



Client Handbook

For students trainees and employers.



37 Cohn Street Carlisle WA 6101

Dear Student,

Welcome to Transport Forum WA (TFWA) and congratulations on your decision to undertake a training course. TFWA is a Registered Training Organization (RTO), which means that the qualifications that you obtain here are recognised nationally. As an RTO TFWA is compliant with all relevant Commonwealth and State legislation including OH&S, anti-discrimination, privacy and Vocational Education and Training.

This handbook contains useful information, which will assist you in finding your way around and understanding how things operate here. It contains *general* information about TFWA, the services and facilities that are available to you and TFWA's responsibilities and policies. It also details your rights and responsibilities and some other information you may find helpful. Please keep it in a safe place so that you can refer to it when necessary.

You will also be provided with course information for the particular study area you have enrolled in; this gives you important course specific details. Further orientation and induction information will be provided by trainers at the beginning of your course. If you have any questions regarding the information contained in this handbook please contact the Training Manager.

Good luck with your studies

A handwritten signature in blue ink, appearing to read "Ian King".

Ian King
CEO

Student Selection and Enrolment Procedures

The process for selection will be decided individually for each course depending on the requirements for that course. Student Applications are received in writing and processed. In the case of some courses, a selection panel short lists applications and if necessary arranges interviews. This is based on Equal Opportunity Policy and access and equity principles. Students will be advised of acceptance, beginning dates and enrolment procedures by phone or letter. Enrolment details will be completed at the outset of training for each student and the details will be entered onto our database.

Induction Procedures

TFWA aims to provide students with information that will assist them in all aspects of their training and to make the transition into a training environment an easy and enjoyable one. Training staff will be responsible for ensuring that:

- All students are provided with a Student Handbook at the outset of their training.
- Students attending training at TFWA premises are acquainted with the physical environment, practical and housekeeping issues (eg facilities, parking etc, course content, course/assessment requirements and other staff who may be of assistance to them at TFWA). Evacuation procedures will also be provided.

Course Information

Transport Forum is a Registered Training Organisation (RTO). All courses offered are nationally accredited, which means that your qualifications will be recognized throughout Australia. TFWA currently offers a range of courses including the following:

Certificates I, II & III: Transport and Distribution – Road Transport	
Certificates I, II & III: Transport and Distribution – Warehousing	
Taxi Driving	Dangerous Goods
Forklift	Furniture Removals
Accredited Pilot	Multi Combination Driver Assessments
Driving Training & Assessment	Load Restraint
Occupational Health & Safety	Fatigue Management

For further information on course outcomes and content refer to relevant course information sheets.

Fees and Charges

Fee for Service Courses

A published list of charges for short courses is available from reception. Please see the Student Registration Form for details of deposit requirements.

Traineeships

TFWA is compliant with the WA Government policy for fees and charges for traineeships. As this may change from time to time please see www.training.wa.gov.au/training/content-fees-review.asp

Remarking of Assessments

A request to re-mark an assessment should be within four weeks of the publication of the results. A \$50 charge for re-assessment and/or remarking is not refundable.

Certificates/Statements of Attainment will not be issued while fees are left outstanding.

Refund Policy –

Fee for Service Courses

A course has been cancelled by TFWA – Full Refund

Review of RPL indicates that the student does not have to undertake the course/part course – Full Refund.

Student is unable to attend due to extended hospitalisation/illness and/or pregnancy/childbirth – Full Refund.

- Cancellations can be made by phone, fax, mail, e-mail or in person.
- If a cancellation is received 3 - 5 working days prior to course commencement, the deposit will be charged/will not be refunded.
- If a cancellation is received within 3 working days the full course fee will be charged.
- Transport Forum WA reserves the right to cancel any course if insufficient bookings are received. Should this occur, those who registered will be informed and their course fees refunded in full or credited to the next scheduled course

Traineeships

TFWA is compliant with the WA Government refund policy for traineeships. As this may change from time to time please see – www.training.wa.gov.au/training/content-fees-review.asp.

RPL: There is no refund for unsuccessful RPL applications

Refunds will not be issued for a change in student work hours, inconvenience of travel to class or students who leave before finishing course/module.

Access and Equity

Transport Forum is committed to the principle of promoting equal opportunities. Transport Forum accepts responsibility as an employer and training provider to take active steps to eliminate discrimination in all aspects of TFWA work and expects employees to maintain these standards at all times.

RTO Code of Practice and staff responsibilities

A Code of Practice is available from Reception.

Flexible Learning and Assessment Procedures

Transport Forum is committed to “flexible delivery” and is working toward providing greater options to our clients in terms of modes of delivery. We currently provide options such as:

- Training in the workplace
- Rolling or continuous intakes
- Optional times and venues where possible
- Travel to provide on-site training in regional areas

It is the responsibility of the Course Trainer to identify student learning needs and to agree with students and/or Training Staff on which modules students should complete and a learning schedule designed with them.

Trainers prepare a training plan, which demonstrates how the learning outcomes are to be achieved and to show how they will use a range of activities, teaching techniques, information technology and up-to-date, relevant materials and resources.

Recognition of Prior Learning (RPL)

RPL is the process of collecting evidence about previous training and experience and a qualified trainer making a judgement about whether competency has been attained through previous knowledge and life experience.

Under the national standards TFWA must ensure that RPL is offered to all applicants on enrolments. The RPL process is structured to minimise the time and cost to applicants. If your application for RPL is successful you will be exempt from some parts of the training.

If you want to apply for RPL you will need to talk to your trainer or the Training Manager who will tell you how to prepare an application. As a guide the following evidence can help with the consideration of the application:

- Formal Certificates or Statements of Attainment relevant to training/assessment being undertaken.
- Examples of previous work

Recognition of Prior Learning (RPL) cont,

- Demonstration of performance of specific tasks in a real or simulated work situation
- Corroborated information on previous demonstrations of competence
- Documented evidence of previous achievements
- References from people who are familiar with the trainee' achievements
- Statutory Declarations

There is a fee attached to Recognition of Prior Learning to cover the costs of assessment and administration. The fee is non-refundable to cover the costs of assessment and administration. Before applying for Recognition of Prior Learning clients should speak to their course trainer or the Training Manager who will offer direction in preparing an application.

Students who fail to gain recognition of their skills, may challenge the assessment outcome through the appeals process.

Credit Transfer

Under the national standards TFWA is obliged to recognise the qualifications and statements of attainment issued by other Registered Training Organizations (RTOs). Applicants for Credit Transfer must provide evidence in the form of original certificates. The course trainer will review the evidence against the competency requirements for the unit/course. TFWA will require a copy to be kept on the student record.

Provision of Language, Literacy and Numeracy Assistance

Some of the courses run by TFWA assume a base level of literacy and numeracy skills as required in industry. Please contact the Training Manager on enquires through reception if assistance with training and assessment services are required.

Client Support (external)

Students with special needs are advised to speak to a staff member to arrange an appropriate referral where external support is required.

Welfare and guidance services

TFWA has staff available for student counselling. Please speak to your trainer, the Training Manager or enquire at Reception.

Complaints and Appeals

TFWA acknowledges that it is the right of clients to complain. TFWA's Complaints and Appeals Procedure is underpinned by an understanding that responding to client concerns and appeals will result in the delivery of a higher standard of service to all clients. The objective of the procedure is to reach a satisfactory solution for all parties involved. At all stages of the grievance procedure, records of discussions and outcomes with reasons for decisions will be kept and a copy made available to the client who initiated the complaint.

- If the matter is not resolved within five (5) working days, to the satisfaction of all parties an appointment should be arranged with the client, his/her support person any staff members directly involved in the grievance and the Training Manager or CEO
- In the event of a grievance not being resolved internally, the client will be advised of external resources available to her/him to pursue the grievance further.

Disciplinary Procedures

TFWA does not tolerate:

- Aggressive behaviour whether physical or verbal;
- Theft or property damage
- Unsafe actions including speeding or driving recklessly on TFWA property.

Substantiated instances may result in suspension or termination of the student's training.

TFWA considers it an unacceptable risk for staff, clients, student or visitors to be affected by alcohol or other substances and the person affected will be asked to leave the premises.

Attendance

Fee for Service Courses

You will be informed during induction of the attendance requirements for your course. Any absence from on or off the job training will be recorded. Attendance may affect your status for certification so please check the requirements and call TFWA on 9355 39022 if you are unable to attend.

Special note for Trainees

Non attendance at a scheduled training session without 24 hours notice will incur a fee of \$25 per unit per trainee. This does not apply if the trainee has reported to the company as a genuine absentee in line with company policies. This fee will be invoiced to the employer. Consistent non-attendance will require the trainee to be counselled regarding any issues affecting attendance and may lead to the trainee's contract being cancelled.

Change of Contact Details

If you have changed your address or telephone number, please inform your trainer or reception as soon as possible.

Dress Standards

Some courses will have specific dress requirements including but not limited to work boots and long pants. It is your responsibility to ensure you are suitably dressed for both on and off the job training.

Information when undertaking Training on TFWA premises

It is important that you read and understand the following safety information:

- The maximum speed limit for all vehicles within the premises is **8 kilometres** per hour.
- All vehicles must follow the directional arrows when entering, travelling within and leaving the premises. It is a one way system with the entrance and exit gate marked.
- Whilst proceeding within the facilities everyone should recognise and understand that heavy vehicles such as trucks, forklifts and cars will be in the vicinity.
- When inside the warehouse it should be noted that at all times you should keep behind the blue barrier when proceeding to and from the training rooms.
- Please note that within the warehouse inexperienced trainees may be operating forklifts under control of the trainers.
- All personnel undertaking training should ensure they are wearing appropriate footwear. This does not include thongs.
- Please do not lean/rock on seating provided in training rooms.
- Persons undertaking any courses who at any time feel they are not fit or capable to undertake training for whatever reason should inform the trainer immediately.
- Under no circumstances is alcohol or any illegal drug to be consumed whilst on site.
- Persons using prescribed medication should inform their trainer immediately. This may affect their ability to perform tasks in a safe manner.
- In the event of an emergency taking place all persons shall proceed in an orderly manner to the emergency assembly point and wait for further instructions. This is located along the fence line at the eastern side of the car park.
- The location of the emergency assembly area is positioned on all training rooms and on the wall of the trainee's lunchroom.
- On all courses it will be the responsibility of the trainers to take a register of all persons on that course.
- In the event of an accident / incident occurring, this should be reported as soon as possible to your immediate trainer or to the main office if this is not practicable. Current qualified First Aide qualified staff are available on site.
- First aid facilities are available in the Trainers offices and in the Main Building.
- Smoking is only permitted outside and in no circumstances within any buildings or vehicles.

Car parking: Free off road car parking is available for students.

Tea and Coffee: Breaks normally occur approximately around 10 o'clock and midday lasting 15-35 minutes. Free tea and coffee is available in the tea room plus general kitchen facilities such as microwave. Mobile lunch and snack van visits the premises twice per day and lunch bar facilities are available in Harris Street, Carlisle.

Holidays: TFWA is not open on public holidays however weekend training is scheduled.

Contact during training: If anybody needs to contact you during training they are able to leave a message at reception. It will be communicated via your trainer when there is an appropriate break. Emergency messages will be relayed immediately.

MOBILE PHONES MUST BE TURNED OFF DURING TRAINING.

If you do not understand any of this information please consult with any of Transport Forum's personnel who will be happy to assist you

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Student Induction

DECLARATION

I, (Print Name),
have received information relating to the training that I am
undertaking, a copy of this handbook and understand the instructions
given.

I understand that I am not required to perform any task that;

1. Is considered dangerous, and
2. I have not received clear safety instructions and directions on how to perform that task.

I understand that I **MUST** report promptly any hazardous situation that I cannot correct. I understand that it is my responsibility to attend programmed training and undertake any assessments set by the trainer.

Name of Student:

Signature of Student:

Date:

Signature of Trainer:

Date: