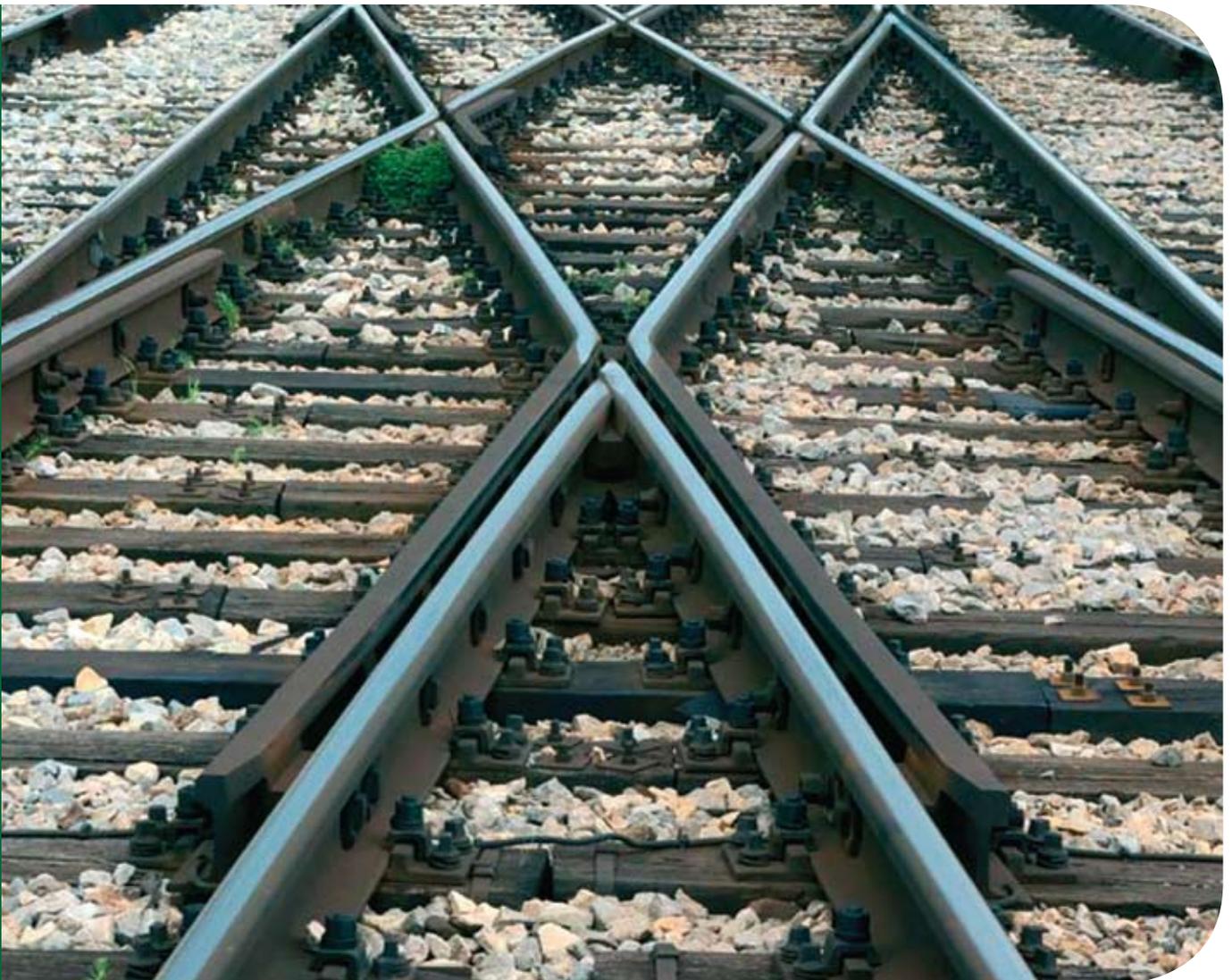




Competency Australia

Student Information Booklet



TLIF2080

Safely Access the Rail Corridor

Contents

1. Introduction	3
1.1 General	3
1.2 Contact	3
1.3 About the Course	3
2. Additional Information	6
2.1 Complaints and Appeals	6
2.2 Refunds	6
2.3 Cancellation	6
2.4 Reasonable Adjustment	6
2.5 Access & Equity	7
2.6 Discrimination	7
2.7 Language, Literacy & Numeracy (LLN)	7
2.8 Legislative Requirements	7
2.9 Management & Administration	7
2.10 Privacy	7
2.11 Recognition of Prior Learning (RPL)	8
2.12 Mutual Recognition	8
2.13 Assessment	8
2.14 Change of Personal Details	8
2.15 Evaluation and Feedback	8

1. INTRODUCTION

1.1 GENERAL

This information booklet has been developed to provide prospective students with relevant information prior to commencing a training course in TLIF2080 – Safely access the rail corridor with Competency Australia Pty Limited.

If you require any further information about the course or have any questions, please do not hesitate to contact us directly, and one of our representatives will be happy to assist you.

Competency Australia specialises in providing high quality training and assessment solutions to the rail industry.

We are a Registered Training Organisation (RTO Code 40647) with a commitment to compliance with the Standards for Registered Training Organisations 2015 and the requirements of the Australian Qualifications Framework.

Our head office is located in Broadmeadow, NSW. We offer training across Australia and run regular public courses as well as arranging onsite training for groups on request (subject to the suitability of the venue).

Each face-to-face training session commences with an induction, which includes information on the emergency evacuation procedures, exit points and the location of emergency assembly areas.

1.2 CONTACT

Head Office : 63 Broadmeadow Rd, Broadmeadow, NSW, 2292.

Web : <http://CompetencyAustralia.edu.au>

Email : Training@CompAus.com.au

Phone : +612 4040 9110

1.3 ABOUT THE COURSE

1.3.1 *Entry Requirements*

There are no formal pre-requisites for this course.

However, to access the rail corridor, learners must obtain the following, at a minimum :

- A construction industry induction card (white card/green card)
- A Rail Industry Worker (RIW) card <http://RailIndustryWorker.Com.au>
- A railway medical, carried out by an authorised health professional <http://railindustryworker.com.au/authorised-health-professionals/>

A valid industry health assessment is required prior to entering the rail corridor. The category of medical required is dependent on the nature of the work you will be performing. Only approved providers can conduct these health assessments.

The Rail Industry Worker (RIW) card is not a qualification. It is an identification card, linked to an online competency management database. The RIW process is managed by an organisation called Pegasus.

1.3.2 **Enrolment**

Enrolment forms are available through our website <http://CompetencyAustralia.edu.au>. You can also request a form by emailing training@CompetencyAustralia.com.au or calling our office during business hours (+612 4040 9110).

Enrolment forms must be completed prior to commencement of nationally recognised training courses.

1.3.3 **Unique Student Identifier (USI)**

A USI is a reference number, consisting of 10 numbers and letters. This identifier creates a secure online record of your Australian recognised training and qualifications. Competency Australia requires your USI in order to provide you with your statement of attainment on completion of this course.

To create a new USI, or to find your existing USI, go to <https://www.usi.gov.au/students>.

1.3.4 **Duration**

TLIF2080 – Safely access the rail corridor is a one-day course. This includes a practical and written assessment at the conclusion of training.

You will be required to wear safety boots for the practical assessment.

1.3.5 **Learning Outcomes**

This unit provides you with the knowledge and skills to safely access and navigate the rail corridor.

The learning outcomes are as follows :

- Understand basic rail terminology
- Understand and follow relevant policies, procedures and protocols, including entry requirements and emergency procedures.
- Communicate effectively within the railway context.
- Recognise hazards and take appropriate action
- Conduct a situational awareness assessment and
- Use PPE conforming to required standards.

1.3.6 **Cost**

The cost of the course is \$250 per person. An additional \$30 per person fee is charged for TfNSW approved training courses. Training for groups is also available – please contact us for a quotation for delivery.

Course fees include :

- Training and assessment materials
- Provision of venue
- A statement of attainment upon successful completion of the course assessments.

We accept the following payment methods :

- Direct deposit (preferred)
- Credit card, via Paypal (please note, there is a 3.4% fee for payment through this method)
- Cheque
- Cash

1.3.7 Certificate Issuance

Statements of attainment will be mailed to the address indicated at the time of enrolment within 14 days of successful course completion.

Additional statements of attainment can be issued on request. A fee of \$25 will be charged for each replacement certificate required.

2. ADDITIONAL INFORMATION

2.1 COMPLAINTS AND APPEALS

If you have any concerns or questions about the assessment process, we recommend that you approach your trainer in the first instance. You can also contact the course coordinator Jeanette@CompetencyAustralia.com.au with any concerns.

A complaints and appeals form is also available through the course website <http://CompetencyAustralia.edu.au>.

If a satisfactory outcome cannot be reached internally, an independent third party may be appointed to arbitrate and reassess if necessary.

If no satisfactory solution is reached, students can lodge a complaint with the Australian Skills Quality Authority (ASQA). Further details can be obtained at [Making a complaint | Australian Skills Quality Authority](#) or by telephoning the ASQA Info Line on 1300 701 801 or by emailing enquiries@asqa.gov.au

Please see our Complaints Policy, available for download from our website, for further information.

2.2 REFUNDS

If you give notice to cancel your enrolment more than 10 days prior to delivery, you will be entitled to a full refund.

Any cancellations within 10 days of course delivery will result in a 25% fee. This is to cover administrative costs.

If notice of cancellation is received less than 2 business days before commencement of a course, the full course fee will apply. This fee may be waived at the discretion of the Chief Executive under exceptional circumstances.

Please see our Refund and Cancellation Policy, available for download from our website, for further information.

2.3 CANCELLATION

If for any reason Competency Australia is unable to meet its service agreement to a student, we will provide a full refund. Alternatively, we will be happy to arrange to place you on the next convenient course available.

2.4 REASONABLE ADJUSTMENT

Wherever possible, we will make reasonable adjustments to meet your individual needs. Any special needs, including physical, learning or health conditions which may require adjustments to be made should be advised as part of or prior to the enrolment process. Appropriate adjustments will then be discussed.

2.5 ACCESS & EQUITY

Competency Australia is committed to integrating access and equity principles within all the services that we provide to our clients. All staff recognise the rights of learners and provide information, advice and support.

Regardless of cultural background, religion, gender, sexuality, disability, location or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

2.6 DISCRIMINATION

We will not tolerate any unlawful discrimination or harassment based on sex, pregnancy, marital status, race (including colour, ethnic background, national identity and ethno- religion), sexuality, disability or age, etc.

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating.

2.7 LANGUAGE, LITERACY & NUMERACY (LLN)

Competency Australia is committed to ensuring accessibility to all prospective students for the training courses we provide.

If you are not sure whether you have the required level of written or spoken English to complete the course, arrangements will be made to further assess your skills and determine what adjustments can be made to better suit your individual needs.

Where possible, the learning activities/assessments may be modified to compensate for those with literacy or numeracy skill needs. Please refer to our Language, Literacy and Numeracy Policy for further information.

2.8 LEGISLATIVE REQUIREMENTS

Competency Australia is committed to ensuring compliance with all legislative requirements of State and Federal Government.

2.9 MANAGEMENT & ADMINISTRATION

Student records are managed securely and confidentially and are available for student perusal on request.

2.10 PRIVACY

Competency Australia strongly supports the privacy and confidentiality of students' information and this is supported through compliance with the Privacy Act 1988 and the Student Identifiers Act 2014. Certain information regarding geographic location, gender, age and results are required for statistic requirements by Government bodies.

2.11 RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning assessment is available to all learners. If you believe you have relevant current skills and abilities that you have gained previously, please discuss with your trainer.

They will discuss the evidence requirements and documentation required to support your application.

2.12 MUTUAL RECOGNITION

Competency Australia recognises AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.

2.13 ASSESSMENT

Assessment Malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Competency Australia regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Competency Australia has policies and procedures in place for dealing with assessment malpractice. Cheating or the use of another person's work and submitting as your own will not be tolerated.

Collusion is the presentation of work, which is the result in whole or in part of **unauthorised** collaboration with another person or persons. It is your responsibility to ensure that other clients do not have opportunity to copy your work.

2.14 CHANGE OF PERSONAL DETAILS

Clients are required to ensure their personal details recorded with Competency Australia are up-to-date at all times. Should your circumstances or details change please advise us via email.

2.15 EVALUATION AND FEEDBACK

Competency Australia values all feedback from clients as it assists us to continuously improve the products and services we offer. Clients are encouraged to provide us with feedback, both positive and constructive.

Thank you in advance for your comments.