

LEARNER INFORMATION PACK



Table of Contents

1.		2
1. Welcome		3
Contact Details		3
2. About the RTO		4
2. Trainers and Assessors		4
3. Our Training Approach		5
4. Legislation and Standards		6
Commonwealth Legislation and Frameworks		6
State Legislation and Regulatory Requirements		6
Compliance with Standards		7
5. Our Commitment to Learners		7
Clear Information Before Enrolment		7
Fair and Valid Assessment		7
Access to Learning Support		8
Respectful and Inclusive Learning Environment		8
Access to Complaints and Appeals Processes		8
Continuous Improvement		8
6. Courses and Training Programs		8
7. Assessment Methods		9
8. Enrolment Process		9
Enrolling in a Course		9
9. Pre-Training Review		9
10. Language, Literacy and Numeracy (LLN)		10
11. Learner Support Services		10
12. Access and Equity		11
13. Unique Student Identifier (USI)		11
Creating a USI		12
Providing your USI to the RTO		12
14. Privacy and Personal Information		12
Collection of Personal Information		13
National VET Data Collection (AVETMISS)		13
Use of Personal Information		13
Disclosure of Personal Information		14
Storage and Security of Information		14
Access to Personal Information		15
15. Training and Assessment		15
16. Recognition of Prior Learning (RPL) and Credit Transfer		16
Recognition of Prior Learning (RPL)		16
Learners applying for RPL will be required to provide evidence to demonstrate competency against the requirements of the relevant unit. Evidence may include work samples, references, previous qualifications, workplace documentation, competency conversations, workplace verification or practical demonstrations.		16
Credit Transfer		16
17. Fees, Charges and Refunds		17

18. Use of Artificial Intelligence (AI) and Technology in Assessments.....	17
Acceptable Use of Technology	17
Unacceptable Use of AI or Technology	18
19. Authenticity of Assessment	18
20. Learner Responsibilities and Code of Conduct	18
Academic Integrity – Cheating and Plagiarism.....	19
Behaviour Expectations	19
Disciplinary Action	20
Drugs and Alcohol.....	20
21. Work Health and Safety.....	21
22. Assessment Outcomes and Re-assessment	21
23. Certification and Statements of Attainment	22
24. Learner Feedback	22
25. Complaints and Appeals	22

1. Welcome

Welcome and thank you for choosing to undertake training with our organisation.

We are a Registered Training Organisation (RTO) approved to deliver nationally recognised training in accordance with the Registration Standards 2025. The organisation operates under **RTO Number 52959** and may deliver training under the trading names **Highway Truck Training** and **Operate WA**.

Each year learners choose to study with us for many different reasons. Some are looking to gain new skills; others are building on existing experience or working towards recognised qualifications to support employment and career progression. Whatever your reason for choosing to train with us, our goal is to provide a supportive, inclusive and professional learning environment that helps you achieve your training goals.

We are committed to delivering high-quality training and assessment that reflects current industry practices and expectations. Our training programs are regularly reviewed to ensure they remain relevant, practical and aligned with the needs of learners, employers and industry.

This **Learner Information Pack** contains important information to support you throughout your learning journey. It outlines key information about your course, the support services available to you, your rights and responsibilities as a learner, and the policies and procedures that guide how training and assessment is delivered.

We encourage you to read this document carefully before commencing your training. If you have any questions or require assistance at any stage, please speak with your trainer or contact our team. We are here to support you throughout your learning experience.

We look forward to working with you and wish you every success in your training.

Contact Details

RTO Provider:	RTO 52959
ABN:	
Telephone:	
Web:	
Email Contacts	
Location	1 Tichborne St, Cockburn Central WA 6164.

2. About the RTO

This organisation is a **Registered Training Organisation (RTO)** approved to deliver nationally recognised training and assessment within Australia's **Vocational Education and Training (VET) sector**.

The organisation is registered by the Training Accreditation Council (TAC) Western Australia and operates under RTO Number 52959. Training may be delivered under the trading names **Highway Truck Training** and **Operate WA**.

As an RTO, we are authorised to deliver nationally recognised training and assessment for training products included on our scope of registration. This may lead to the issuance of qualifications or **Statements of Attainment (SoA)** that are nationally recognised across Australia.

The details of the RTO's registration, including the nationally recognised training products approved for delivery, can be viewed on the national training register at:

<https://training.gov.au>

Our training programs are designed to support learners to develop the practical skills and knowledge required for employment, career development and workplace competency. Courses are developed in consultation with industry and are regularly reviewed to ensure training remains current and aligned with industry expectations.

The organisation is committed to providing a **professional, inclusive and supportive learning environment** where learners are encouraged to develop their skills, build confidence and achieve their training goals.

Training and assessment services are delivered in accordance with the Registration Standards 2025, which establish requirements for registered training organisations delivering nationally recognised vocational education and training.

2. Trainers and Assessors

Training and assessment is delivered by **qualified and experienced trainers and assessors** who hold the required credentials to work within the vocational education and training sector.

All trainers and assessors engaged by the RTO:

- hold relevant vocational qualifications in the area they deliver or assess
- hold current training and assessment credentials as required under the Credential Policy and Registration Standards 2025

- maintain current industry skills relevant to the training being delivered
- participate in ongoing professional development to maintain their knowledge and expertise

3. Our Training Approach

Our trainers bring valuable industry experience to the learning environment and aim to create training that is practical, relevant and engaging for learners.

Learners are encouraged to actively participate in training activities and communicate with their trainers if they require assistance during their course.

Our training programs are designed to provide learners with the practical knowledge and skills required to perform effectively in the workplace. Training is delivered using a structured learning approach that combines theory, practical activities and assessment tasks to support the development of competency.

Training and assessment is based on the principles of **competency-based training**, which focuses on the learner's ability to demonstrate the skills and knowledge required to perform tasks to an industry standard. This approach ensures that learners are assessed on what they can do in a practical setting rather than only what they know.

Courses may include a range of learning activities designed to support different learning styles and levels of experience. These may include trainer-led discussions, demonstrations, practical exercises, group activities and structured learning tasks. Learners are encouraged to actively participate in training sessions and ask questions to support their understanding of course content.

Assessment methods are designed to allow learners to demonstrate their skills and knowledge in a fair and valid way. Depending on the course, assessment may include written knowledge assessments, practical demonstrations, observation of workplace tasks, verbal questioning and review of workplace documentation.

Our trainers and assessors aim to create a learning environment that is supportive, respectful and inclusive. Learners are encouraged to communicate with their trainer if they require assistance during training or if additional support may help them complete their course successfully.

Where appropriate, training programs may incorporate real or simulated workplace activities to ensure learners gain practical experience relevant to industry expectations.

The RTO is committed to continuous improvement and regularly reviews training programs, learning resources and assessment practices to ensure they remain relevant to industry requirements and provide positive learning outcomes for all learners.

4. Legislation and Standards

Our organisation is committed to delivering training and assessment services in accordance with all relevant Commonwealth and State legislation that governs vocational education and training, workplace safety, equal opportunity, privacy and industry licensing requirements.

We aim to provide a learning environment that is safe, respectful, inclusive and supportive for all learners. Our policies and procedures are designed to ensure training and assessment services are delivered fairly, consistently and in line with regulatory requirements.

All nationally recognised training delivered by this RTO is provided in accordance with the Registration Standards 2025 and other applicable regulatory, legislative and training product requirements.

Our staff, trainers and assessors are required to follow these standards as well as the organisation's policies and procedures when delivering training and supporting learners.

Training services are delivered in accordance with relevant legislation including, but not limited to, the following.

Commonwealth Legislation and Frameworks

Relevant national requirements and frameworks include:

- Registration Standards 2025
- Credential Policy
- Australian Qualifications Framework (AQF)
- National VET Data Policy
- Student Identifiers Act 2014
- Privacy Act 1988
- Copyright Act 1968
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

State Legislation and Regulatory Requirements

Training services must also comply with relevant State legislation and regulatory requirements including:

- **Work Health and Safety Act 2020 (WA)**
- **Work Health and Safety (General) Regulations 2022 (WA)**
- **Equal Opportunity Act 1984 (WA)**
- **applicable Western Australian Road traffic, driver licensing and transport legislation where relevant to the training being undertaken**

Where training involves activities related to driving, heavy vehicles, plant or transport operations, learners must also comply with applicable licensing and regulatory requirements administered by the relevant regulatory authorities

Learners participating in training that involves vehicles or plant must:

- hold any required licence or permit where applicable
- comply with road safety laws and licensing requirements
- follow all safety instructions provided by trainers and assessors
- operate vehicles or equipment only where authorised and supervised

Compliance with Standards

Our organisation is committed to maintaining compliance with all applicable legislation and regulatory requirements. Staff, trainers and assessors are expected to understand and follow these requirements as part of their professional responsibilities.

These legislative frameworks help ensure that learners receive training that is safe, fair, nationally recognised and aligned with industry expectations.

5. Our Commitment to Learners

Our organisation is committed to providing high quality training and assessment services that meet the needs of learners, industry and the broader community.

We aim to create a learning environment that is supportive, inclusive and focused on helping learners successfully achieve their training goals. Our training and assessment practices are designed to ensure learners are provided with the knowledge, skills and support required to participate effectively in training.

Learners enrolled with this RTO can expect the following:

Clear Information Before Enrolment

Learners will receive clear and accurate information about courses, training arrangements, fees, assessment requirements and support services before enrolment. This information allows learners to make informed decisions about their training.

Fair and Valid Assessment

Assessment will be conducted in accordance with the **Principles of Assessment and Rules of Evidence** to ensure assessment outcomes are fair, valid, reliable and consistent. Learners will be informed of assessment requirements and will be given the opportunity to demonstrate their competency.

Access to Learning Support

Learners will have access to appropriate support services to assist them in successfully participating in training and assessment. Where additional support needs are identified, reasonable adjustments or individual support strategies may be implemented.

Respectful and Inclusive Learning Environment

All learners will be treated with dignity, fairness and respect. The organisation promotes an inclusive learning environment free from discrimination, harassment or bullying.

Access to Complaints and Appeals Processes

Learners have the right to raise concerns or make a complaint about training, assessment or services provided by the organisation. Complaints and appeals will be managed in a fair, transparent and timely manner in accordance with the organisation's policies and procedures.

Continuous Improvement

Feedback from learners is valued and used to improve training programs, learning resources and support services.

6. Courses and Training Programs

The organisation delivers training and assessment services for **nationally recognised qualifications, skill sets and units of competency** from endorsed Training Packages or accredited courses.

Training programs are designed to provide learners with the knowledge and practical skills required to work effectively in their chosen industry. Programs are developed in consultation with industry and delivered in accordance with national training standards.

Depending on the course, training may include a combination of:

- classroom-based learning
- trainer-led theory sessions
- practical training activities
- simulated workplace activities
- workplace-based learning where applicable
- self-directed learning activities

The structure and delivery methods for each course will be outlined in the relevant **course information and training schedule provided prior to enrolment**.

7. Assessment Methods

To demonstrate competency, learners will be required to complete a range of assessment activities. Assessment methods may include:

- written knowledge assessments
- practical demonstrations of skills
- workplace or simulated workplace observation
- projects or workplace documentation tasks
- verbal questioning and discussions with the assessor

Assessment is conducted in accordance with the **Principles of Assessment and Rules of Evidence** to ensure outcomes are fair, valid and reliable.

8. Enrolment Process

Before enrolling in a course, learners are provided with clear and accurate information about the training program to assist them in making an informed decision.

This information may include:

- course duration and delivery arrangements
- training location and schedule
- course fees and payment arrangements
- entry requirements or prerequisites
- assessment requirements
- available learner support services

Enrolling in a Course

To enrol in a training program learners are required to:

- complete the enrolment form and associated documentation
- provide identification details where required
- provide or create a **Unique Student Identifier (USI)**
- participate in the **Pre-Training Review process**

Enrolment is confirmed once all required documentation has been completed, eligibility requirements have been met, the course has been determined to be suitable for the learner, and any required payment or deposit has been received.

9. Pre-Training Review

Before enrolment is finalised, the organisation conducts a **Pre-Training Review** to determine whether the training program is suitable for the learner.

The purpose of the review is to ensure learners are enrolled in training that aligns with their skills, experience and training goals.

The review may consider:

- the learner's reason for undertaking the course
- employment or career goals
- previous education, training or industry experience
- language, literacy and numeracy capabilities
- digital literacy where relevant
- any support needs that may affect participation in training

Where additional support requirements are identified, appropriate strategies may be implemented to assist the learner.

If a course is determined not to be suitable for a learner, alternative training options may be discussed where possible.

10. Language, Literacy and Numeracy (LLN)

Language, literacy and numeracy skills are important for successful participation in training and assessment.

As part of the pre-enrolment process, the organisation conducts appropriate Language, Literacy and Numeracy (LLN) screening to identify any support requirements relevant to the training.

The purpose of LLN screening is not to exclude learners from training but to ensure appropriate support strategies can be implemented where required.

Where additional assistance is needed, support may include:

- additional explanation of learning materials
- assistance with understanding technical terminology
- additional guidance during assessment activities
- reasonable adjustment to assessment processes where appropriate
- referral to external support services where specialised assistance is required

11. Learner Support Services

The organisation provides structured learning support to assist learners to successfully complete their training.

Support services are available to all learners and may include:

- guidance and assistance from trainers and assessors
- additional explanation of course materials and terminology
- assistance with understanding plans, procedures or workplace documentation
- additional opportunities to practise practical skills
- flexible assessment arrangements where appropriate
- referral to external support services where specialised assistance is required

Learners are informed about available support services prior to enrolment and throughout their training.

Where additional support is required, an **individual support strategy or learning plan** may be developed in consultation with the learner.

All support arrangements are implemented in accordance with the organisation's **Learner Education and Support Services Policy and Reasonable Adjustment Policy**.

12. Access and Equity

The organisation is committed to providing a learning environment that is fair, inclusive and supportive for all learners.

Training and assessment services are delivered in accordance with the principles of **access and equity**, ensuring that all learners are treated fairly and have the opportunity to participate in training regardless of their background.

Training services are accessible to learners regardless of:

- gender
- age
- cultural background
- disability
- religion or belief
- sexual orientation
- language background

All learners are expected to contribute to a respectful learning environment that is free from discrimination, harassment and bullying.

Where reasonable adjustments are required to support a learner's participation in training or assessment, these adjustments will be implemented in accordance with organisational policies.

13. Unique Student Identifier (USI)

Learners undertaking nationally recognised training in Australia must have a **Unique Student Identifier (USI)** before a qualification or Statement of Attainment can be issued.

A USI is a unique reference number that creates a secure online record of a learner's nationally recognised training and qualifications completed in Australia. The USI allows learners to access their training records and results from all Registered Training Organisations (RTOs) they have studied with.

Creating a USI

If you do not already have a USI, you can create one online at:

<https://www.usi.gov.au>

The process only takes a few minutes and is free.

When creating a USI you will need to provide a form of identification, such as:

- Driver's licence
- Medicare card
- Australian passport
- Birth certificate
- Citizenship certificate
- Visa (for international learners)

The details used to create your USI must **match your legal name** as recorded on your identification documents.

Providing your USI to the RTO

Learners must provide their USI during the enrolment process. The RTO will verify the USI before issuing any nationally recognised certification.

Certification documents such as **Statements of Attainment or Qualifications** can only be issued in the learner's **legal name as recorded in the USI system**.

If you require assistance creating or locating your USI, the RTO can provide support during the enrolment process.

The RTO may apply for or verify a USI on behalf of a learner where permission has been provided during enrolment.

14. Privacy and Personal Information

Our organisation recognises the importance of protecting personal information and is committed to managing learner information in a lawful, ethical and secure manner.

Personal information collected during enquiries, enrolment and training is handled in accordance with the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**. The organisation takes reasonable steps to ensure personal information is protected from misuse, loss, unauthorised access, modification or disclosure.

Personal information may include details such as a learner's name, date of birth, contact details, identification details, educational history and other information required to support enrolment, training and assessment.

Collection of Personal Information

Personal information is collected to allow the organisation to:

- process course enquiries and enrolments
- confirm a learner's identity
- deliver training and assessment services
- identify learner support needs
- administer training programs and issue certification
- meet regulatory and reporting obligations as a Registered Training Organisation (RTO)

Only information that is necessary for these purposes is collected. Information is collected lawfully and fairly and individuals are informed about why the information is being collected and how it will be used.

National VET Data Collection (AVETMISS)

As a Registered Training Organisation, we are required to collect and report information about learners and training activity to the **National Centre for Vocational Education Research (NCVER)**.

This reporting forms part of the **National VET Data Collection** and includes information known as **AVETMISS data**. This information may include details such as:

- age and demographic information
- education history
- employment status
- language, literacy and numeracy information
- training outcomes

The data collected helps government and industry understand training participation and workforce skills needs.

If the required information is not provided or is incorrect, the organisation may be unable to complete a learner's enrolment in nationally recognised training.

Use of Personal Information

Personal information collected during an enquiry or enrolment will only be used for purposes directly related to:

- administration of training and assessment
- regulatory reporting requirements
- communication regarding courses and learner progress
- issuing certification upon successful completion

Personal information will **not be sold or provided to third parties for marketing purposes**.

Learners may choose to opt out of receiving marketing or promotional communications from the organisation at any time.

Disclosure of Personal Information

As part of the RTO's regulatory and national VET data reporting obligations, the organisation may be required or authorised to disclose learner information to relevant agencies, including:

- the **National Centre for Vocational Education Research (NCVER)**
- Commonwealth and State government departments responsible for vocational education and training
- relevant training regulators or licensing authorities where required or authorised by law

NCVER may use this information for purposes including:

- national training statistics and research
- monitoring the VET sector
- policy development and workforce planning
- authenticated VET transcripts

More information about how NCVER manages personal information is available through the **NCVER website**. www.ncver.edu.au/privacy

Personal information may also be shared with a learner's employer or other authorised party **where the learner has provided written consent**.

Storage and Security of Information

Learner records are maintained securely in accordance with regulatory requirements.

Records may be stored in secure electronic systems and protected digital storage environments. Access to learner records is restricted to authorised staff who require access to perform their duties.

The organisation takes reasonable steps to ensure that personal information is protected from misuse, loss, unauthorised access, modification or disclosure.

Certification records are retained in accordance with national regulatory requirements to allow re-issue of qualifications and Statements of Attainment if required.

Access to Personal Information

Learners have the right to request access to their personal information held by the organisation.

Requests to access personal records must be made in writing. Access will be provided in accordance with privacy requirements, provided the request does not compromise the privacy of other individuals.

Learners are responsible for ensuring that their personal information remains accurate and up to date. If personal details change (such as name or contact details), learners must notify the organisation as soon as possible.

Where a name change occurs, appropriate identification documentation may be required to verify the change.

15. Training and Assessment

Training and assessment are delivered in accordance with the Registration Standards 2025 and the requirements of the relevant training product.

Training programs are designed to support learners in developing the skills and knowledge required for their chosen industry. Training may include classroom learning, trainer-led instruction, practical demonstrations, simulated workplace activities and self-directed study.

Assessment is conducted to determine whether a learner has achieved the required competency outcomes for a unit of competency. Assessment practices follow the **Principles of Assessment** and **Rules of Evidence** to ensure that assessment decisions are:

- fair
- valid
- reliable
- flexible

Learners will be provided with clear instructions regarding assessment requirements, timeframes and submission expectations. Trainers and assessors will also provide guidance and feedback throughout the training program to support learners in achieving competency.

16. Recognition of Prior Learning (RPL) and Credit Transfer

Learners may be eligible to have their existing skills and knowledge recognised through **Recognition of Prior Learning (RPL)** or **Credit Transfer**.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process that recognises skills and knowledge gained through:

- previous work experience
- industry experience
- informal training
- previous study or professional development

Learners applying for RPL will be required to provide evidence to demonstrate competency against the requirements of the relevant unit. Evidence may include work samples, references, previous qualifications, workplace documentation, competency conversations, workplace verification or practical demonstrations.

For licence-linked units, RPL is only available where permitted by the relevant training product and licensing or regulatory requirements.

Credit Transfer

Credit Transfer recognises units of competency that have already been successfully completed with another Registered Training Organisation.

Where a learner provides valid AQF certification or an authenticated VET transcript for an identical or equivalent unit of competency, credit transfer may be granted in accordance with the RTO's credit transfer processes.

Information about applying for RPL or Credit Transfer is available from the RTO prior to enrolment or during the course.

17. Fees, Charges and Refunds

Learners are provided with current fee information prior to enrolment. This includes information about course fees, deposits, payment requirements, reassessment fees and any additional charges that may apply.

Fee information is provided through the **Fees and Charges Schedule** and, where applicable, the Unit Pricing and Resource Schedule.

Learners should ensure they understand all fee arrangements, payment requirements and refund conditions prior to enrolment.

The RTO may withhold access to learning resources, assessment materials, online learning platforms, pre-course activities or training materials until required fees have been paid.

Refunds, credits, cancellations and withdrawals are managed in accordance with the **Refund, Fees and Learner Suitability Policy**.

18. Use of Artificial Intelligence (AI) and Technology in Assessments

Artificial Intelligence (AI) tools and other digital technologies are increasingly used to support learning and research. Learners may use technology to assist with understanding course material, organising information and supporting their learning.

However, when completing assessment tasks, learners must ensure that the work submitted **demonstrates their own knowledge, skills and understanding**.

Assessment evidence must represent the learner's own work and must comply with the organisation's requirements for **authenticity and academic integrity**.

Acceptable Use of Technology

Learners may use digital tools to support learning activities such as:

- researching information
- checking spelling or grammar
- organising notes or study materials
- improving understanding of course concepts

These tools may assist learning but **must not replace the learner's own work or responses**.

Unacceptable Use of AI or Technology

Learners must not use AI tools or other technology to generate answers or complete assessment tasks in a way that misrepresents the learner's own knowledge or skills.

Examples of unacceptable use include:

- submitting AI-generated responses as the learner's own work
- copying text generated by AI or websites without demonstrating understanding
- using AI tools during assessments where independent work is required
- submitting work completed by another person or system

Submitting AI-generated work as the learner's own assessment evidence may be treated as a breach of assessment authenticity requirements.

19. Authenticity of Assessment

Trainers and assessors may ask learners to:

- explain their assessment responses
- provide additional evidence of their work
- complete further questioning or practical demonstrations
- resubmit assessment tasks where authenticity is unclear

These steps help ensure that assessment outcomes are valid and that learners have genuinely demonstrated competency.

Learners who misuse AI tools or submit work that is not their own may be required to resubmit assessments or may receive a **Not Yet Competent (NYC)** outcome.

Serious breaches may result in disciplinary action in accordance with the organisation's **Code of Conduct and Assessment policies**.

20. Learner Responsibilities and Code of Conduct

Learners are expected to behave in a respectful and responsible manner while participating in training and assessment activities. The organisation is committed to providing a safe, inclusive and supportive learning environment and expects all learners to contribute positively to this environment.

Learners must:

- treat trainers, staff and other learners with respect
- follow reasonable instructions provided by trainers or staff
- participate actively in training and assessment activities
- attend training sessions on time and notify the organisation if unable to attend
- follow safety instructions and workplace health and safety requirements

- submit their own authentic work for assessment
- comply with all organisational policies and procedures outlined in this Learner Information Pack

Behaviour that disrupts training, creates safety risks or interferes with the learning of others will not be tolerated.

Academic Integrity – Cheating and Plagiarism

Learners are required to complete all assessment tasks honestly and demonstrate their own knowledge and skills.

Cheating and plagiarism are serious offences.

Plagiarism occurs when a learner presents another person's work, ideas or information as their own without acknowledgement. Examples include:

- copying another learner's assessment work
- submitting work that has been copied from books, websites or other sources without acknowledgement
- submitting work completed by another person

Cheating includes attempting to gain an unfair advantage during an assessment activity. This may include using unauthorised assistance, sharing answers with other learners, or submitting work that is not the learner's own.

If a trainer or assessor believes cheating or plagiarism has occurred, the assessment may be stopped and the matter investigated. Outcomes may include:

- the assessment being marked **Not Yet Competent**
- the learner being required to resubmit the assessment
- disciplinary action in serious cases

Behaviour Expectations

To maintain a safe and respectful learning environment, learners must not engage in behaviour that is disruptive, unsafe or inappropriate.

Unacceptable behaviour may include:

- continuous interruption of the trainer or learning activities
- disrespectful behaviour towards staff or other learners
- offensive, discriminatory or abusive language
- harassment or inappropriate physical contact
- behaviour that places themselves or others at risk
- attending training under the influence of drugs or alcohol
- smoking in non-designated areas
- repeated lateness or absence from scheduled training sessions

Learners who engage in unacceptable behaviour may be removed from training or assessment activities.

The organisation enforces a **zero-tolerance approach to drugs and alcohol** in training environments.

Disciplinary Action

Where a learner breaches the Code of Conduct or engages in misconduct, disciplinary action may be taken. This may include:

- a warning or request to correct behaviour
- removal from a training session
- suspension from training
- cancellation of enrolment in serious cases

Any refund entitlement following suspension or cancellation of enrolment will be determined in accordance with the Refund, Fees and Learner Suitability Policy and applicable consumer protection requirements.

Learners who disagree with a disciplinary decision have the right to lodge a complaint or appeal through the organisation's **Complaints and Appeals process**.

Drugs and Alcohol

The organisation is committed to maintaining a safe learning and training environment for all learners, staff and visitors.

Due to the safety-critical nature of training activities, particularly where vehicles, machinery or equipment are used, a **zero-tolerance approach to drugs and alcohol** applies to all learners attending training or assessment.

Learners must **not attend training or assessment under the influence of alcohol, illegal drugs or any substance that may impair their ability to safely participate in training activities**.

Learners must not:

- consume alcohol during training activities
- attend training while under the influence of alcohol or drugs
- possess illegal drugs while attending training
- behave in a manner that indicates impairment or unsafe behaviour due to substance use

Where a trainer or assessor reasonably believes a learner may be under the influence of drugs or alcohol, or their behaviour presents a safety risk, the trainer or assessor may:

- stop the learner from continuing the training activity
- remove the learner from the training environment
- report the incident to the RTO management for further action

Learners removed from training due to drug or alcohol related safety concerns may be subject to disciplinary action in accordance with the organisation's policies and procedures.

Where a learner is removed from training due to misconduct related to drugs or alcohol, any refund entitlement will be determined in accordance with the Refund, Fees and Learner Suitability Policy and applicable consumer protection requirements.

Learners who believe a decision has been made unfairly have the right to lodge a complaint or appeal through the organisation's **Complaints and Appeals process**.

21. Work Health and Safety

The organisation is committed to providing a safe and healthy learning environment for all learners, staff and visitors.

Training activities are conducted in accordance with relevant **Work Health and Safety (WHS) legislation** and industry safety requirements.

Learners also have responsibilities for maintaining a safe learning environment. Learners must:

- follow safety instructions provided by trainers or staff
- use equipment safely and as instructed
- wear required **personal protective equipment (PPE)** where applicable
- report hazards, injuries or incidents immediately to trainers or staff
- avoid behaviour that could place themselves or others at risk

Failure to follow safety instructions may result in a learner being removed from training activities where safety is compromised.

22. Assessment Outcomes and Re-assessment

Assessment results are recorded using nationally recognised outcome codes.

Common assessment outcomes include:

- **Competent (C)** – the learner has demonstrated the required skills and knowledge for the unit of competency
- **Not Yet Competent (NYC)** – the learner has not yet demonstrated the required competency and may require further training or reassessment

Where a learner receives a **Not Yet Competent (NYC)** result, they may be offered an opportunity for reassessment where appropriate.

Reassessment arrangements will be explained by the trainer or assessor and will be conducted in accordance with the organisation's **Re-Assessment and Resit Policy**.

23. Certification and Statements of Attainment

Upon successful completion of all training and assessment requirements, learners will receive nationally recognised certification.

This may include:

- a **Qualification** where all requirements of the qualification have been successfully completed
- a **Statement of Attainment** where one or more units of competency have been successfully completed

Certification will only be issued once the learner's **Unique Student Identifier (USI)** has been verified.

Certification documents are issued in accordance with the **Australian Qualifications Framework (AQF)** and the organisation's **Certification and Issuance Policy**.

24. Learner Feedback

The organisation values feedback from learners and uses it to improve training programs, learning resources and services.

Learners may be asked to complete feedback surveys during or after their training program. Feedback may relate to:

- quality of training delivery
- training resources
- trainer support
- training facilities
- overall learning experience

Feedback is reviewed as part of the organisation's **continuous improvement process** to ensure training services continue to meet the needs of learners and industry.

25. Complaints and Appeals

The organisation is committed to ensuring that any concerns raised by learners are managed fairly, respectfully and in a timely manner.

Learners have the right to lodge a complaint if they are dissatisfied with any aspect of the training or services provided by the organisation.

Learners may also appeal an assessment decision if they believe the assessment outcome is incorrect or unfair.

All complaints and appeals are handled in accordance with the organisation's Complaints & Appeals Policy and will be managed:

- fairly
- confidentially
- without disadvantage to the learner

Information about how to lodge a complaint or appeal, including access to the Complaints & Appeals Policy and relevant form, is publicly available on the RTO's website or may be obtained directly from the RTO.