
<p>*Individual cases of extenuating circumstances will be considered on a case by case basis.</p> <p>Extenuating circumstances may include but not be limited to:</p> <ol style="list-style-type: none"> 1. Sickness or death in an immediate family; 2. Individual medical circumstance. <p>NOTE: A medical certificate or other equivalent documentation must be provided as evidence.</p>	
(NOTE: TMT reserves the right to offer a refund or proportional refund in circumstances determine as warranted).	

COURSE CANCELLATION (INITIATED BY TMT)

Where TMT is forced to cancel a course, Learners will be entitled to transfer to another TMT course or receive a full refund. Where a Learner opts to transfer to another course the options as detailed in the Cancellations and Transfers Table will apply.

FOR IN-HOUSE COURSES:

In the case where a company has utilised TMT to deliver a course in-house, any requests for refunds, where eligible, will be granted on a per-Learner basis, as per the TMT refund policy. The minimum fee for in-house courses is non-refundable.

NOTE: See Cancellations and Transfers Table

EXCEEDING ENROLMENT TIMEFRAME

For all TMT courses inclusive of Self-Paced, Blended, Part-Time, Intensive and Extended Delivery courses Learners are provided with the following timeframes for completion from the date of enrolment:

Course Level	Enrolment Timeframe
Individual Units of Competency	Contact TMT for Enrolment timeframe for individual units if you are electing to enrol Unit by Unit for your course admin@tmtraining.com.au or visit the TMT website http://training-ohs.com.au/

TMT reserves the right to cancel an enrolment without notice (withdraw the Learner), if after allocated enrolment timeframe a Learner has not completed and achieved their Qualification or Individual Unit of Competency.

If the Qualification has partially successfully been completed, a Statement of Attainment will be issued for those units completed the Learner has been deemed competent.

EXTENSION REQUESTS

As detailed above all TMT courses inclusive of Self-Paced, Blended, Part-Time, Intensive and Extended Delivery courses Learners are allocated a set enrolment timeframe.

If a Learner is having difficulty meeting this deadline, TMT may grant extensions (where legally allowable) under certain circumstances and apply an additional delivery and assessment fee to the extension.

Where TMT determines an extension may be granted, Learners are eligible to apply for a maximum of two (2) extensions. The following duration and fees are applicable:

- ✓ 1 month extension – \$50 extension fee
- ✓ 3 month extension – \$200 extension fee

All requests for extensions must be made in writing to TMT by completing the Extension Request Form and returning to admin@tmtraining.com.au for approval and processing.

NOTE: It is the Learner's responsibility to meet their individual course completion deadline and/or make appropriate arrangements.

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TMT reserves the right to cancel an enrolment without notice (withdraw the Learner), if after the extension period has expired, a Learner still has not completed and achieved their Qualification.

If the qualification has partially successfully been completed, a Statement of Attainment will be issued for those units completed the Learner has been deemed competent.

TMT reserves the right to cancel an enrolment without notice, if after the enrolment timeframe has expired; a Learner has not completed and achieved their Qualification. If some of the Qualification has been completed, a Statement of Attainment will be issued for those units completed.

VOLUNTARY WITHDRAWAL

Learners electing to withdraw themselves from any TMT course are required to do so in writing. Where a Learner has elected to withdraw, the balance of their course fees is payable within 30 days of their notice of withdrawal. Learners will need to complete the Withdrawal Request Form.

TMT SERVICE FEES

The following fees apply for services provided by TMT :

Service	Fee
1 Month Extension Fee	\$50
3 Month Extension Fee	\$200
Face to Face Tutorial Fee	\$50 per hour (max 3 x 1 hour tutorials)
Reassessment Fee (For Plagiarism cases)	\$200 per assessment workbook
Reassessment Fee (For further assessment required after 3 unsatisfactory attempts)	\$200 per assessment workbook
Payment Plan Fee	\$200

ELIGIBILITY

Individual TMT courses may possess pre-requisite requirements in order to directly enter into a course. Information pertaining to individual courses and relevant pre-requisites are detailed in the individual course information pack. Refer to the TMT website for specific individual course details.

Participants under the age of 18 can participate in a course where express and written permission from a parent or guardian is supplied and is accepted by the appropriate TMT Employee.

COMPUTER LITERACY

Some TMT courses require a basic level of computer literacy. Learners will need to have access to a computer with a word-processor (e.g. Microsoft Word) and access to email and the internet. Learners will need to have a basic proficiency in:

- ✓ Copy and Paste;
- ✓ Accessing information stored on websites and from a USB;
- ✓ Saving, storing and email documents;
- ✓ Researching;
- ✓ Working with multiple documents;
- ✓ Sending and receiving emails with attachments;
- ✓ Understanding and application of Microsoft Word and PowerPoint;
- ✓ Specific course requirements as determined by units of Competency.

TMT does not provide these resources nor do we supply additional support or training for Learners having IT or computer technical difficulties. Please contact a TMT Employee if you are unsure about the computer requirements for a specific course.

NOTE: If you do not possess basic computer skills it is recommended that you enrol in a computer course prior to commencing a course with TMT or enrol in Self-Paced delivery to allow you the opportunity to gain the necessary skills required to simultaneously complete your TMT course at your own pace.

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LANGUAGE, LITERACY AND NUMERACY

TMT participants will require a basic level of English Language, Literacy and Numeracy (LLN) Skills to successfully participate in TMT courses.

It is the Learners' responsibility to disclose and make TMT aware of any information pertaining to their individual learning requirements including LLN levels.

NOTE: If individual Learner needs are not identified or disclosed prior to attending a TMT course TMT may not be able to cater for adequately for these needs within the designated face to face period without impacting on the needs of other Learners or the structure and objectives of the course.

A Learner's Language, Literacy and Numeracy (LLN) skills may be assessed by TMT for the purpose of ascertaining the Learner's likely ability to cope with the requirements of the course to be enrolled in. Assessment of these basic skills will be via:

- ✓ Self-assessment questions;
- ✓ Complete LLN online assessment through <http://lln.safework.com.au/>
- ✓ Informal assessment of verbal English skills via communications at enrolment time;
- ✓ Appraisal of the Learner's enrolment documentation;
- ✓ ACSF validated assessment process where further assessment is determined necessary or at the Learners request.

IMPORTANT: When completing the Enrolment Form to enrol in your chosen course you will be required to indicate that you have Level 2 LLN or above against the Australian Core Skills Framework (ACSF) for each of the Core Skills including Reading, Writing, Oral Communications, Numeracy and Learning. To confirm the current level of your core LLN Skills against the ACSF you can complete an LLN online assessment through <http://lln.safework.com.au/>.

NOTE: If you have been assessed as having LLN skills below a Level 2 against each of the Core Skill areas you will need to discuss your options with TMT prior to enrolling. Contact TMT via 02 6686 5053 to discuss your individual situation and needs.

TMT offers different modes of delivery to account for various skill levels of Learners including previous experience and Language Literacy and Numeracy skills including computer literacy.

The various delivery modes include:

- ✓ Self-Paced (no face to face contact however review days and tutorials are available)
- ✓ Part-Time (various options – refer to specific course information pack)
- ✓ Blended (2 days of face to face contact)
- ✓ Intensive (5 days of face to face contact)
- ✓ Extended (8 days of face to face contact)
- ✓ Workshops (various options – refer to specific course information pack)
- ✓ Allowing the student to have a scribe or mentor in attendance

Specific details of each delivery mode is detailed in course specific Information Packs and as well as detailed for each course on the TMT website.

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Regardless of the delivery mode selected all Learners are entitled to 2 months or 18 months depending on the course to complete the course requirements (for full Qualifications – enrolment in individual Units of Competency will vary per Unit).. Extensions are available on request and for an additional fee to account for individual needs of Learners.

TMT will where required, advise Learners of the most appropriate mode of delivery based on the current level of Language Literacy and Numeracy Skills.

Where possible, TMT will provide advice on how Learners can acquire the Language Literacy and Numeracy and computer skills required to successfully participate in and complete the course through their chosen method of delivery.

Where individual needs are identified during a face to face component of a course, action can be taken during the delivery of the training course and the assessment process to assist the participant by way of:

- ✓ Discussion between participant and TMT Trainer and Assessor to identify participant's particular needs;
- ✓ Reasonable adjustment of the training delivery and assessment methods to suit these needs (where able to, in line with course structure and objectives e.g. Intensive delivery courses are not recommended for those requiring assistance with LLN or computer skills);
- ✓ One-on-one support may be provided at mutually convenient time either during and/or post the face to face component of the course, to promote successful learning outcomes;
- ✓ Referral to specialist support person or organisation where required e.g. Adult Literacy class at Adult Community College;
- ✓ Attendance of several face to face course components may be recommended and accommodated by TMT to cater for individual Learner needs.

PRE-DELIVERY ASSESSMENT

Prior to enrolment you should advise TMT of any specific needs you may have in order that we can assist you with or refer you to appropriate assistance for:

- ✓ Client Support Services including LLN
- ✓ Recognition of Prior Learning (RPL)
- ✓ Credit Transfers
- ✓ Entry Requirements
- ✓ Learning Pathways
- ✓ Gap Training
- ✓ Assessment Procedures & Process
- ✓ Delivery Options.

IMPORTANT: When completing the Enrolment Form to enrol in your chosen course you will be required to indicate that you have Level 2 or above against the Australian Core Skills Framework (ACSF) for each of the Core Skills including Reading, Writing, Oral Communications, Numeracy and Learning. To confirm the current level of your core LLN Skills against the ACSF you can complete an LLN online assessment through <http://lln.safework.com.au/>.

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NOTE: If you have been assessed as having LLN skills below a Level 2 against each of the Core Skill areas you will need to discuss your options with TMT prior to enrolling. Contact TMT via 1300721503 to discuss your individual situation and needs.

SUPPORT AND ASSISTANCE

For the duration of TMT courses, Learners will be supported by:

- ✓ Face to face sessions (for workshop, blended, intensive and extended delivery models);
- ✓ Email support: admin@tmtraining.com.au
- ✓ Telephone support; (02) 6686 5053
- ✓ Optional one on one Tutorial (additional cost per hour and special conditions apply).
- ✓ If Language, Literacy or Numeracy (LLN) issues are identified we will support our learners by the most appropriate means possible at our disposal. That may include (but not limited to) supplying a scribe, extra trainer support, supplying a mentor or referral to an external support organisation

Throughout the Practical component of the Practical Assessment process in both the Traffic Controller and Implement Traffic Control Plans courses we will at most times have a guest controller (given availability at the time) from local industry on hand to give guidance and assistance to all participants and feedback on their performance.

Learners are encouraged to use the support offered by TMT. Learners who are having difficulties in meeting course requirements because of their personal circumstances will be treated with empathy and every endeavour will be made to provide the assistance needed to complete the course. TMT will be flexible in the arrangements for Learners with proven genuine needs.

Where it is identified that additional specialist support may be required, TMT will provide guidance to Learners in referring them to an appropriate individual and/or organisation that is able to provide the required assistance. Any services required outside of TMT will incur additional fees to the respective individual and/or organisation and will be at the cost of the Learner.

Those support services may include –

If LLN issues are identified TMT can arrange for support in the way of –

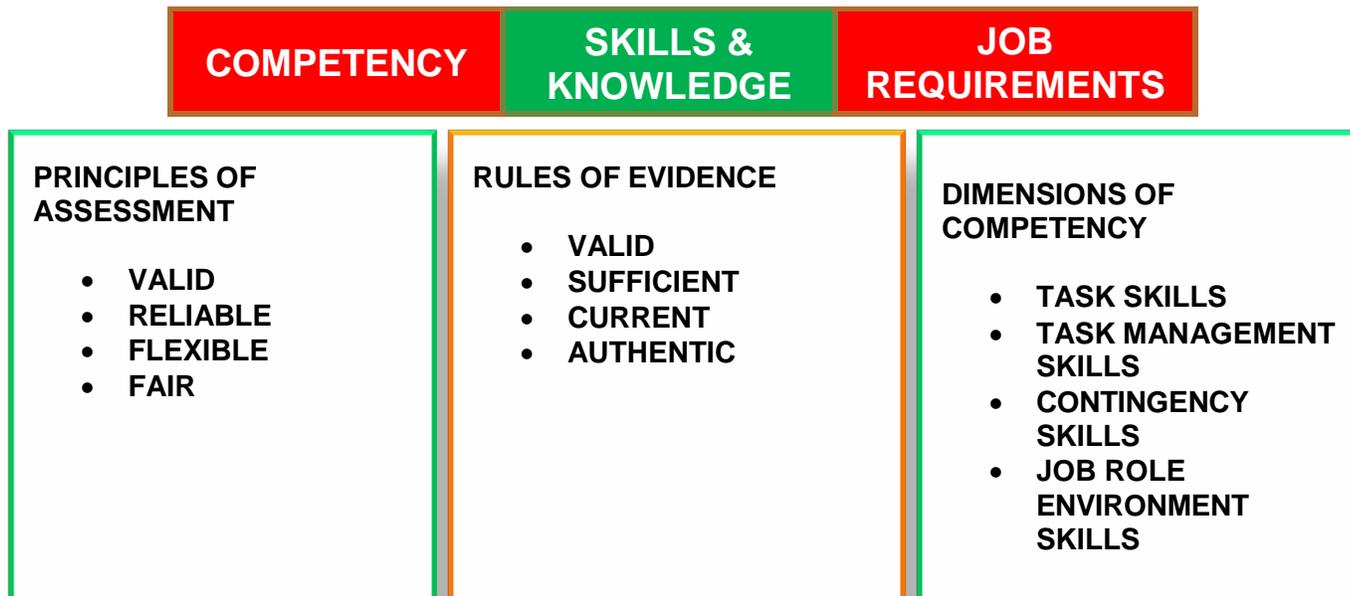
- A scribe to assist on the day
- Mentoring by a 3rd party Traffic Controller
- Referral to 3rd party help such as OnQ, NovaSkill, Nortec or Government Agencies

LLN Tools can be found on - http://www.precisionconsultancy.com.au/acs_framework/

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ASSESSING COMPETENCY

When assessing competency RTO's like TMT must adhere to the Principles of Assessment, the Rules of Evidence, and the Dimensions of Competency to ensure Learners have the skills and knowledge to a level that meets the job requirements. These requirements are specified in the Units of Competency (UCs).



FLEXIBLE ASSESSMENT

All assessments conducted by TMT will conform to the assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises. However these are flexible and at the TMT Assessors discretion in some courses as long as they meet ASQA guidelines and the minimum requirements for competency for the specific course. Flexible courses allow Learners to learn at their own pace and under varying conditions, which best suit their individual situations and characteristics.

Learners are required to be Competent in all Units to achieve a Qualification.

Elements that may also be included (depending on the course) in the assessment process are:

- Underpinning Knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: learning to learn, decision making, creative thinking
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organising own schedules to achieve goals

Learners are given three (3) opportunities to be assessed for competency in a given course or program.

Where a Learner has been assessed three (3) times and is still Not Satisfactory or Not Competent, a \$200.00 reassessment fee per assessment will apply.

NOTE: TMT may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the Learner presents a case that TMT feels is valid. In such circumstances, TMT may seek assistance from an outside source (counsellor, tutor, etc.).

The participant may appeal this decision in writing to the TMT's Compliance Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:

- Disability
- Cultural background
- LL&N difficulties
- Other trauma or reasons

In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with TMT policies, clients will have access to personal information and will be advised of all outcomes in writing.

RECOGNITION OF PRIOR LEARNING (RPL)

In some cases, Learners may be able to apply for Recognition of Prior Learning if they have previously achieved the learning outcomes for an accredited unit/s through Nationally Recognised Training. TMT will offer RPL for all units where there is evidence to support the RPL application.

The RPL process will also take into account Recognition of Current Competency (RCC) which in simple terms is a reflection of the skills and experience gained over time.

Please refer to the Recognition (RPL) button found under the **About Us** heading on the main page of TMT's website if you wish to apply for RPL simply download one of the RPL tools found on the RPL section of our website, detail it and send it and the appropriate evidence to admin@tmtraining.com.au

The availability of RPL will depend on the Learner's experience, qualifications and evidence as well as the relevant Training Package Guidelines.

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The RPL process shall be consistent with The RPL National Principles as defined by the AQF.

CREDIT TRANSFER

TMT operates within the principles and standards of the Australian Skills Qualification Authority (ASQA). We recognise qualifications issued by other Registered Training Organisations. If you wish to apply for a Credit Transfer for a Unit of Competency please email us: admin@tmtraining.com.au and we can send you the Credit Transfer Application Form. You will need to complete the Credit Transfer Application Form for the relevant Unit /s of Competency and submit for assessment along with corresponding certificated copies of your statement of attainment and any other relevant evidence as required to demonstrate currency (if applicable).

IMPORTANT:

In completing and submitting this Credit Transfer Application form you are also declaring that you understand and accept that TMT will contact the issuing provider of the attached certification documentation to confirm the authenticity of the documentation provided.

ISSUING CERTIFICATES

A Learner will be issued with a certificate on the day of completion providing full payment has been received by TMT. If a Learner completes only one or more Units of Competency but not a complete qualification, no Statement of Attainment will be issued.

TMT only issues AQF Qualifications and Statements of Attainment that are within its scope of registration and that certify the achievement of:

- Qualifications or industry/enterprise competency standards from nationally endorsed Training Packages; or
- Qualifications, competency standards or modules specified in accredited courses.

TMT issues, records and reports AQF qualifications and Statements of Attainment that:

- Meet the requirements in the current AQF Implementation Handbook, including the national codes
- Identify the units of competency from Training Packages, or competencies or modules from accredited courses, that the Learner has attained; and
- Identify TMT by its national provider number.

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UNIQUE STUDENT IDENTIFIER (USI)

OVERVIEW

From 1 January 2015 all Learners undertaking Nationally Recognised Training delivered by a Registered Training Organisation will need to have a Unique Student Identifier (USI).

A USI gives Learners access to their online USI account which is made up of ten numbers and letters. It will look something like this: **4BH68ZH7T9**.

A USI account will contain all of a Learner's Nationally Recognised Training records and results from 1 January 2015 onwards. A Learner's results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, Learners will often need to provide their training records and results. One of the main benefits of the USI is that Learners will have easy access to their training records and results throughout their life. Learners can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

WHO NEEDS A USI?

Learners who need a USI include:

- ✓ Learners who are enrolling in nationally recognised training for the first time;
- ✓ school Learners completing nationally recognised training; and
- ✓ Learners continuing with nationally recognised training.

A Learner who is continuing study is a Learner who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a Learner creates their USI they will be able to:

- ✓ give their USI to each training organisation they study with;
- ✓ view and update their details in their USI account;
- ✓ give their training organisation permission to view and/or update their USI account;
- ✓ give their training organisation view access to their transcript;
- ✓ control access to their transcript; and view online and download their training records and results in the form of a transcript.

For international, overseas or offshore Learners visit www.usi.gov.au for further information.

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HOW TO GET A USI

After reading the details above and confirming you require a USI refer to TMT's USI Learner Procedure to assist you in creating your USI.

Creating a USI is free and easy for Learners to create their own USI's online.

While it is recommended that Learners create their own USI, TMT is also able to create USIs for Learners on their behalf if necessary where permission is granted to do so.

Once you have created your USI you will need to complete the TMT Enrolment Form to provide TMT with a copy of your USI and permission to verify this on your behalf.

NOTE: If you are already enrolled with TMT you can complete TMT's USI Application Verification Form to provide TMT with a copy of your USI and permission to verify this on your behalf

Also refer to USI Privacy Notice.

MARKETING

TMT conducts its marketing and advertising of courses with accuracy, integrity, ethics, transparency and accountability. TMT only advertises courses consistent with its scope of registration and uses the NVR logos in accordance with their conditions of use.

EQUAL OPPORTUNITY

All admissions to TMT's courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to legal requirements or TMT's code of conduct:

Applicants will be assessed on their:

- ✓ Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
- ✓ Demonstrating a capacity and willingness to adhere to TMT's standards and code of conduct
- ✓ Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
- ✓ Other items as determined for specific courses on a time to time basis.

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SPECIFIC NEEDS GROUPS

TMT will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of TMT, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

ANTI-DISCRIMINATION

TMT does not allow for the discrimination of an individual by virtue of gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance in a course, or on the safety, or wellbeing of the applicant or others.

All persons will be treated fairly and have their application considered on the basis of its merits.

CONFIDENTIALITY

TMT will not disclose the personal details of its employees/Learners/contractors, or associates except as they expressly permit, in writing, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law. Please refer to and complete the Release of Learner Information Form.

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SEXUAL HARASSMENT

WHAT IS SEXUAL HARASSMENT?

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual. Sexual harassment is a type of sex discrimination.

The [Sex Discrimination Act 1984 \(Cth\)](#) makes sexual harassment unlawful in some circumstances. Despite being outlawed for over 25 years, sexual harassment remains a problem in Australia.

IDENTIFYING SEXUAL HARASSMENT

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

- ✓ Staring or leering
- ✓ Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- ✓ Suggestive comments or jokes
- ✓ Insults or taunts of a sexual nature
- ✓ Intrusive questions or statements about your private life
- ✓ Displaying posters, magazines or screen savers of a sexual nature
- ✓ Sending sexually explicit emails or text messages
- ✓ Inappropriate advances on social networking sites
- ✓ Accessing sexually explicit internet sites
- ✓ Requests for sex or repeated unwanted requests to go out on dates
- ✓ Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

IN WHAT CIRCUMSTANCES IS SEXUAL HARASSMENT UNLAWFUL?

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.

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COMPLAINTS AND APPEALS

TMT takes all complaints, grievances and appeals seriously and will advise all prospective and enrolled Learners of their right to lodge complaints and appeals using TMT's complaints, grievances and appeals process.

TMT will ensure this information is communicated to prospective Learners prior to enrolment, current Learners:

- ✓ In writing via:
 - Complaints, grievances and appeals policy detailed in this Learner Handbook;
 - TMT Website: <https://training-ohs.com.au/wp-content/uploads/2016/06/Students-Handbook.pdf> access to Terms and Conditions
 - Email correspondence and other written advice where appropriate;
- ✓ Verbally where appropriate.

COMPLAINTS PROCESS

A Learner who has a complaint or grievance is advised to raise the matter in the first instance with the relevant TMT Employee, who will attempt to resolve the issue.

If within **ten (10)** working days the Learner is not satisfied with the response of the TMT Employee, the Learner is to document the issue, clearly stating the facts, and submit this written document to the TMT General Manager.

The Learner must:

- ✓ Complete the Complaints and Appeals Application Form
- ✓ Submit the form including relevant documentation to admin@tmtraining.com.au

Upon receipt of a written complaint or grievance and within **ten (10)** working days, the TMT General Manager will review the complaint or grievance and or assign an independent employee to hear the complaint or grievance.

A Learner who wishes to appeal the decision made by an independent employee is to state in writing the reasons for the appeal, and submit the appeal to the TMT General Manager within **ten (10)** working days. The TMT General Manager will review the case, ensuring that principles of fairness were adhered to. The appellant will be given an opportunity to put the case in person to the TMT General Manager who will determine actions required. A copy of this decision will be given to the appellant.

NOTE: Where TMT considers more than 60 calendar days will be required to process and finalise the complaint or appeal TMT will inform the complainant or appellant in writing, including reasons why more than 60 calendar days will be required. TMT will also continue to regularly update the complainant or appellant on the progress of the matter via phone or email.

Contact: Compliance Manager

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APPEALS PROCESS

ASSESSMENT APPEAL

A Learner has a right to appeal against a decision made by TMT in regard to an assessment result. If following feedback discussions with their Assessor the Learner is not satisfied, the Learner is to:

- ✓ Complete the Complaints and Appeals Application Form;
- ✓ Resubmit all relevant written assessment items originally submitted and/or provide additional evidence as requested by TMT; and
- ✓ Document and submit an account of any non-written assessment items to admin@tmtraining.com.au

Resubmissions will be assigned to be re-assessed by a neutral third party by way of an independent TMT Assessor.

The outcomes of the re-assessment will be fully documented in any case where the original assessment decision is to stand. This outcome will be given to the Learner direct, and follow-up counselling provided if required.

Learners are entitled to **one (1) appeal per assessment decision**. The decision of the independent TMT Assessor assigned to the appeals case decision will be final.

NOTE: Where TMT considers more than 60 calendar days will be required to process and finalise the appeal TMT will inform the appellant in writing, including reasons why more than 60 calendar days will be required. TMT will also continue to regularly update the appellant on the progress of the matter via phone or email.

OTHER APPEAL (NOT ASSESSMENT RELATED)

When a Learner makes an appeal against a decision other than an Assessment decision (For example: an Appeal made against disciplinary actions or an appeal against decisions arising from complaints), TMT will appoint an independent person or body to hear the appeal and propose a final resolution.

IMPORTANT: In the event an independent mediator is required the Learner will incur the cost of the mediation.

In the event a Learner requests TMT to reconsider a decision that has been made the following the Learner must:

- ✓ Have an opportunity to formally present their case;
- ✓ Document the appeal in writing by completing the Complaints and Appeals Application Form;
- ✓ Submit the form including relevant documentation to admin@tmtraining.com.au

Outcomes will be sent in writing to the Learner.

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NOTE: Where TMT considers more than 60 calendar days will be required to process and finalise the appeal TMT will inform the appellant in writing, including reasons why more than 60 calendar days will be required. TMT will also continue to regularly update the appellant on the progress of the matter via phone or email.

TMT Employees and Management treat all issues, complaints, grievances and appeals seriously and will investigate and act upon all instances as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.

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STORING OF RECORDS

All non-Learner records which are required by law or the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All Learner records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority.

All assessment evidence will be kept in line with ASQA guidelines.

All records are stored on TMT's dedicated servers, and a backup copy of the data is stored offsite and kept in a safe storage on separate premises.

Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including Learner records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

- ✓ All Learner records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with Learners unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
- ✓ Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
- ✓ Financial records
- ✓ Complaint, incident, and safety registers.

The Registering Authority shall:

- ✓ Have access to all records

OTHER RECORDS

TMT will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- ✓ Financial records
- ✓ Employees records (qualifications & experience)
- ✓ Enrolments
- ✓ Participation
- ✓ Safety/WHS/OHS records
- ✓ Learner results
- ✓ Audits
- ✓ Partnerships

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- ✓ Industry arrangements
- ✓ Other

ACCESS TO PERSONAL RECORDS

TMT Learners will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the Learner requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or Learner status for employment or as relevant for other training.

Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it.

To gain access Learner will be required to complete the following form and return to TMT for processing:
Request for Learner Records Form

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PRIVACY POLICY

TMTs PROMISE TO PROTECT PERSONAL INFORMATION

TMT understands the importance persons attach to personal information (such as name, address, date of birth, personal email address, etc.). TMT is committed to managing and protecting any personal information any person (potential or existing Learner) shares with TMT.

Through this policy TMT seeks to ensure that all persons will be able to deal with TMT in confidence that personal information is only used by TMT in ways that are legal, ethical and secure.

INFORMATION COLLECTION

The information TMT collects from an individual will be limited to the functions an individual uses within the TMT website or other means of contact with TMT. TMT will not collect any information, which individually identifies the person unless this person knowingly provides it to TMT.

TMT will only collect personal information that is necessary to carry out legitimate activities. Information will be collected legally, fairly and in a way that is not intrusive.

TMT will take all reasonable steps to ensure prior to collecting personal information the person is informed about TMT's identify, why TMT is collecting the information as well as the persons rights to access their personal information held by TMT.

TYPES OF INFORMATION COLLECTED

When a person enrolls into a TMT course, TMT is required to collect personal information as part of the enrolment process. This includes application for Recognition of Prior Learning (RPL). The enrolment form will collect details of a personal nature (e.g. date of birth, address, contact details) to ensure the identity of the individual and the collection of accurate information pertaining to the course enrolment. Further to this personal information AVETMISS requirements for collecting information will be included on the enrolment form. This information is of a personal nature and will include but is not limited to, details of education, employment history, current employment status and language, literacy and numeracy skills.

The collection of this information will also assist TMT in ensuring appropriate support needs are identified and effective training and assessment arrangements can be made on an individual basis as required.

Persons visiting the TMT website may be able to access other sites by clicking on links that TMT embeds within its website. Persons should be aware that other sites may not be subject to the same privacy standards and procedures as TMT. TMT does not take responsibility for persons choosing to visit these other sites.

NOTE: TMT only collects the personal information necessary for enrolment and reporting purposes.

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PROVISION OF DETAILS

Information submitted digitally to TMT (e.g. using an electronic enrolment form or by sending an email) is collected and used only for the purposes that it is provided it.

When a person makes an enquiry about a TMT course through the TMT website, TMT will use the information to process the enquiry. In this case the person making the enquiry may elect to use a Pseudonym (e.g. preferred name, stage name, nickname etc.)

When a person makes the decision to enrol in a TMT course and completes an enrolment form (including RPL application) the person must use their full legal name for this enrolment to be processed.

TMT will only issue certificates and statements of attainment with the legal name detailed on the enrolment form or RPL application.

TMT will take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use. It is the responsibility of the individual to ensure TMT is provided with updated personal information as it changes (e.g. change of name or address etc.).

All enrolment forms must be signed by the individual stating the information provided is true and correct at the time of submission.

If an individual's details have changed (e.g. name change due to marriage) they will need to inform TMT in writing to request the personal information to be updated. Change of name will require the individual to provide acceptable identification to prove their identity (e.g. Marriage certificate).

USE OF INFORMATION

The personal information gained during the enrolment process will not be released to any third party for marketing or any other purposes.

Primarily TMT will use this information to provide the person with the services available through TMT – in the case of an enquiry, or for RTO data collection and reporting requirements should the enquiry convert to an enrolment.

TMT employees will use individual's contact details to assist in the administering of its courses. In this way, TMT is able to ensure all interested persons are informed (e.g. relevant Trainer and Assessor, Funding body etc.). In addition, TMT may use information collected to provide or offer further services and products. Persons not wanting to receive such information may contact TMT and request such contact be cancelled.

TMT will provide reasonable opportunity for an individual to opt-out of any activity that makes use of their Personal Information (e.g. Learners receiving updates from TMT regarding upcoming specials via email – will be provided with the opportunity to contact TMT and request such contact be cancelled should they not want to receive this information).

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DISCLOSURE OF INFORMATION

TMT will not disclose Personal Information to any external company or third party unless the individual has consented to the use or disclosure (e.g. a Learner requests in writing that their progress and results be provided to a potential employer).

Personal information will not be sold or used for promotions independent of TMT.

Personal information will be destroyed, if there is no longer any legitimate purpose for retaining such information and or the record retention period imposed by the National Vet Regulator has elapsed.

TMT will only disclose personal information when TMT is required to co-operate with investigations of claimed unlawful activities or to conform to the proclamations of the law or comply with legal process served on TMT.

TMT will also disclose personal information to fulfil a user's request. For an individual to obtain copies of their personal information to be distributed they must request a copy in writing to TMT using the TMT Release of Information Template to grant permissions.

Once TMT has received a completed Release of Information form, the information can then be released.

STORAGE OF INFORMATION

TMT is required to keep your records for compliance with the NVR standards.

These records are kept for a minimum of 30 years in an electronic Learner Management System and TMT's private central server that is backed up daily and stored externally.

Access to these records is strictly controlled. Only authorised TMT employees have access to folders on the server. Restricted access is enforced on all TMT server files. TMT will at all times, take reasonable steps to ensure the security of physical files (including Learner files), computers, networks and communications is maintained.

Where sensitive information is concerned (e.g. credit card details, work related documents etc) information will be shredded and then stored in a security bin until destroyed by an Approved Security Destruction Provider when no longer needed for either primary or approved secondary purposes or when the required retention period has lapsed.

At all times TMT will take reasonable steps to ensure all personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure.

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FURTHER INFORMATION

If any persons reading this Privacy Policy have any queries about the privacy and security practices for TMT, please contact TMT on 02 6686 5053.

Any persons believing their personal information has not been dealt with in accordance with any part of this Privacy Policy or the Australian Privacy Principles, a written complaint can be directed to TMT. Complaints should be addressed to TMT Compliance Manager.

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4 LEARNER INFORMATION

ASSESSMENTS

To assist Learners with their study TMT has put together some helpful tips

RETURNING COMPLETED ASSESSMENT TASKS

Completed assessment tasks should be emailed to TMT at:

admin@tmtraining.com.au

FORMAT OF ASSESSMENT TASKS

Assessment workbooks need to be returned in the same format (MS Word) in which they were supplied. Please note:

- ✓ Individual workbooks must be entirely completed before they are lodged for assessment
- ✓ Do Not save as PDFs
- ✓ Do Not Send separate answers (all answers need to be entered into the spaces or templates provided)

FEEDBACK AND COMMUNICATION

TMT embraces an ongoing policy of open communication and encourages feedback and dialogue with all Learners to assist with meeting Learner needs and concerns as well as for ongoing improvement of TMT's services.

TMT would appreciate feedback in regard to your opinions, satisfaction, or other views about TMT's operations, policies, procedures and training delivery and assessment.

TMT will analyse and utilise this feedback and communication to:

- ✓ Review its policies and procedures and
- ✓ Plan for improvement

Feedback can be supplied directly to facilitators, other TMT Employees, or as written suggestions which may include the use of TMT feedback forms.

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GENERAL SAFETY TIPS

The following safety tips will assist you during your studies and ensuring a safe learning environment.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE assists with injury prevention and reduction and may include:

1. Gloves
2. Protective Glasses
3. High Visibility Vests or other clothes
4. Safety boots
5. Other equipment or clothes as specified by a workplace or industry.

All TMT Learners involved in on the job or simulated workplace training will be required to utilise the PPE specified for the specific task by the Supervisor of the workplace.

CHEMICALS AND FOREIGN SUBSTANCES

Chemicals may enter your body three ways:

1. Absorption – through the eyes and/or skin,
2. Inhalation – through your nose or mouth,
3. Ingestion – when you swallow.

Where your training is on the job or in a simulated workplace situation that uses or stores chemicals/hazardous substances on site, you should:

1. Make yourself aware of and obey safety protocols and emergency procedures,
2. Be aware of and obey all safety signs,
3. Read signs and SDS or JHA instructions carefully before using chemicals/substances or moving containers holding chemical/substances, if unsure of the correct procedure ask for assistance/direction from authorised site Employees or supervisors,
4. Follow the directions and advice of authorised site personnel at all times.

HAZARDOUS SPILLS

Where hazardous spill occurs there are a number of steps that should be taken:

1. Warn personnel in the vicinity of the spill,
2. Immediately clean up the spill if it is safe to do so and appropriate equipment, such as a spill kit and PPE etc, is available, otherwise inform a supervisor or an authorised Employee who can arrange for the spill to be managed,
3. Barricade the area or place warning signs in prominent locations while you get cleaning aids, suitable PPE, or leave to inform authorised supervisor or Employees,

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4. If the spill is toxic and can be inhaled, ingested, or absorbed, then the vicinity should be evacuated immediately and an authorised employee informed of the hazard.

MANUAL HANDLING

Correct Manual Handling is necessary for safety and injury prevention. The weight to be lifted should not exceed the identified safe level for the site/industry and should follow the safe work practice of the Principal Contractor. Generally speaking, the process for safe lifting (of appropriate weights) is:

1. Conduct the lift with an engineering control or machinery where possible,
2. Conduct a dual lift with another Employee as the second option where possible,
3. If the above options are not available to you, consider the following;
4. Plan the lift
5. Stand close to the load
6. Keep your back straight
7. Get a firm grip
8. Lift smoothly
9. Keep the load close to the body.

When lifting, utilise the large leg muscles and avoid placing strain on your back and neck. "Most of the power in lifting should come from your legs!"

EMERGENCY PROCEDURES

In case of fire, the following action should be taken by the first person to discover the fire unless the Principal Contractor has instructed otherwise in their site induction. Where any step is not safe or practical, the next step should be undertaken.

R.A.C.E. METHOD FOR FIRE RESPONSE

R - Rescue

Move Employees and assist visitors or impaired employees away from immediate danger of fire or smoke IF YOU CAN DO THIS WITHOUT PUTTING YOURSELF IN IMMEDIATE DANGER and IF THERE ARE OTHER EMPLOYEES AVAILABLE TO COMMUNICATE THE EMERGENCY AND RAISE THE ALARM.

A - Alert others

Raise the alarm and make sure everybody in the area, and in other departments in your area, know as well.

C - Confine

Close all doors and windows. Pack towels under doors to contain smoke.

E - Extinguish

Select the appropriate fire extinguisher. Use the P-A-S-S technique to extinguish the fire. (see below for P-A-S-S technique)

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P-A-S-S TECHNIQUE FOR FIRE EXTINGUISHER USE

P - Pull the pin. It is there to prevent accidental discharge.

A - Aim low at the base of the fire. This is the where the fuel source is.

S - Squeeze the lever above the handle. Release to stop the flow.
(Some extinguishers have a button instead of a lever)

S - Sweep from side to side. Move toward the fire, aiming low at its base. Sweep until all flames are extinguished. Watch for re-ignition. Repeat as necessary. Have site inspected by fire department.

Place any fire extinguisher that has been used on its side on the floor. It will be collected and recharged after the fire scene is secure.

E - Evacuate

Stay in the evacuation area until ordered to move by the Fire Warden.

1. Notify Emergency services;
 - a. Fire Brigade 000 (Triple Zero), or mobile phone 112
 - b. Police 000 or mobile phone 112

2. Advise the following information:
 - a. Name and address of facility,
 - b. Location of emergency fire, smoke,
 - c. What is the emergency (e.g. burning building),
 - d. Employees/ person's name.

3. Notify the senior Trainer/Employee on site

4. Remain by the telephone to assist the emergency services with further information unless in danger or told to evacuate

5. If fire is uncontrollable, the senior Employee on site must:
 - a. Give the evacuation orders to nominated areas as designated by-Site emergency procedures
 - b. Ensure no-one enters the emergency area
 - c. Supervise evacuation
 - d. Supervise roll taking at the muster or meeting Point
 - e. Meet the fire brigade when they arrive.

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FIRST AID

Employees will direct persons requiring First Aid treatment to a designated First Aid Officer.

STRESS

Stress can cause a number of problems during activities such as training and can lead to risks and/or accidents in the training environment through:

1. Lack of awareness
2. Fatigue
3. Inefficiency
4. Poor judgement
5. Inappropriate reactions.

Stress reduction/management is an effective strategy in the risk management and incident prevention whilst in the training environment or workplace. Methods that can assist with Stress Reduction include:

1. Rest (appropriate rest is essential for good health, awareness, efficiency and/safety)
2. Hydration (the body needs to be well hydrated to operate efficiently and maintain good motor function and awareness)
3. Relaxation (relaxing activities should be considered as a part of a balanced lifestyle)
4. Sustenance (balanced, regular meals are necessary for good health and physical and mental wellbeing)
5. Exercise (exercise can reduce stress and increase the bodies efficiency)
6. A clear Job Description (confusion regarding your employment responsibilities or not understanding your study requirements can lead to frustration, confusion, and stress.)

SLIPS, TRIPS, AND FALLS

Slips, trips, and falls are common but can be minimised or eliminated by taking simple precautions including:

1. Keep your eyes on the path of travel
2. Plan your route
3. Don't rush. Move at a pace that is safe, particularly in areas with uneven gradient or loose surfaces such as gravel
4. Hold onto rails, and go up or down stairs one at a time
5. Wear appropriate PPE

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6. Ensure there is adequate lighting in all work areas
7. Maintain good housekeeping practices throughout the work place at all times

TOOLS AND MACHINERY

Before using any tools or machinery you should:

1. Ensure you are familiar with safe work practice procedures and emergency procedures for the operation of the equipment
2. Ensure you have received appropriate training or qualifications to use the equipment (Verifications of Competencies-tickets may be required)
3. Conduct a Pre Start Inspection to identify any hazards prior to operation of the equipment
4. Ensure all safety requirements are in place (shields, guards, etc)
5. Ensure you have and are using all PPE required for the operation of the equipment

Risk management is paramount to a safe training environment/workplace and involves everyone taking responsibility for their own safety as well as the safety of those around them. Some simple actions that can reduce risk are:

- Don't ignore it, do something about it:
 - Pick it up
 - Clean it up
 - fix it
 - report it
 - warn others
 - be alert
- Be proactive, work safe, home safe. (Learn about the safety requirements of the workplace and follow them)

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GLOSSARY OF TERMS

RTO	Registered Training Organisation
VET	Vocational Education and Training
Training Package	<p>A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by national Industry Skills Councils (ISCs).</p> <p>Training packages are designed to enable diverse and relevant vocational learning outcomes, and to regulate training outcomes through nationally recognised qualifications.</p> <p>Despite the name, training packages do not describe how people should be trained. Rather, they provide the nationally endorsed industry standards against which training can be developed and flexibly delivered to meet particular local, individual, industry and enterprise requirements.</p> <p>In short: Training packages are groups of vocational education and training (VET) qualifications required for jobs within an industry. There are over 70 training packages and hundreds of qualifications.</p>
Accredited Course	<p>Accredited courses address industry, enterprise, educational, legislative or community needs that are not covered in nationally endorsed Training Packages.</p> <p>Accredited courses can respond to changing skill requirements, including changes to the needs of emerging and converging industries and sectors.</p>
Qualification	<p>Australia has a system of qualifications called the Australian Qualification Framework (AQF). The AQF ensure national recognition and consistency and common understanding across Australia, of what defines each qualification.</p> <p>There are 10 levels of qualifications ranging from Certificate I through to Doctoral Degree.</p> <p>Qualifications are made up of individual units of competency (like subjects). The units that are included in a qualification are guided by the packaging rules of the qualification. They are made up of core (mandatory) and elective subjects (which are usually selected for you by the RTO or you may have flexibility to select your own – in line with the packaging rules)</p>
Competency	Competency Based Training requires Learners to demonstrate that they can do a task, activity or exercise well enough to be assessed as competent. Learners are assessed against a benchmark 'Unit of

	competency' and they must be successful at the given tasks related to this unit to complete the unit and be deemed 'competent'.
Unit of competency	Your course is made up of a number of 'units of competency'. Each unit is an area of work relevant to your industry or the job role related to your studies. These units contain the benchmarks or criteria that you will be assessed against.
Assessment	You will be issued with assessments that you will need to complete in order to be deemed competent in each unit of competency you are enrolled in. Assessment could include: <ul style="list-style-type: none"> • Theory questions • Practical Activities • Case Studies • Workplace tasks • Third party evidence etc.
Satisfactory	When assessing your work your Assessor will form make an assessment decision on each assessment you submit. When you receive feedback for an individual assessment task (e.g. your theory assessment) your Assessor will assess if your work is 'satisfactory' or 'not satisfactory'. If your assessment met the required criteria – you will be given a 'satisfactory' result.
Not Satisfactory	If based on the scenario above your assessment submission did not meet the criteria you will be given a 'not satisfactory' result. You will be provided with constructive feedback and the opportunity to go back and revise your submission in line with feedback provided.
Competent	Once your Assessor has collected all of the evidence for all of the assessment tasks relating to the specific unit of competence only then will they make a decision of whether you are 'competent' or 'not competent' against the unit requirements. If you meet the requirements your Assessor will determine that you have been deemed 'competent' in that unit.
Not Competent	If you have not yet met the requirements for the unit of competency and your Assessor needs further evidence to prove your competence you will be deemed 'not competent'. In this event you will be allowed further time to achieve competency. Competency based training must allow for more than 1 attempt at achieving competency – TMT allows 3 attempts.
RPL	Recognition of Prior Learning
RCC	Recognition or Current Competency
LLN	Language, Literacy and Numeracy
WHS	Work Health and Safety

Again, thank you for choosing
TMT .

We wish you all the best with
your studies!
