



RTO No. 40543

## **CLIENT INFORMATION HANDBOOK**

**2025**

## CLIENT INFORMATION HANDBOOK

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## REVIEW LOG

Version Number	Date Updated	Details of Update
Version 1	30/6/2022	Date created
Version 2	11/10/2022	Update contact details
Version 3	22/11/2022	Update course prices
Version 4	19/01/2024	Update Truck training prices
Version 5	4/07/2024	Update new course RIIHAN301E
Version 6	27/03/2025	Update course prices
Version 7	31/07/2025	Update new NVR standards 2025

## INTRODUCTION

Welcome to Intrain Assessor

Further Education Training & Assessment Pty Ltd RTO No. 40543, Trading AS Intrain Assessor

Established in 2012, Intrain Assessor provides training and assessment to domestic clients. Located at 322 Wagga Rd, Lavington, NSW, 2641 we deliver services to clients throughout the local community.

Training programs are tailored to meet specific industry requirements and are based on National guidelines.

Our principal purpose is to provide high quality training and assessment to satisfy our client's requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our clients and consistently meet their expectations. Quality is maintained in compliance with the National VET Regulators Standards for Registered Training Organisations and through our Continuous improvement system.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all clients should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/ learning and assessment process.

All trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our clients receive the in-depth learning and unlimited support they deserve.

Intrain Assessor will take all appropriate actions to assist every student that commences a course with Intrain Assessor to successfully complete the commenced course.

While every effort will be made by Intrain Assessor there will be the exception of events that can occur that are outside of the control of Intrain Assessor and VET guidelines that may prevent a student from successfully completing the commenced course.

The purpose of this Client Information Handbook is to introduce you to the services available to you at Intrain Assessor.

Welcome and I hope you enjoy your studies.

## LOCATION

We are conveniently located just off the freeway at 322 Wagga Rd, Lavington, NSW, 2641

There is car parking available at the front of the building.

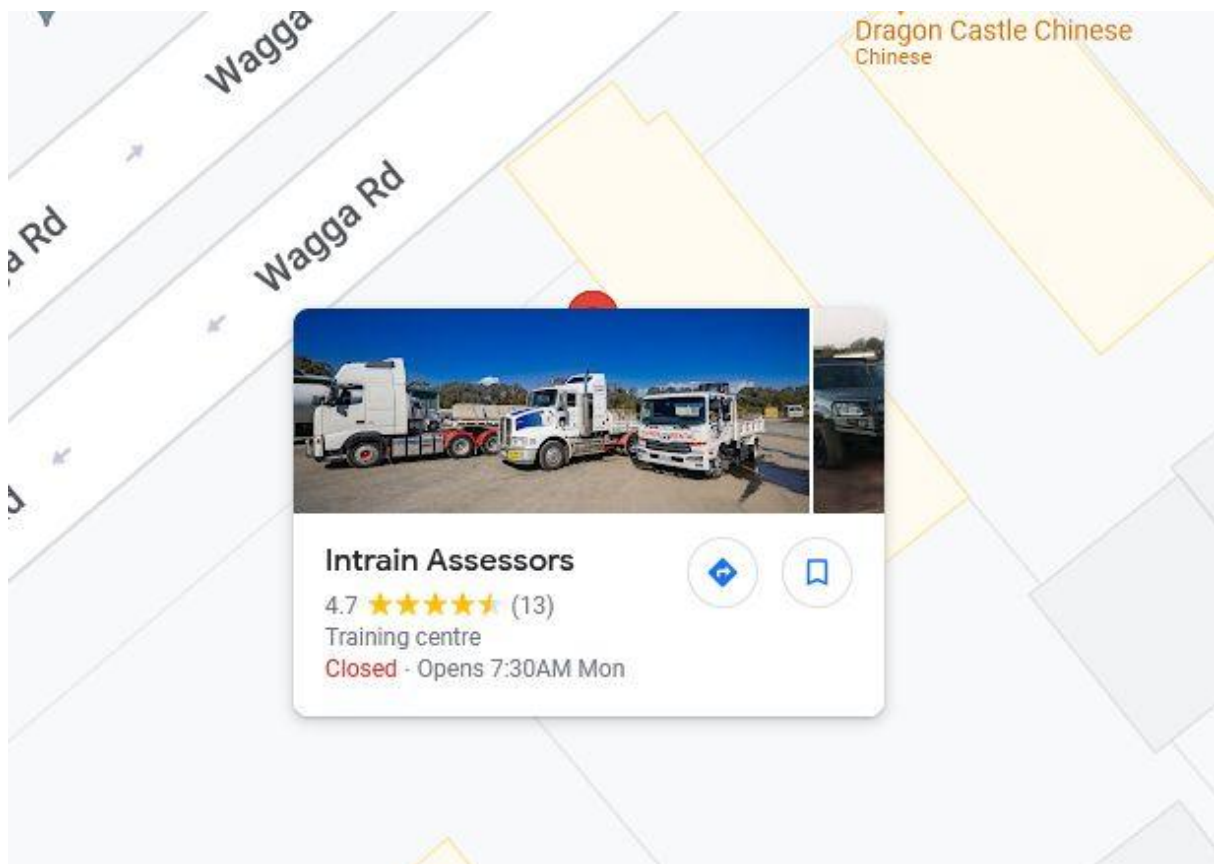
## INFORMATION ON TRANSPORT

Bus: [vline.com.au](http://vline.com.au) or [dysons.com.au](http://dysons.com.au)

Airlines: REX Airlines - [rex.com.au](http://rex.com.au)

Virgin - [virgin.com.au](http://virgin.com.au)

Qantas - [qantas.com.au](http://qantas.com.au)



## STAFF CONTACTS

Function	Staff	Phone	Email
CEO	Corey Hutchins	02 6040 0807	corey@intrain.com.au
Training Manager	Corey Hutchins	02 6040 0807	corey@intrain.com.au
Administration	Fionna Marshall	02 6040 0807	enquiries@intrain.com.au
Administration	Renee Collis	02 6040 0807	enquiries@intrain.com.au
Client services	Fionna Marshall	02 6040 0807	enquiries@intrain.com.au
Accounts	Fionna Marshall	02 6040 0807	accounts@intrain.com.au
Trainers/ Assessors	Corey Hutchins	02 6040 0807	corey@intrain.com.au
External Complaints & Appeals	Mike Eden	(02) 6041 5596	mike@edenlawyers.com.au
Welfare Counsellor	Life Line	13 11 14	

Staff can be contacted between 7.00am and 5.00pm Mon – Fri.

All training will be delivered and assessed between 7.00am and 5.00 pm Monday to Friday.

Training does not last more than 8 hours in any one day.

## PRE ENROLMENT

### RECOGNITION OF PRIOR LEARNING (RPL)

All candidates are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment, previous formal training undertaken or life experiences. The RPL process will match a client's experience to the requirements in a unit of competency and assess if recognition can be granted.

Clients may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge and skills requirements. The CT/RPL application form is available on request from the Training Manager.

RPL and CT can only be applied to the training portion of HRW (High Risk Work) Licences. RPL & CT cannot be applied to the actual licencing assessments.

RPL or CT is not available for the following units of competency.

- TLILIC2014 Licence to drive a light rigid vehicle
- TLILIC2015 Licence to drive a medium rigid vehicle
- TLILIC2016 Licence to drive a heavy rigid vehicle
- TLILIC3017 Licence to drive a heavy combination vehicle
- TLILIC3018 Licence to drive a multi-combination vehicle

### CREDIT TRANSFER (CT)

Intrain Assessor recognises qualifications and statements of attainment issued by other Registered Training Organisations. Candidates who have successfully completed whole units of competency contained within one of our courses with another RTO can apply for credit transfer.

Both processes allow the candidate to reduce the time, study load and cost associated with achieving a qualification.

Clients may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Training Manager. The CT/RPL application form is available on request from the Training Manager.

Further information on the RPL/ CT process can be accessed by contacting the Training Manager.

**\*\* Please note that RPL and CT applications can only be considered for whole units of competency.**

### LEARNING STYLE

To ensure clients are placed in a course delivered with an appropriate delivery and assessment strategy we review clients preferred learning style. This process facilitates learning and achievement.

### ENROLMENT PROCESS

To apply for a course please follow the steps outlined below:

1. Read this information handbook in full
2. Contact the Training Manager with any questions
3. Seek clarification on any area relating to your course and enrolment
4. Provide your Unique Student Identifier (USI)
5. Complete a language, literacy and numeracy exercise & learning style review form
6. Complete the enrolment form
7. Provide proof of identification
8. Sign the enrolment form to declare that you understand all of the information provided and agree to the terms and conditions
9. Return the enrolment form to Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641 or email [enquires@intrain.com.au](mailto:enquires@intrain.com.au)
10. Intrain Assessor will assess your application and notify you of the outcome within 5 working days
11. If successful, you will receive confirmation of the course start time and dates.

12. Payment arrangements for a selected course will be arranged in consultation with the client. (refer to pages 34 – 37 of this handbook for applicable fees)
13. An induction session will be arranged before the commencement of the course, this session will include the client's legislative and regulatory rights and obligations within vocational education and training along with general course requirements and information.

## **LANGUAGE LITERACY AND NUMERACY**

To ensure that we are placing clients in the appropriate course and cater for their individual learning needs we assess Language, Literacy and Numeracy (LLN) skills on application in accordance with regulatory guidelines.

At Intrain Assessor we are aware that this can be a delicate matter. Our delivery and assessment methods can be adjusted to accommodate clients with LLN needs where feasible. We also have relationships with agencies that can assist clients who have LLN needs that cannot be accommodated by our training staff.

We welcome clients with LLN needs are encouraged potential or current clients to contact the Training Manager for further information.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require.

Some examples of the type of support that we can offer include:

### **Literacy**

- ☒ Providing examples and models of completed tasks.

### **Language**

- ☒ Presenting information in small chunks and speaking clearly, concisely and not too quickly.

### **Numeracy**

- ☒ Providing clients with calculators.

## **ACCESS & EQUITY**

Intrain Assessor staff treats all clients fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. Intrain Assessor provides access and equity to candidates with special learning needs.

As special needs extend to more than identify physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

Intrain Assessor trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

## **TRAINING & ASSESSMENT**

### **TRAINING GUARANTEE**

Intrain Assessor will take all reasonable steps to ensure we provide a course to a client/s once it has been confirmed. In the unlikely event of Intrain Assessor being unable to fulfil its commitment to provide a course at the agreed date it will offer the client a full refund or re-schedule the course. Intrain Assessor takes a collaborative approach with client's and provides support to facilitate the successful completion of their course within agreed timeframes.

Intrain Assessor implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure a new training package and accredited courses will be implemented within 12 months of their introduction and that clients' are fully informed of the process and subsequent arrangements. Clients will be promptly notified via either email, telephone or via postage mail.

## CLIENT ORIENTATION

Orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the client and Intrain Assessor during the course. It is also an opportunity for clients to ask any last-minute questions.

## TRAINING

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Clients are provided the opportunity to undertake part/ full time, self-paced, workplace or a blended delivery mode for most courses. Please refer to course information pages for further details.

Delivery and learning methodologies are tailored for each particular course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include written tests, role play, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at our training facility or in the client's workplace and will involve a mixture of classroom and a workplace environment to develop competency.

## ASSESSMENT

Client's performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping log books or through case studies, role play and practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the clients submission will be marked S – Satisfactory or U – Unsatisfactory. Overall unit results are recorded as C – Competent and NYC – Not Yet Competent.

Clients are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point, they must re-enrol and undertake the training again. This will incur a fee.

The fees are as follows:

Re-assessment per unit of competency/NOA \$150.00

If re-training is required:

Re-training fee per unit of competency \$300.00

HRW licence re-assessments are free, however if re-training is required a fee of not more than \$150.00 will apply, determination of a fee being applied will happen at the point of re-training.

(More information regarding fees on pages 34 – 37. Appendix 2: Fees, Refund terms and conditions)

## COURSE PROGRESS

Intrain Assessor monitors clients course progress and provide assistance if the client is experiencing difficulties and not progressing through their course as per the course schedule.

Access to appropriate supports services is provided to assist clients to successfully complete their course within the scheduled duration. Intrain Assessor may refer clients to external sources if they are unable to sufficiently provide support for clients learning needs. Intrain Assessor may refer clients to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

Intrain Assessor takes all reasonable and appropriate steps to assist clients so they can successfully complete their course within the course schedule.

## ACADEMIC SUPPORT

Clients who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances they may refer you to external agencies for support.

## WELFARE SUPPORT

We understand that our clients sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Our Welfare officer and relationships with professional welfare services ensure that our clients are provided with access to services if required. Clients who are experiencing issues that are impacting their studies are encouraged to contact their trainer or any other member of staff.

## CLIENT FEEDBACK

To ensure we continually improve our training services and facilities Intrain Assessor encourages clients to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

## CERTIFICATES/ STATEMENTS OF ATTAINMENT

Clients who successfully complete a full qualification will be awarded a certificate and a statement of attainment. Clients who successfully complete a unit/s of competency will be awarded a statement of attainment.

A fee of \$45.00 will be applied for the replacement of a certificate or statement of attainment.

(More information regarding fees on pages 34 – 37. Appendix 2: Fees, Refund terms and conditions)

## COURSE INFORMATION

Course information can be found on pages 20 - 26. This includes information on content, length, mode of study, entry requirements and pathway information.

## LEGISLATION

Intrain Assessor will meet all legislative requirements of State, Federal and Local Government. Such legislation includes but may not be limited to the following:

- Privacy Act 1988
- NSW Anti-Discrimination Act 1977
- Occupational Health and Safety Act 2004 and subordinate legislation
- Occupational Health and Safety Regulations 2017 and Amendments
- Vocational Education, Training and Employment Act 2000 and subordinate legislation
- Education and Training Reform Amendment (Skills) Act 2010 and subordinate legislation
- Work Health and Safety Act 2012 and subordinate legislation
- Victorian Equal Opportunity Act 1995 and subordinate legislation
- Student Identifiers Act 2014 (CI Act)

Other legislation may be applicable to your course and information on this legislation will be provided at the course induction or in the course materials.

## CODE OF CONDUCT

Intrain Assessor practices are directed by our Code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

## ACCESS & EQUITY

Intrain Assessor ensures that:

- all clients and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- all clients and staff are made aware of their legislative and regulatory rights and obligations within vocational education and training
- we employ a systematic, fair and equitable approach to enrolling clients
- all staff will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of clientele
- all staff are aware of their responsibilities with respect to equity and access
- staff activities are evaluated for continuous improvement purposes
- staff are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback on its application of this policy
- staff and clients are required to comply with access and equity requirements at all times.

## MANAGEMENT

Intrain Assessor ensures that:

- the provision of high quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training & assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
- appropriate financial management and student fee protection arrangements are consistently implemented
- suitably qualified staff contribute to informed decision making in management, academic and support services
- all staff are aware of their responsibilities to Intrain Assessor and the clientele
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
- a safe learning environment is provided both on and off site to facilitate client learning
- it maintains appropriate insurances
- it will inform the regulator of any significant changes to the control, senior management and scope of Intrain Assessor
- it provides the regulator with the required data in soft and hard copy when requested. (free of charge).
- it will fully cooperate with all regulator during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction and promptly communicate this to all stakeholders via either email, telephone or via postage mail.
- it communicates all appropriate information relating to academic and support services to clients in a timely manner

## ADMINISTRATION MANAGEMENT

Intrain Assessor ensures that:

- AVETMISS & academic records, records of certificate and statements of attainment are stored for a period of 30 years
- original copies of assessments are stored for a period of 6 months from the date a student completes their course
- enrolment and administrative documents relating to the student undertaking their course is stored for a period of one year from the date a student completes their course
- records relating to the delivery of training to clients are stored for at least 6 months post course completion
- personal records are treated as confidential and stored on and off site
- it maintains appropriate systems to record and store client details relating to attainment, attendance AVETMISS details and related correspondence
- it adopts an AVETMISS compliant client management system
- staff and clients are to be able to access their own records at no cost.
- statements of attainment and certificates are awarded to clients who successfully complete courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information
- it employs unique student identifiers as required

## TRAINING & ASSESSMENT

Intrain Assessor ensures that:

- all learning and assessment materials are their own or permission obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- learning and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff and clients
- the opportunity for recognition of prior learning and credit transfer are provided to clients
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to clients
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- course delivery is no longer than 8 hours per day
- training occurs between 7.30am and 5.30pm
- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and Intrain Assessor information is provided to clients pre enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

## STAFF

Intrain Assessor ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a TAE40116 Certificate IV in Training and Assessment or equivalent
- engage in professional development activities relevant to their teaching
- follow Intrain Assessor policies and procedures when training and assessing
- treat all clients in a fair and equitable manner
- treat clients in a non-discriminatory manner
- are fully informed of their roles and responsibilities

## MARKETING & ENROLMENT

Intrain Assessor ensures that it:

- provides appropriate pre enrolment information to clients to enable them to make an informed choice of course
- does not provide false or misleading information about Intrain Assessor or its courses
- performs marketing activities with integrity and accuracy
- identifies all AQF accredited and non-accredited courses in all its materials
- identifies Intrain Assessor name and Intrain Assessor RTO number on all its materials
- only places clients in courses appropriate to their needs
- systematically reviews its marketing materials to ensure currency and accuracy
- employs a systematic, fair and equitable approach to enrolling clients

## CLIENT SUPPORT SERVICES

Intrain Assessor ensures that:

All clients will be supplied information pre enrolment on the following:

- course information
- enrolment process/ requirements
- course fees
- assessment arrangements
- recognition of prior learning/ credit transfer
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- course withdrawal/ cancellation fees and terms
- complaints and appeals policy and procedure
- Unique Student Identifier (USI)

In addition clients will be provided access to appropriate academic and personal support services during their course

## CODE OF CONDUCT STUDENTS

### ALL CLIENTS HAVE THE:

- right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- right to learn in an environment free from intimidation and interference from others
- right to access all services and facilities as identified in pre enrolment information
- right to suitably qualified and experienced trainers
- right to seek academic advice and support from their trainers
- right to learn in a safe and clean environment that facilitates achievement
- right to access the Complaints and Appeals policy to resolve disputes/ complaints

### ALL CLIENTS ARE EXPECTED TO:

- approach learning and assessment activities in an ethical manner
- not engage in cheating or plagiarism
- submit work when required.
- meet the terms of enrolment
- attend all classes and/ or participate as per delivery schedule
- participate in course learning and assessment activities
- follow all staff instructions during learning and assessment activities
- treat other clients and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- pay the full amount of fees owed to Intrain Assessor when requested

## GENERAL INFORMATION

### SUPPORT SERVICE CONTACTS

Fire, ambulance and police emergency	Phone 000 to report any emergencies	
Translating and Interpreting Service	Phone 131 450	
Life Line 24 hour Counselling Services	Phone 131 114	
Doctor	The Gardens Medical Centre 02 6021 3555	
Dentist	Rod Paton Dental Surgery 02 6024 2588	
Counsellors	The Gardens Medical Centre Helen Pynta 02 6021 3555	
Aboriginal Hospital Liaison Officer	Monday to Friday 8:30am - 5:00pm	Ph (02) 60 584 597
Aboriginal Mental Health Liaison Officer	Monday to Friday 8:30am - 5:00pm Office - 4 Watson Street Wodonga	Ph (02) 60 517 956 Mobile: 0418 259 035
Social Worker	Ph 02 6058 4560	
24 Hour Mental Health Crisis Line	1300 881 104	
Adult Community Mental Health Service	Ph 02 60517950	
Diabetes Educators	P: 02 6051 7400	
Headspace Wodonga	1800 650 890	
Legal assistance	Law Institute of Victoria 470 Bourke St, Melbourne, VIC 3000, Hotline: (03) 9602 5000	
	Victorian Legal Aid Phone 9269 0120	
Academic support	02 6040 0807	
Access to records	02 6040 0807	
Training Manager	02 6040 0807	
Training staff	02 6040 0807	
Australian Apprenticeships (Victoria)	GPO BOX 2960, Melbourne VIC 3001 Phone (03) 9651 9999	

### OCCUPATIONAL HEALTH AND SAFETY

Intrain Assessor conducts regular Health & Safety reviews covering all Intrain Assessor operations to ensure our facilities, equipment, materials and practices comply with all OHS / WHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Clients must also act in manner that safeguards their own health and safety and that of their fellow classmates. When Intrain Assessor staff are providing OHS / WHS information it is important that this is understood, and instructions followed. If a client spots a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on OHS / WHS can be found at the following websites:

<https://www.worksafe.vic.gov.au/laws>

<https://www.safework.nsw.gov.au/>

<https://www.safeworkaustralia.gov.au/law-and-regulation>

## CLIENT SAFETY

We are committed to providing a safe, secure and supportive environment for our clients. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

## ATTENDANCE

### WHEN ATTENDING INTRAIN ASSESSOR:

- Intrain Assessor will be staffed at all times during day and evening time classes and all entrants asked for identification
- Clients will be asked to display identification at all times when entering the premises
- Visitors are not permitted into the training facilities without express permission from the CEO
- Please contact the nearest member of staff if you:
  - feel threatened or unsafe at any time
  - have concerns about someone else's behaviour
  - are worried about someone harming themselves or someone else
  - receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

### ATTENDING EVENING OR WEEKEND CLASSES

These classes will only be held on a need's basis & at the discretion of The Training Manager.

- When travelling to evening or weekend classes be vigilant as the area can be quieter during the evening and weekends.
- Park your car in a well-lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows on leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, clients)
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of the Training Solutions and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

For further information on public safety and advice on how to make your time at Intrain Assessor as enjoyable and safe as possible please refer to Victorian Police Community safety website:

[http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media\\_ID=57109](http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=57109)

[https://www.police.nsw.gov.au/safety\\_and\\_prevention](https://www.police.nsw.gov.au/safety_and_prevention)

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

## ATTENDANCE

Intrain Assessor staff record client attendance at each session, and this will be recorded in accordance with Intrain Assessor policy and procedure. Clients must attend all scheduled classes at the times indicated if they have enrolled for face-to-face training. Intrain Assessor recognizes that sometimes clients may be unable to attend due to unforeseen circumstances. If for any reason a client is unable to attend all or part of a planned session, they are to contact the Training Manager on 02 6040 0807

Intrain Assessor will monitor client's attendance and provide appropriate support to facilitate successful completion within the scheduled period.

If a client has an irregular attendance pattern, fails to participate as per schedule or is absent for 5 consecutive days or more a letter outlining the consequences of their non-attendance is sent to the client by their (trainer/ training manager). The letter invites clients to a meeting (or telephone discussion) with the (trainer/ training manager) to identify the reasons for their attendance/ participation and an intervention strategy may be negotiated. The (trainer/ training manager) engages academic and personal support services where appropriate and may implement an intervention strategy where appropriate.

## PARTICIPATION

Clients studying by workplace, or a blended delivery mode are required to participate in scheduled learning and assessment activities as indicated in their course delivery schedule. Intrain Assessor staff record client participation, and this is processed in accordance with Intrain Assessor policy and procedure. Intrain Assessor recognises that sometimes clients may be unable to participate due to unforeseen circumstances. If for any reason a client is unable to participate in planned learning and assessment, they are to contact their trainer.

## PRIVACY

Intrain Assessor will treat all client personal information confidentially and will not disclose any details to a third party without the client's prior written consent. \*\*

\*\*Except where required to provide details under its commitment to provide details to the regulatory body or by Law.

## ACCESS TO RECORDS

Clients may access their personal records free of charge at any time by contacting the Training Manager at [enquiries@intrain.com.au](mailto:enquiries@intrain.com.au). The Training Manager will arrange an appointment within 5 working days to view the records and ask the client to bring confirmation of identity. Client must provide evidence of identity to access their records. Eg: a driver's license.

## ACADEMIC MISCONDUCT

Clients are also required to adhere to Intrain Assessor Code of conduct. If a client is found to have acted in a way that Intrain Assessor deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct clients are expected to approach learning and assessment activities in an ethical manner. At Intrain Assessor our clients almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance.

## CHEATING AND PLAGIARISM

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited too) copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Cheating in any form during assessments will result in the client's assessment submission being invalidated.

Plagiarism is the wrongful close imitation, or copying and publication, of another person's language, thoughts, ideas, or expressions, and the representation of them as one's own work. This includes copying all or pieces of other clients work and representing it as your own. Plagiarism will also lead to the client's submission being invalidated.

If clients are including other people's work in submissions eg passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/>.

Submitting plagiarised work during assessments will result in the client's assessment submission being invalidated.

Cheating and or plagiarism during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the client being removed from the course. No refund is available to the client in such circumstances.

All clients have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in this handbook, and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

## COMPLAINTS AND APPEALS

If client's have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another Intrain Assessor staff member. Intrain Assessor staff will attempt to resolve this in an informal manner to the client's satisfaction.

If the client is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Clients have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal form clients must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the client is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process.

An external party to Intrain Assessor will review the case to identify if Intrain Assessor has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal. Clients' has the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the client.

Complaints and appeals are taken seriously by the Intrain Assessor and action is commenced within 5 days of receipt of a complaint or appeal. Intrain Assessor act upon the outcome of any complaint

found to be substantiated. Appeals must be lodged within 20 working days of the decision of a complaint process or assessment result.

If in the event more than 60 calendar days is required to finalise a complaint or an appeal, Intrain Assessor will inform the complainant or appellant in writing and include the reasons as to why the 60 calendar days are required. Intrain Assessor will also provide regular updates to the complainant or appellant as to the progress of the complaint or appeal.

If you require further information or clarification of the content in this handbook you can do so by contacting:

**Further information**

The Training Manager  
INTRAIN ASSESSOR  
322 Wagga Rd, Lavington, NSW, 2641  
enquiries@intrain.com.au

Tel: 02 6040 0807

## **UNIQUE STUDENT IDENTIFIER**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI come into effect on 1 January 2015.

*From 1 January 2015 each student will need a Unique Student Identifier (USI) to obtain their certificate or qualification from their registered training organisation, when studying nationally recognised training in Australia.*

You can apply for your Unique Student Identifier (USI) from the website below.

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

## COURSE INFORMATION

Intrain Assessor delivers the following nationally endorsed training package courses and units of competency:

TLILIC0003 Licence to operate a forklift truck  
TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)  
RIIHAN301E Operate Elevating Work Platform  
TLILIC2014 Licence to drive a light rigid vehicle  
TLILIC2015 Licence to drive a medium rigid vehicle  
TLILIC2016 Licence to drive a heavy rigid vehicle  
TLILIC3017 Licence to drive a heavy combination vehicle  
TLILIC3018 Licence to drive a multi-combination vehicle

## DESCRIPTION & DURATION

### TLILIC0003 LICENCE TO OPERATE A FORKLIFT TRUCK

Licence to operate a forklift truck consists of 1 unit and is conducted over 3 day's full time training –

(This course can be run over a shorter period, if the operator can prove they already have prior experience in the operation of a forklift.)

This unit specifies the skills and knowledge required to operate a forklift truck safely in accordance with all relevant legislative requirements. Competence in this unit, does not in itself result in a HRWL licence to operate this plant.

Forklift truck means a powered industrial truck equipped with lifting media made up of a mast and an elevating load carriage to which is attached a pair of fork arms or other attachments that can be raised 900 mm or more above the ground but does not include a pedestrian-operated truck or a pallet truck.

#### Elective Unit

TLILIC0003 Licence to operate a forklift truck

### TLILIC0005 LICENCE TO OPERATE A BOOM-TYPE ELEVATING WORK PLATFORM (BOOM LENGTH 11 METRES OR MORE)

Licence to operate a boom-type elevating work platform (boom length 11 metres or more) consists of 1 unit and is conducted over 2 Days training then 1 day Assessment (Using Regulator Mandated Assessment Tools)–

(This course can be run over a shorter period, if the operator can prove they already have prior experience in the operation of an order Picker.)

This unit specifies the skills and knowledge required to safely operate a boom-type Elevating Work Platform (EWP) where the length of the boom is 11 metres or more in accordance with all relevant legislative requirements. Competence in this unit, does not in itself result in a Risk Work Licence (HRWL) to operate this plant.

Boom-type elevating work platform means a telescoping device, hinged device, or articulated device, or any combination of these, used to support a platform on which personnel, equipment and materials may be elevated.

#### Elective Unit

TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

### **RIIHAN301E OPERATE ELEVATING WORK PLATFORM**

This unit describes the skills and knowledge required to operate an elevating work platform at any height.

This unit applies to those working in operational roles.

The work required in this unit relates to the National Standard for High Risk Work but this unit does not provide the licence. Licensing, legislative, regulatory or certification requirements that may apply to this unit can vary between states, territories and industry sectors, and must be sourced prior to applying this unit.

- This unit alone does not provide sufficient skill to independently load and unload equipment. To perform this activity safely, personnel must either complete or be assisted by someone who has completed RIIHAN308F Load and Unload Plant or equivalent.

#### **Elective Unit**

RIIHAN301E Operate Elevating Work Platform (under 11 metres) Includes Scissor Lift

### **TLILIC2014-LICENCE TO DRIVE A LIGHT RIGID VEHICLE**

The Light Rigid course is conducted under Heavy Vehicle Competency Based Assessment (HVCBA) guidelines on a one-on-one basis. The Training and Assessment given in this situation will allow you to develop your knowledge and skills of driving a Light Rigid Vehicle and eventually gain a Light Rigid Licence. The training is customised to suit the requirements and needs of the client.

#### **Elective Unit**

TLILIC2014-Licence to drive a light rigid vehicle

### **TLILIC2015-LICENCE TO DRIVE A MEDIUM RIGID VEHICLE**

The Medium Rigid course is conducted under Heavy Vehicle Competency Based Assessment (HVCBA) guidelines on a one on one basis. The Training and Assessment given in this situation will allow you to develop your knowledge and skills of driving a Medium Rigid Vehicle and eventually gain a Medium Rigid Licence. The training is customised to suit the requirements and needs of the client.

#### **Elective Unit**

TLILIC2015-Licence to drive a medium rigid vehicle

### **TLILIC2016-LICENCE TO DRIVE A HEAVY RIGID VEHICLE**

The Heavy Rigid course is conducted under Heavy Vehicle Competency Based Assessment (HVCBA) guidelines on a one on one basis. The Training and Assessment given in this situation will allow you to develop your knowledge and skills of driving a Heavy Rigid Vehicle and eventually gain a Heavy Rigid Licence. The training is customised to suit the requirements and needs of the client.

#### **Elective Unit**

TLILIC2016-Licence to drive a heavy rigid vehicle

### **TLILIC3017-LICENCE TO DRIVE A HEAVY COMBINATION VEHICLE**

The Heavy Combination course is conducted under Heavy Vehicle Competency Based Assessment (HVCBA) guidelines on a one on one basis. The Training and Assessment given in this situation will allow you to develop your knowledge and skills of driving a Heavy Combination Vehicle and eventually gain a Heavy Combination Licence. The training is customised to suit the requirements and needs of the client.

#### **Elective Unit**

TLILIC3017-Licence to drive a heavy combination vehicle

### **TLILIC3018-LICENCE TO DRIVE A MULTI COMBINATION VEHICLE**

This unit involves the skills and knowledge required to obtain a licence to drive a multi-combination vehicle. It includes systematically and efficiently controlling all vehicle functions, monitoring traffic and road conditions, managing vehicle condition and performance, coupling and uncoupling trailers, and effectively managing hazardous situations.

#### **Elective Unit**

TLILIC3018-Licence to drive a multi combination vehicle

## DELIVERY MODES

The study mode is self-paced, face to face, full time and consists of 20 to 40 hours of mixed contact per course. Students are provided with learning materials to develop knowledge and understanding. This includes a mixture of theoretical information and tasks.

Practical related exercises will be delivered in a fully equipped training facility using practice sessions and actual students. Students are given opportunities to practice these during class time. Each session allows enough time for the students to learn the topic, undertake practice opportunities for reinforcement and to complete tasks.

Students are also provided support by our trainers outside of class time.

## ASSESSMENT

Assessment includes a combination of written tests, case studies, role play and practical assessments of skills. Student's competency against the unit of competency specifications is assessed during each unit undertaken throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Clients are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point, they must re-enrol and undertake the training again.

If a student fails all 3 attempts at an assessment task and wishes to re-attempt the assessment, a fee will apply.

The fees are as follows:

Re-assessment per unit of competency/NOA \$200.00

If re-training is required:

Re-training fee per unit of competency \$300.00

High Risk Work (forklift / order picker) licence re-assessments are free, however if re-training is required a fee of not more than \$200.00 may apply, determination of a fee being applied will happen at the point of re-training.

(More information regarding fees on pages 34 – 37. Appendix 2: Fees, Refund terms and conditions)

## ENTRY REQUIREMENTS

There are no pre-requisite qualifications for entry into this program; however, candidates must be able to demonstrate basic Language, Literacy and Numeracy skills at a year 9 level.

High Risk Work (forklift / Elevated Work Platform 11 metres or more) licence pre-requisite, the candidate must;

- Be 18 years or older
- Be sufficiently literate in English to pass theory, assignment and practical components of the HRW assessment without the use of an interpreter. Verbal responses are allowed, they are to be conducted in English.

## **PATHWAY INFORMATION**

### **PATHWAY INFORMATION TRAINING PATHWAY**

On successful completion of Licence to operate a forklift truck course clients may progress onto the following courses:

- TLI20219 - Certificate II in Road Transport Terminal Operations
- TLI30319 - Certificate III in Supply Chain Operations
- TLI40321 - Certificate IV in Supply Chain Operations

On successful completion of TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more) course clients may progress onto the following courses:

- CPC20220 Certificate II in Construction Pathways
- PPM30121 Certificate III in Pulp and Paper Operations
- UEP40522 Certificate IV in ESI Generation Maintenance (Mechanical)

On successful completion of RIIHAN301E Operate Elevating Work Platform (boom length under 11 metres) course clients may progress onto the following courses:

- CPC20220 Certificate II in Construction Pathways
- PPM30121 Certificate III in Pulp and Paper Operations
- UEP40522 Certificate IV in ESI Generation Maintenance (Mechanical)

On successful completion of TLILIC2014-Licence to drive a light rigid vehicle course clients may progress onto the following courses:

- TLI30319 - Certificate III in Supply Chain Operations
- TLILIC2015-Licence to drive a medium rigid vehicle

On successful completion of TLILIC2015-Licence to drive a medium rigid vehicle course clients may progress onto the following courses:

- TLI40321 - Certificate IV in Supply Chain Operations
- TLILIC2016 Licence to drive a heavy rigid vehicle

On successful completion of TLILIC2016 Licence to drive a heavy rigid vehicle course clients may progress onto the following courses:

- TLILIC3017 Licence to drive a heavy combination vehicle
- TLI41816 Certificate IV in Warehousing Operations

On successful completion of TLILIC3017 Licence to drive a heavy combination vehicle course clients may progress onto the following courses:

- TLILIC3018 Licence to drive a multi-combination vehicle
- TLI40321 - Certificate IV in Supply Chain Operations

On successful completion of TLILIC3018 Licence to drive a multi-combination vehicle course clients may progress onto the following courses:

- TLI41321 Certificate IV in Transport and Logistics (Road Transport - Heavy Vehicle Driving Instruction)
- TLI40321 - Certificate IV in Supply Chain Operations

### **EMPLOYMENT PATHWAY**

On successful completion of TLILIC0003 Licence to operate a forklift truck is an entry level course for operational work in the warehousing industry, ideal for store person or warehouse operator.

Job roles could include;

- Order Picker
- Put Away operator
- Despatch operator
- Receiving Operator
- Stores person

On successful completion of TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more) is an entry level course for operational work in the construction, maintenance, cleaning or logistics industry.

Job roles could include;

- Maintenance
- Cleaning
- Logistics operations
- Construction

On successful completion of RIIHAN301E Operate Elevating Work Platform is an entry level course for operational work in the in the construction, maintenance, cleaning or logistics industry.

Job roles could include;

- Maintenance
- Cleaning
- Logistics operations
- Construction

On successful completion of TLILIC2014-Licence to drive a light rigid vehicle is an entry level course for operational work in the warehousing industry, ideal for store person or delivery operator.:

Job roles could include;

- Delivery services
- Maintenance crew
- Logistics operations

On successful completion of TLILIC2015-Licence to drive a medium rigid vehicle is an entry level course for operational work in the warehousing industry, ideal for store person or delivery operator.:

Job roles could include;

- Delivery services
- Maintenance crew
- Logistics operations

On successful completion of TLILIC2016 Licence to drive a heavy rigid vehicle is an entry level course for operational work in the warehousing industry, ideal for store person or delivery operator.:

Job roles could include;

- Delivery services
- Maintenance crew
- Logistics operations

On successful completion of TLILIC3017 Licence to drive a heavy combination vehicle is an entry level course for operational work in the warehousing industry, ideal for store person or delivery operator.:

Job roles could include;

- Transport Operator
- Linehaul Operator
- Logistics operations

On successful completion of TLILIC3018 Licence to drive a multi-combination vehicle is an entry level course for operational work in the warehousing industry, ideal for store person or delivery operator.:

Job roles could include;

- Transport Operator
- Linehaul Operator
- Logistics operations

## LOCATION

Courses can be held at the Intrain Assessor warehouse training facility at 322 Wagga Rd, Lavington, NSW, 2641.

## COURSE START DATES

Intrain Assessor offers courses throughout the year to suit clients' requests.

## RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER (CT)

All students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. Students who have successfully completed whole units of competency with another Australian registered Training Organisation (Intrain Assessor) that are identical to any of those contained within this course can apply for Credit Transfer.

Both processes allow the student to reduce the time, study load and cost associated with achieving this qualification.

RPL and CT can only be applied to the training portion of HRW (High Risk Work) Licences. RPL & CT cannot be applied to the actual licencing assessments.

RPL or CT is not available for the following units of competency.

- TLILIC2014-Licence to drive a light rigid vehicle
- TLILIC2015-Licence to drive a medium rigid vehicle
- TLILIC2016 Licence to drive a heavy rigid vehicle
- TLILIC3017 Licence to drive a heavy combination vehicle
- TLILIC3018 Licence to drive a multi-combination vehicle

## WHAT SKILLS WILL I GAIN?

These qualifications/courses are designed to give people the capacity to work in operate in the logistics industry. It provides graduates with an introductory level of knowledge and technical skills within the logistics and includes, team working, Work health and safety, vehicle inspection, loading and unloading goods, customer service, product knowledge and handling skills.

## COURSE OBJECTIVES

- Develop an understanding of the WHS/OH&S requirements of the logistics industry.
- Develop communication skills appropriate to a logistics environment.
- Develop skills & knowledge of products and goods in the logistics industry.
- Develop skills & knowledge to logistics documentation
- Prepare candidates for employment into the logistics sector.
- Develop skills and knowledge

## QUALIFICATION

On successful completion of a course, students will receive a nationally recognised certificate for the qualification completed.

### Statement of Attainment

TLILIC0003 Licence to operate a forklift truck

TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

RIIHAN301E Operate Elevating Work Platform

TLILIC2014-Licence to drive a light rigid vehicle

TLILIC2015-Licence to drive a medium rigid vehicle

TLILIC2016 Licence to drive a heavy rigid vehicle

TLILIC3017 Licence to drive a heavy combination vehicle

TLILIC3018 Licence to drive a multi-combination vehicle

## **COURSE FEES**

TLILIC0003 Licence to operate a forklift truck - Fee for service (FFS) price \$600.00.  
TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more) - Fee for service (FFS) price \$800.00.  
RIIHAN301E Operate Elevating Work Platform - Fee for service (FFS) price \$500.00.  
TLILIC2014 Licence to drive a light rigid vehicle - Fee for service (FFS) price \$1600.00.  
TLILIC2015 Licence to drive a medium rigid vehicle - Fee for service (FFS) price \$1500.00.  
TLILIC2016 Licence to drive a heavy rigid vehicle - Fee for service (FFS) price \$1850.00.  
TLILIC3017 Licence to drive a heavy combination vehicle - Fee for service (FFS) price \$1850.00.  
TLILIC3018 Licence to drive a multi-combination vehicle - Fee for service (FFS) price \$1900.00.

## **FURTHER INFORMATION**

Contact the Training Manager at Intrain Assessor [enquires@intrain.com.au](mailto:enquires@intrain.com.au) or refer to the following website for further information:

<http://training.gov.au>

## APPENDIX ONE

### COMPLAINTS AND APPEALS POLICY & PROCEDURE

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#### 1. POLICY

- 1.1 Intrain Assessor has a complaints policy to manage and respond to allegations involving the conduct of:
  - a) Intrain Assessor, its trainers, assessors or other staff
  - b) a third-party providing services on behalf of Intrain Assessor, its trainers, assessors or other staff or
  - c) a learner of Intrain Assessor.
- 1.2 If a client has a complaint that they wish to raise with Intrain Assessor they are encouraged to do so through the Complaints and Appeals procedure. Clients are also encouraged to appeal any Intrain Assessor decision if they feel they have valid grounds via the Appeals process as per this policy. This includes assessment and RPL decisions.
- 1.3 Clients may lodge informal and formal complaints. Clients may also access Intrain Assessor internal and the external appeals process.
- 1.4 Intrain Assessor has a procedure for informal/ formal complaints and internal and external appeals processing/ handling.
- 1.5 All complaints and appeals lodged will be used for continuous improvement purposes.
- 1.6 The CEO is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.7 This policy will be implemented in compliance with the requirements of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training organisations) Instrument 2025 Clauses 2.7, 2.8
- 1.8 This policy and procedure applies to all Intrain Assessor clients and staff.
- 1.9 Clients right to access Australian consumer protection law other legal remedies is not affected by this policy and procedure.
- 1.10 All clients are provided information on Intrain Assessor Complaints and appeals policy and procedure pre and post enrolment.
- 1.11 Intrain Assessor encourages all parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation.
- 1.12 Clients may be accompanied and assisted by a representative at any time.
- 1.13 Clients' enrolments are maintained whilst an internal complaint or appeal is in progress and the outcome has not been determined.
- 1.14 If there is any matter arising from a client complaint or appeal that is a systemic issue which requires improvement action this will be reported to Intrain Assessor management meeting as part of the continuous improvement process.
- 1.15 The client will incur no cost during the complaints and appeals process unless they seek external representation.
- 1.16 Complaints and appeals are taken seriously by Intrain Assessor and action is commenced within 5 days of receipt of a complaint or appeal. Intrain Assessor act upon the outcome of any complaint found to be substantiated. Appeals must be lodged within 20 working days of the decision of a complaint process or assessment result.
- 1.17 Clients are provided the opportunity to lodge their complaint or appeal in writing.
- 1.18 The following procedure outlines how clients will have their complaints and appeals processed.

## PROCEDURE

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### 2. INFORMAL COMPLAINT PROCESS – GENERAL COMPLAINTS

- 2.1 Clients are encouraged to approach any member of Intrain Assessor staff and make an informal complaint about any issue relating to their training.
- 2.2 Where possible staff members utilise advice, discussions, and general mediation in relation to the issue/ complaint. Staff members try and resolve the issue informally.
- 2.3 Any staff member can be involved in this informal process to resolve issues.
- 2.4 Staff members refer clients to the Intrain Assessor Human Resources Department if they feel they cannot, or it is not appropriate for them to try and resolve the complaint/ issue. The Intrain Assessor Human Resources Department may seek advice from or delegate the handling of the complaint to academic, welfare personnel or the CEO..
- 2.5 Staff may arrange a future meeting with the client if further investigation is required.
- 2.6 The outcome of the investigation is communicated to the client within an agreed timescale.
- 2.8 The outcome of the informal complaint should be communicated to the client within 5 working days of lodgment.
- 2.9 Clients who are not satisfied with the outcome of the informal process are encouraged to lodge a formal complaint.
- 2.10 All staff members should log informal complaints and outcomes in the complaints & appeals register for continuous improvement purposes.

### 3. FORMAL PROCESS - GENERAL COMPLAINTS

- 3.1 Clients are encouraged to make a formal complaint about any issue relating to their studies at Intrain Assessor.
- 3.2 If dissatisfied with the outcome of the informal complaints process, clients should complete the Complaints & Appeals form .
- 3.3 Clients should lodge formal complaints using the Complaints & Appeals form located in the Client information handbook and Intrain Assessor website or available from 322 Wagga Rd, Lavington, NSW, 2641
- 3.4 Complaints & Appeals forms are to be submitted to: Intrain Assessor Human Resources Department via e-mail to [info@intrain.com.au](mailto:info@intrain.com.au) or submitted to the Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641
- 3.6 Intrain Assessor processes the complaint/ appeal within 15 working days of lodgment.
- 3.7 If in the event more than 60 calendar days is required to finalise a complaint or an appeal, Intrain Assessor will inform the complainant or appellant in writing and include the reasons as to why the 60 calendar days are required. Intrain Assessor will also provide regular updates to the complainant or appellant as to the progress of the complaint or appeal.
- 3.8 Intrain Assessor gives clients every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the client where possible.
- 3.9 The Intrain Assessor Human Resources Department will investigate the complaint and liaise with appropriate staff if necessary to ensure all the facts are considered prior to making any decision.
- 3.10 If appropriate the Intrain Assessor Human Resources Department may seek advice from internal/ external Welfare Support services and/ or involve welfare support personnel in the handling of the complaint.
- 3.11 If appropriate the Intrain Assessor Human Resources Department may seek advice from Academic staff and/ or involve Academic staff in the handling of the complaint.
- 3.12 If appropriate the Intrain Assessor Human Resources Department may implement Intrain Assessor' Critical Incident policy if they believe the issue meets the criteria to be deemed so.
- 3.13 The Intrain Assessor Human Resources Department may delegate the handling of the complaint to an appropriate staff member, Director or solicitor if appropriate.

- 3.14 The Intrain Assessor Human Resources Department may arrange a meeting with the client during the investigation process if appropriate.
- 3.15 If a meeting is initiated the Intrain Assessor Human Resources Department and at least one other appropriate member of staff, Director or solicitor will attend the meeting and review the evidence in coming to a decision.
- 3.16 Meeting minutes will be taken and made available to all parties.
- 3.17 Clients' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the client.
- 3.18 At the meeting the client has the opportunity to submit and discuss the grounds/ evidence for their complaint.
- 3.20 Intrain Assessor staff clarifies evidence/ information to ensure they fully understand all aspects of the issue.
- 3.21 On reviewing the evidence staff attempts to negotiate a resolution to the issue/ complaint if appropriate.
- 3.22 The Intrain Assessor Human Resources Department notifies the client in writing of Intrain Assessor decision within 3 working days of the decision being made. This will include reasons for the decision.
- 3.23 Clients are notified of their right to appeal any decision within 20 working days of receiving notification if they are not satisfied with the outcome of the process. They are also notified how to access the process.
- 3.24 All formal complaints and outcomes are recorded in the Complaints and Appeals Register. If appropriate the continuous improvement register will be updated.
- 3.25 If a client's complaint is substantiated through this process the Intrain Assessor Human Resources Department (or delegate) will take immediate corrective action.
- 3.26 All relevant documentation relating to the complaint is stored in the client's file.
- 3.27 The internal appeals procedure is outlined below.

#### **4. INTERNAL APPEALS PROCESS – GENERAL APPEALS**

- 4.1 If clients are not satisfied with an Intrain Assessor decision they may appeal by accessing the appeals process.
- 4.2 The client will not incur costs when accessing the internal appeals process unless they seek representation.
- 4.3 General appeals may be made in relation to the following areas:
- 4.4 The outcome of a formal complaint
- 4.5 The outcome of action being brought against the client for breaching the code of conduct.
- 4.6 Clients must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.
- 4.8 The CEO/Intrain Assessor Human Resources Department is not able to assist clients in establishing if they have reasonable grounds for an appeal.
- 4.9 Clients' have the right to seek advice from and be represented by external parties at any time during the appeals process. The cost of this will be borne by the client.
- 4.10 If the appeal is in relation to the Intrain Assessor Human Resources Department decision, a Director or solicitor will deal with the process.
- 4.11 If the appeal is lodged as a result of the outcome of a complaint, the staff members who dealt with the complaint will not handle the appeal.
- 4.12 Clients must lodge an appeal within 20 working days of being notified by Intrain Assessor of any decision they wish to appeal.
- 4.13 Clients must lodge appeals using the Complaints & Appeals form located in the client information handbook and or available [enquiries@intrain.com.au](mailto:enquiries@intrain.com.au)

- 4.14 Complaints & Appeals forms are to be submitted to: Intrain Assessor Human Resources Department or via e-mail to [info@intrain.com.au](mailto:info@intrain.com.au) or submitted to Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641
- 4.15 The appeals process will commence within 3 working days of lodgment and the outcome communicated to the client within 20 working days of lodgment. On receiving an appeal, Intrain Assessor will arrange a meeting to take place and inform the client in writing.
- 4.16 The client and representative (if requested), representative from Intrain Assessor Human Resources Department and two other appropriate members of staff will attend the meeting.
- 4.17 Staff handling the appeal provides clients every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the client where possible.
- 4.18 Intrain Assessor considers all the evidence and liaise with appropriate staff if necessary to ensure all the facts are considered prior to making any decision.
- 4.19 If appropriate Intrain Assessor staff may seek advice from internal/ external welfare support services and/ or academic staff.
- 4.20 If appropriate Intrain Assessor staff may implement Intrain Assessor Critical Incident policy if they believe the issue meets the criteria to be deemed so.
- 4.21 Intrain Assessor representatives will clarify evidence/ information to ensure they fully understand all aspects of the issue.
- 4.22 The evidence will be reviewed in an impartial manner in coming to a decision.
- 4.23 Minutes of the meeting will be taken including the outcome of the appeal. This will also include the reasons for the decision. The minutes will be signed by all present.
- 4.24 Intrain Assessor staff discusses the reasons for the decision with the appellant.
- 4.25 If the outcome is in favour of the client Intrain Assessor will immediately commence corrective/ improvement action.
- 4.26 Clients are posted written confirmation of the outcome the next business day. The letter details the reasons for the decision and informs the client of their right to access the external appeals process within 20 working days of receipt of the letter (if appropriate). Information on how to access this process is also provided.
- 4.27 The complaints and appeals register is updated. The continuous improvement register may also be updated.
- 4.28 All evidence will be placed in the client's file.
- 4.29 There are no further avenues within Intrain Assessor for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available to clients.
- 4.30 Details of the external appeals process and how clients may access it are outlined below.
- 4.31 Clients may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the client are to be covered by the client.

## **5. INTERNAL APPEALS PROCESS – ASSESSMENTS**

- 5.1 The client will not incur costs when accessing the internal appeals process unless they seek representation.
- 5.2 If a client feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal an assessment decision.
- 5.3 Clients should approach their assessor in this case outlining the reasons for their appeal.
- 5.4 If the assessor feels there are reasonable grounds for the appeal, he/ she may decide to re-assess the client.
- 5.5 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the client's file.
- 5.6 If the assessor decides to refuse the client an opportunity for re-assessment, the client may lodge a formal appeal by submitting a complaints and appeal form. The client must provide reasons for the appeal along with any supporting evidence.

- 5.7 Complaints & Appeals forms are to be submitted to: Intrain Assessor Human Resources Department or via e-mail to [info@intrain.com.au](mailto:info@intrain.com.au) or submitted to the Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641
- 5.9 The staff member reviews all the supporting documentation and discusses the situation with the assessor and client. A decision will be made after all the evidence has been considered.
- 5.10 If the Intrain Assessor Human Resources Department, Director, solicitor or other staff member handling the process decides that the clients appeal be upheld the following will apply.
- 5.11 The assessment in question will be marked by a different trainer (or by a trainer from another RTO if appropriate and feasible) and the outcome communicated to the client.
- 5.12 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the clients file.
- 5.13 The client will be awarded the grade that gives them the most favourable outcome between the two submissions.
- 5.14 If the clients appeal is refused, they will be sent written notification of the outcome within two working days of the decision being made. This will also include reasons and details for the decision. The letter will also inform the client of their right to access the external appeals process and how to do so.
- 5.15 Clients can only appeal an assessment decision once.
- 5.16 If clients are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process. Details of this procedure and how to access it are outlined below.
- 5.17 Clients may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the client are to be covered by the client.

## 6. EXTERNAL APPEALS PROCESS

- 6.1 External appeals may only be lodged if a client thinks Intrain Assessor has not followed this Complaints and Appeals policy and procedure.
- 6.2 Clients may access the external appeals process with ASQA at <http://www.asqa.gov.au/complaints/making-a-complaint.html>
- 6.3 Clients must lodge external appeals using the Complaints & Appeals form located in the Client information handbook or available from Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641 or [enquiries@intrain.com.au](mailto:enquiries@intrain.com.au)
- 6.4 Complaints & Appeals forms are to be submitted to: Intrain Assessor Human Resources Department via email to [info@intrain.com.au](mailto:info@intrain.com.au) or submitted to Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641
- 6.5 Intrain Assessor will forward all external appeals to Mike Eden Solicitor @ [mike@edenlawyers.com.au](mailto:mike@edenlawyers.com.au) *within two working days of lodgment.*
- 6.6 ASQA at <http://www.asqa.gov.au/complaints/making-a-complaint.html> will advise the client that in general, the purpose of the external appeals process is to determine whether Intrain Assessor has followed its internal complaints and appeals policy and procedure.
- 6.7 ASQA at <http://www.asqa.gov.au/complaints/making-a-complaint.html> will not review the evidence or make a decision in place of the one made by Intrain Assessor.
- 6.8 Clients will not incur costs in accessing the external appeals process unless they seek external representation. 6.9 All documentation is placed in the clients file.
- 6.10 Mike Eden Solicitor @ [mike@edenlawyers.com.au](mailto:mike@edenlawyers.com.au) will provide a written statement of the outcome including reasons and details for the decision to the appellant and Intrain Assessor at the completion of the external appeals process.
- 6.11 If the outcome of the external appeals process results in a decision favoring the client, Intrain Assessor will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The client will be advised as to the course of action taken by Intrain Assessor as per Mike Eden Solicitor @ [mike@edenlawyers.com.au](mailto:mike@edenlawyers.com.au) advice.

- 6.12 The client will be contacted within 24 hours of receiving notification from Mike Eden Solicitor @ [mike@edenlawyers.com.au](mailto:mike@edenlawyers.com.au) of the decision.
- 6.13 The client may access and receive the outcome of only one external appeals process.
- 6.14 If in the event more than 60 calendar days is required to finalise a complaint or an appeal. Refer to point 3.7.

#### **FURTHER INFORMATION**

Intrain Assessor Complaints and Appeals policy and procedure in no way effects the clients right to access consumer affairs legislation and legal representation.

Clients also have the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against Intrain Assessor.

#### **NATIONAL VET REGULATOR**

Australian Skills Quality Authority

Web: [www.asqa.gov.au](http://www.asqa.gov.au)

Email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

Phone: 1300 701 801

#### **DOCUMENTS TO BE EMPLOYED WHEN IMPLEMENTING THIS POLICY AND PROCEDURE:**

- Client information handbook
- Complaints and appeals form
- Complaints and appeals register
- Continuous improvement policy and procedure
- Continuous improvement register

High Risk Work licencing clients also have the right to contact the VET regulator or WorkSafe if they are dissatisfied with the complaints and appeals process and lodge a complaint against Intrain Assessor.

#### **WORKSAFE VICTORIA**

Victorian WorkCover Authority

Web: <http://www.vwa.vic.gov.au/>

Email: [info@vwa.vic.gov.au](mailto:info@vwa.vic.gov.au)

Phone: 1800 136 089

#### **SAFework NSW**

Safe Work New South Wales

Web: <http://www.safework.nsw.gov.au/>

Email: [contact@safework.nsw.gov.au](mailto:contact@safework.nsw.gov.au)

Phone: 13 10 50

## COMPLAINTS AND APPEALS FORM

Clients who wish to submit a complaint or appeal can do so by completing this form. Outline the reasons for the complaint/ appeal and attach any supporting evidence.

Please indicate whether you are lodging a: **Complaint** ☐ **Appeal** ☐

**Client name:**

**Date:**

Provide an explanation of the reasons why you are complaining/ appealing. (Please provide as much detail as possible including staff/ clients involved, places, timings, assessment/ course details and other relevant details if appropriate).

**Note.** Please attach all supporting evidence and submit this form to the Training Manager Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641, [enquiries@intrain.com.au](mailto:enquiries@intrain.com.au)

**Signed:**

## APPENDIX TWO

### FEES

#### Fee For Service (FFS)

FFS fees that are applicable to the enrolment in an Intrain Assessor course:

#### Licence Only (Certificate of Competency)

- Light Rigid (LR) \$1600.00
- Medium Rigid (MR) \$1300.00
- Heavy Rigid (HR) \$1600.00
- Heavy Combination (HC) \$1650.00
- Multi Combination (MC) \$1750.00
- HC/MC – (over 2 days) \$3000.00

#### VicRoads Knowledge Test

- A fee of \$300 for a VicRoads Knowledge test for a Heavy Vehicle licence
- A fee of \$150 for a Retest for VicRoads Knowledge test for a Heavy Vehicle licence

#### Unit of Competency (Statement of Attainment)

- TLILIC0003 Licence to operate a forklift truck - price \$600.00.
- TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more) - price \$800.00.
- RIIHAN301E Operate Elevating Work Platform - Fee for service (FFS) price \$500.00.
- TLILIC2014 Licence to drive a light rigid vehicle - price \$1600.00.
- TLILIC2015 Licence to drive a medium rigid vehicle - price \$1500.00.
- TLILIC2016 Licence to drive a heavy rigid vehicle - price \$1850.00.
- TLILIC3017 Licence to drive a heavy combination vehicle - price \$1850.00.
- TLILIC3018 Licence to drive a multi-combination vehicle - price \$1900.00.
- A maximum payment of \$1000.00 or agreed value of not more than \$1000.00 is payable before the commencement of any courses offered by Intrain Assessor.
- The balance of the course fee is due before the completion of the course. Certificates or statements of attainment will not be issued until the final payment is received.

Other fees that may be applicable:

- A fee of \$95.00 will be applied for the replacement of a certificate or a statement of attainment.
- A fee of \$95.00 will be applied for the replacement of a testamur (certificate of merit or proficiency.)
- A fee of \$300.00 will be applied if the student reschedules a course to another date within 48 hours of the course commencing.
- A fee of \$200.00 will be applied for the re-assessment of a unit of competency
- A fee of \$300.00 will be applied for the re-training of a unit of competency
- A fee of no more than \$200 may be applied for re-assessment of HRW licences, this will be determined at the time of re-training.
- A fee of \$400 is applied for weekend training
- A fee of \$150 per hour is applied to additional training in the Light Rigid vehicle
- A fee of \$150 per hour is applied to additional training in the Medium Rigid vehicle
- A fee of \$150 per hour is applied to additional training in the Heavy Rigid vehicle
- A fee of \$150 per hour is applied to additional training in the Heavy Combination vehicle
- A fee of \$150 per hour is applied to additional training in the Multi Combination vehicle

Fees are collected in advance of course commencement and in arrears.

- 5.1 Fees are collected in advance of course commencement and in arrears.
- 5.2 Fees that are paid by the state and federal government for eligible individuals. These fees are paid in arrears.
- 5.3 Fee information is provided to client's at pre-enrolment in the Client information handbook, individual course brochures and enrolment form.

- 5.4 Fees are collected and placed in the organisation's bank account within 5 working days of collection.
- 5.5 All clients are provided with a receipt for fees paid.
- 5.6 All fee information is recorded against each client in Course Sales Software. Fee information recorded:
- Amount due for course
  - Amount paid to date for course
  - Balance due for course
  - Course cancellation/ refund information (where appropriate)
- 5.7 No more than \$1000 is collected in advance of course commencement from an individual client enrolling in a course.
- 5.8 Course fees collected are not accessed until the client commences their course.
- 5.9 Clients pay ongoing course fees at the beginning of each term (as they fall due).
- 5.10 Clients pay ongoing course fees in arrears.
- 5.11 No more than \$1000 is collected from individual clients when paying fee instalments.
- 5.12 Fee payments include all course related fees including enrolment, tuition, materials fees, administration, and processing of a testamur, certificate or statement of attainment.
- 5.13 Employers may pay fees in advance and/ or as they fall due and/ or in arrears.
- 5.14 Employers paying fees for several clients (their employees) in advance of course commencement may pay the Intrain Assessor in excess of \$1000 at this point. However, no more than \$1000 is collected in relation to any one employee.
- 5.15 Employers paying fees for several clients (their employees) in instalments may pay in excess of \$1500 at one point. However no more than \$1000 is collected in fee instalments in relation to any one employee.
- 5.16 Employers may pay fees in arrears.

## REFUNDS – ALL STUDENTS

- 5.17 Intrain Assessor has a fair and equitable refund policy.
- 5.18 The refund policy is made available to all clients' pre-enrolment via the client information handbook
- 5.19 The enrolment fee is non-refundable in all circumstances (except provider default).
- 5.19a All client refund details are placed in their file.
- 5.20 If a client withdraws from a course the following terms and conditions apply:

## REFUND TERMS AND CONDITIONS – ALL STUDENTS

- 5.20a Students undertaking their studies with government funding are not eligible for refunds.  
(Unless in the event of provider default the amount paid to date by the student will be refunded).
- 5.21 If an enrolment is cancelled more than 48 hours prior to commencement of the course, there will be a cancellation fee of \$250 applied.
- 5.22 If an enrolment is cancelled within 48 hours of commencement of the course or the student does not commence on the agreed date or withdraws from the course once it has commenced there will be no refund of fees paid to date, except.

A full refund, less any Application fee will be provided to the student prior to commencement where:

- I. illness or disability prevents a student from taking up the course.

- II. there is death of a close family member of the student (parent, sibling, spouse or child); or
- III. Other special or extenuating circumstances, including political, civil or natural events, are accepted at the discretion of the CEO of Intrain Assessor, or his or her nominee, as preventing a student from taking up the course.

Students must provide original and verifiable documentary evidence to Intrain Assessor in support of the grounds listed in paragraphs I, II, III

Where evidence can be successfully provided to support the client's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the Intrain Assessor and shall be assessed on a case-by-case basis.

- 5.23 In the unlikely event where a student experiences compelling circumstances (listed in paragraphs I, II, III) after the commencement of the course, a refund of course fee will be made for the proportion of the course not completed, less the application fee.
- 5.24 It is the responsibility of the candidate to provide written advice of withdrawal, by completing a Withdrawal form. This form is available from the student services at Intrain Assessor. Advice of withdrawal made by telephone will not be accepted.
- 5.25 The enrolment fee (varies from course to course) is non-refundable in all circumstances except if Intrain Assessor fails to deliver the course on the agreed start date and the student claims a refund.
- 5.26 Courses can be deferred to the next available intake where extenuating circumstances exist.
- 5.27 The candidates undergoing their studies with government funding are not eligible for refunds.
- 5.28 The refund decision will be made within 15 working days on receiving the application.
- 5.29 The refund will be made in the same manner the fees were paid. If candidate paid fees through a credit card, the refund amount will be credited to the credit card and same holds for other methods of payments.
- 5.30 Students can appeal Intrain Assessor refund decisions by accessing the Complaints and Appeals policy and procedure.
- 5.31 The student agreement, and the availability of Intrain Assessor Complaints and Appeals policy, does not remove the right of the student to take action under Australia's Consumer Protection Law.

## EXTENUATING CIRCUMSTANCES

Clients may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the Client's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case-by-case situation. The client must provide supporting evidence. Eg: Doctors certificate.

## APPLYING, PROCESSING AND PAYMENT OF REFUNDS

- 5.32 All students can apply for refunds by completing the course refund/ withdrawal form.
- 5.33 Course refund/ withdrawal forms may be requested from Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641 or by email from [enquires@intrain.com.au](mailto:enquires@intrain.com.au)

- 5.34 Students requiring assistance with completing course withdrawal/ refund forms may contact Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641 or [enquires@intrain.com.au](mailto:enquires@intrain.com.au) for assistance.
- 5.35 Course refund/ withdrawal forms must be submitted along with supporting documentation to Intrain Assessor 322 Wagga Rd, Lavington, NSW, 2641 or [enquires@intrain.com.au](mailto:enquires@intrain.com.au)
- 5.36 Refund/ withdrawal request will be approved/ denied within in 15 working days of receipt.
- 5.37 Refunds are made in the same manner fees were paid. If a student paid fees through credit card, the refund amount will be credited to the credit card, and same holds for other methods of payments.
- 5.38 All students will be notified in writing of the outcome of their application along with reasons why it was declined (if appropriate).
- 5.39 Students have the right to access Intrain Assessor complaints/appeals policy if they wish to appeal Intrain Assessor decision.
- 5.40 The student agreement, and the availability of Intrain Assessor Complaints and Appeals policy, does not remove the right of the student to take action under Australia's Consumer Protection Law.

#### PROVIDER DEFAULT

- 5.40 In the unlikely event that Intrain Assessor is unable to deliver the course in full; students will be offered a refund of all the course money paid to date.
- 5.41 The following circumstances may be the cause of not providing the course in full:
- If the offered course does not start on the scheduled starting date or an alternative agreed starting date
  - If the course ceases to be provided after the course starts but before the course is completed
  - If a course is not provided fully to the student because Intrain Assessor has a sanction imposed by the National VET Regulator or DEEWR.
- 5.42 The refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, enrolment may be offered in an alternative course at Intrain Assessor at no extra cost. Students have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a student chooses placement in another course, students will be asked to sign a document indicating acceptance of the placement at Intrain Assessor

#### GENERAL

- 5.43 The student agreement, and the availability of Complaints and Appeals policy, does not remove the right of the student to take action under Australia's Consumer Protection Law.
- 5.44 When acceptable documentary evidence is produced, refunds will be at the discretion of Intrain Assessor.
- 5.45 While Intrain Assessor emphasises the value of pastoral care and seeks to make appropriate and useful services available to students, whether a student avails him/her of these services is a matter of individual choice.
- 5.46 Clients who breach Intrain Assessor Code of Conduct may be excluded from the course. Intrain Assessor will review each case on its individual merits when deciding whether to pay a refund in such circumstances.
- 5.47 Financial data will be recorded and stored in compliance with Standard Accounting Practice.

## APPENDIX THREE

### TRANSITION TO NEW TRAINING PACKAGE/ ACCREDITED COURSE POLICY & PROCEDURE

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#### 1. POLICY

- 1.1 This policy and procedure is designed to ensure that Intrain Assessor will take the appropriate steps to ensure the transition to new Training Packages and/ or accredited courses and teach out of existing students enrolled in superseded training packages/ accredited courses.
- 1.2 Transition refers to all actions to change the delivery from an existing training package/ accredited course to the replacement training package/ accredited course, including resourcing, staffing, registration and transfer of students.
- 1.3 Intrain Assessor implements new training packages/ accredited courses within 12 months of their introduction.
- 1.4 Intrain Assessor communicates amendments and arrangements to all stakeholders in a timely manner.
- 1.5 Intrain Assessor makes all necessary arrangements for the smooth transition to the new package/ accredited course and takes action to ensure continuing students are not disadvantaged during the process.
- 1.6 Intrain Assessor updates all pre-enrolment, marketing and learning & assessment materials to reflect the new package /accredited course.
- 1.7 Intrain Assessor reviews staff qualifications and experience prior to the new package being introduced to ensure the new course is appropriately resourced.
- 1.8 This policy and procedure applies to all clients enrolled in Intrain Assessor courses and all staff employed by Intrain Assessor as trainers and assessors.
- 1.9 The CEO is responsible for implementing this policy and procedure and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.10 This policy and procedure is implemented in compliance with the requirements of the National Vocational Education and Training (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements)Instrument 2025 Clauses 14.1, 14.2

#### PROCEDURE

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#### 2. IDENTIFICATION OF AMENDMENTS

- 2.1 The Training Manager reviews the RTO website every month to ensure currency.
- 2.2 The Training Manager reviews training.gov.au, the Training Support Network, Industry Skills Council websites monthly.
- 2.3 The CEO and Training Manager interacts with industry, other RTO's, clients, suppliers, and other stakeholders.
- 2.4 Amendments to training packages/ accredited courses are identified during the processes identified in 2.1 to 2.4.
- 2.5 Amendments to training packages/ accredited courses are recorded and appropriate amendments to learning and assessment strategies, learning and assessment materials, staffing, marketing/ pre-enrolment information and practices are planned within the 12 month timeframe.

#### 3. AMENDING PROCESSES AND MATERIALS

- 3.1 The Training Manager informs all stakeholders of the introduction of the new package and cessation of enrolments in the superseded package/ accredited course.
- 3.2 Marketing and pre-enrolment material is amended.

- 3.3 New clients are not enrolled in the superseded training package/ accredited course and shall only be enrolled in the new package/ accredited course has been introduced.
- 3.4 The Intrain Assessor reviews staff qualifications and experience prior to the new package/ accredited courses being introduced to ensure staff possess appropriate qualifications and skills to deliver the new package/ accredited course.
- 3.5 Where appropriate professional development activities are planned and/ or staff recruited.
- 3.6 Industry consultation on the development of new learning and assessment processes, materials, equipment and facilities is sought.
- 3.7 Learning and assessment resources for the new course/s are developed and/ or purchased.
- 3.8 Staff are informed of any changes and the implications to practice/ materials through the following forums/ mediums:
- Staff meetings
  - Staff induction
  - E-mail
  - Notice boards
- 3.9 Clients are informed of any changes and their implications to practice through the following forums/ mediums:
- Meetings
  - Orientation
  - Client information handbook
  - E-mail
  - Notice boards
  - Website
- 3.10 Approval is sought from the regulator/ accrediting body for implementation of any amendments to Scope.
- 3.11 The Training Manager ensures the implementation of any changes in training packages/ accredited courses, learning and assessment strategies, learning and assessment materials, staffing, pre-enrolment information and practices within the 12 month timeframe.
- 3.12 Practice may be amended where appropriate as a result of changes.
- 3.13 The Training Manager regularly reviews the progress of implementing the new package/ accredited course, associated materials and practices and takes appropriate action to ensure implementation within 12 months.
- 3.14 On gaining approval for the new training package/ accredited course, all new clients will be enrolled in the new training package/ accredited course.
- 3.15 All superseded documentation will be archived for auditing purposes.

#### **4. STUDENT MANAGEMENT SYSTEM**

- 4.1 The Administration Manager will make relevant changes to the Student Management System.
- 4.2 The Administration Manager will liaise with the Student Database provider (Course Sales) to ensure that changes are implemented in line with the new Training Package/ accredited course.
- 4.3 The Administration Manager will arrange for any non-learning and assessment documentation affected by the changes to be reviewed and updated. This includes all pre-enrolment, marketing, course progress monitoring and other relevant administration forms.

#### **5. TEACHING OUT EXISTING STUDENTS COMPLETING THE SUPERSEDED COURSE**

- 5.1 All clients enrolled in a superseded course prior to the implementation of the new course, will be transferred to the new course.
- 5.2 A review will be undertaken to identify if clients' future training and / or employment opportunities will be adversely affected by the completed superseded course.
- 5.4 Certificates and statements of attainment are amended accordingly.
- 5.5 Stakeholders are communicated the amendments as identified above.

- 5.6 All superseded training packages/ accredited courses, learning and assessment strategies, learning and assessment materials are removed from circulation once the 12 month period has expired and/ or if the superseded course is no longer being delivered and/or the superseded course has been completed.
- 5.7 The effectiveness of this policy and procedure is reviewed annually as part of our continuous improvement policy.

**DOCUMENTS TO BE EMPLOYED WHEN IMPLEMENTING THIS POLICY AND PROCEDURE:**

- Enrolment documentation
- Client information handbook
- Orientation documentation
- Learning and assessment materials
- Learning and assessment strategies
- Staff induction documentation
- Intrain Assessor website
- Marketing materials
- Meeting agendas
- Review record