

# ***AUSTRALIAN EASY TRAIN P/L***



## ***Student Information Booklet***

## **General Student Information Manual**

### **Australian Easy Train Pty Ltd Training Location**

AET conducts training at **35 Kimberly Road, Dandenong South 3175** and at a variety of locations throughout Australia.

AET are a registered Training Organization **RTO TOID No 4575** conducting accredited training and licensing in conjunction with the **VRQA** and **Worksafe Victoria**.

All our training and licensing occurs in our training facility in Dandenong South and can also be conducted at an organization's training facility if suitable equipment and facilities are available.

### **Course Information**

Students will be provided with a detailed summary of the relevant course content and assessment requirements before enrolment, so that they may make an informed decision on their study path.

### **Course fees**

The fees and charges associated with each training program will be clearly detailed in your confirmation email and a detailed brochure and will be provided to you and reviewed annually. For specific information, you may contact the Enrolment Officer on 9706 4881.

### **Course Delivery**

Training will be delivered via teacher-led classroom delivery, group activities and practical skills application, as determined by the needs of the unit(s) of competence being delivered. Integrated delivery of some units will occur, wherever possible.

### **Course Assessment**

All assessment will be competency-based resulting in a 'Competent' or "Not yet competent" outcome and will meet VRQA requirements. In general terms assessment during training will involve:

- Oral or written tests
- Demonstration of skills in a real or simulated work environment

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not been prepared for. Students will be given an opportunity for at least one re-assessment for any competencies not achieved on the first attempt.

Students may appeal an assessment decision through the normal 'Complaints and appeals' process.

## **Training Assessment**

A final training assessment provides a summative assessment in line with VET requirements.

### **Assessment – (Closed Book) No reference material**

All parts of the assessment must be completed to 100%

(Applicants will have 3 attempts to achieve the required mark of 100%)

**NOTE:** If the applicant is **NOT** successful at the completion of this assessment, they **CANNOT** be assessed for their **HIGH-RISK WORK LICENCE**, until it has been successfully completed.

Trainer will discuss with applicant about next steps – (e.g., Re – assessment, more training, study time etc) so applicant will be ready to be assessed for their **HIGH-RISK WORK LICENCE**.

The qualification that you will achieve at the successful completion of this course meets all the requirements prescribed by Worksafe and also the industry training package that covers this competency:

**On successful completion of the training assessment applicants will be issued a statement of attainment**

**A statement of attainment is NOT a licence - it only states you have successfully completed the training requirements.**

A Statement of Attainment is only applicable to TAFE (Vocational Education/Further Education) students. The statement lists all units passed for courses recognized within the Australian Qualifications Framework (AQF).<sup>17 Jan 2012</sup>

## **High-Risk Work Licence Assessment**

Occupational Health & Safety laws in Victoria are regulated by the Victorian Workcover Authority (Worksafe).

Nationally they are regulated by Safe Work Australia. These laws are broad including the method that assessments for licences to perform High Risk Work are conducted.

To be assessed as competent you **MUST** meet the standard expected and prescribed by these bodies.

The licence that you will gain at successful completion of the assessment is recognised nationally. As this licence is nationally recognised it is important that you make yourself aware of any regulatory differences that may occur between the states when working outside Victoria.

As a competent licence holder it is also your responsibility to keep up to date with the changes to legislation and practices that may occur from time to time.

Legislation and Standards set the minimum requirements for safety and performance. As a holder of a High-Risk Work licence you also need to be aware and follow employer or site specific policies and procedures.

Licence assessment may take place under national competency standards using a government issued assessment instrument provided by the RTO.

### **TO RECEIVE A COMPETENT RESULT IN YOUR HIGH-RISK WORK LICENCE ASSESSMENT YOU MUST:**

**Complete the knowledge assessment. Closed book assessment.  
(NO REFERENCE MATERIAL, ALL WRITTEN)**

- All knowledge questions must be answered to **95%**

**Complete the written assessment. (Calculations) Closed book assessment.  
(NO REFERENCE MATERIAL)**

- Calculations must be answered to **100% showing all formulas**

**Complete the performance assessment.  
(NO REFERENCE MATERIAL)**

- Practical must be completed to **100%**

**Note:** there are **NO** guarantees in being deemed competent in your licence assessment, under the Occupational Health and Safety Act 2004, and WorkSafe's conditions of authorisation the assessor **CANNOT** assist you in being deemed **COMPETENT** you must meet the criteria stated above or a **NOT YET COMPETENT** will be the result of your assessment.

- **COMPETENT APPLICANTS WILL HAVE 60 DAYS TO APPLY FOR THEIR LICENCE FROM THE DATE OF ISSUE.**  
(Assessor will explain how to apply on completion of their assessment)
- **APPLICANTS DEEMED NOT YET COMPETENT CAN BE RE-ASSESSED IN THE AREA/S THEY WERE NOT DEEMED COMPETENT IN AFTER 3 DAYS BUT PRIOR TO 60 DAYS, (Fees apply see reception)**

## LLN Evaluation

Each student will complete a Language, Literacy and Numeracy Evaluation.

The LLN evaluation will consist of 12 questions, it is designed to assist your trainer to identify areas where you may need assistance in your studies. **(15minutes to complete)**

*Worksafe and Safe work Australia regulations state that the assessment can only be conducted in the English language and the use of interpreters is not allowed. If you have any issues with reading, writing & numeracy please talk to your trainer/assessor.*

### **Student Support Services**

AET's training staff are available if you have problems with the learning materials or anything else that may be causing you concern. Numeracy and literacy support may be organised, if necessary. Should a student require professional counselling, they will be referred to a qualified Counsellor.

### **Pathways to Further Study**

Graduates of AET's nationally recognised training may seek credits in other relevant vocational training programs through the national recognition process.

### **Privacy of Information**

Information provided by students will be covered by the Privacy of Information Act. Such information will not be released to a third party without the written permission of the students. Students may access their own records on providing proof of identity to the Director.

### **Recognition of Prior Learning**

Students who believe they already have some of the competencies in the course through formal studies, work experience or life experience, may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the Application Form that will be provided upon request.

HRWL RPL is not available – All applicants are required to undertake the training course prior to undertaking their HRWL Assessment.

### **National Recognition / Credit transfer**

AET will recognise relevant qualifications and statements of attainment issued by any other Registered Training Organisations (RTO). This means that you may be eligible for credit towards your course if you have achieved any of the competencies within your course

through training at another RTO. Students will be given recognition on presentation of a verified transcript and award, or Statement of Attainment.

### **Complaints and Appeals Procedure**

AET has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The procedure includes a requirement that an independent mediator will be appointed at the student's expense if the student is dissatisfied with the resolution proposed by the institute. The independent mediator may be a representative from another RTO, Consumer Affairs or from a relevant Government Department.

### **Relevant Legislation**

AET and its staff are responsible for ensuring that the requirements of relevant legislation are always met. Use the websites indicated, or contact the Director, if you require further information.

### **Refund policy**

AET provides a fair and reasonable refund policy to all its students:

- For fees paid on enrolment of training, AET will only provide a refund where the student fees have been invoiced to the employer, and where the employer advises us in writing of the student's withdrawal from the course at least ten working days before training commences or replaces the student's position in the course with another candidate.
- Where a student withdraws from the course for proven health or compassionate reasons, a doctor's certificate needs to be provided on the day of training course for the RTO to provide a full refund of the tuition fees paid, less a \$100 administrative fee.
- Students who withdraw from the course after the training has commenced will not be eligible for a refund, unless on compassionate grounds.
- All applications for refunds must be lodged in writing to the Director.

### **Access & Equity policy**

AET adheres to an access & equity policy for the provision of all its services. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are always met.

### **Access to student Records**

AET will give all participants access to their records upon request. If you wish to contact AET you may do so on 9706 4881.

### **AET Address**

*Our physical address for all your training and records management is held at **35 Kimberley Road, Dandenong South 3175.***

### **Student Code of Behaviour**

*The Code of Behaviour requires the following rights to be always respected and adhered to, by students.*

- *To be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status*
- *To be free from all forms of intimidation*
- *To work in a safe, clean, orderly and cooperative environment*
- *To have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse*
- *To have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)*
- *To work and learn in a supportive environment without interference from others*
- *To express and share ideas and to ask questions*
- *To be treated with politeness and courteously at all times*

*If a student believes that they are not receiving their due rights, they are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.*