

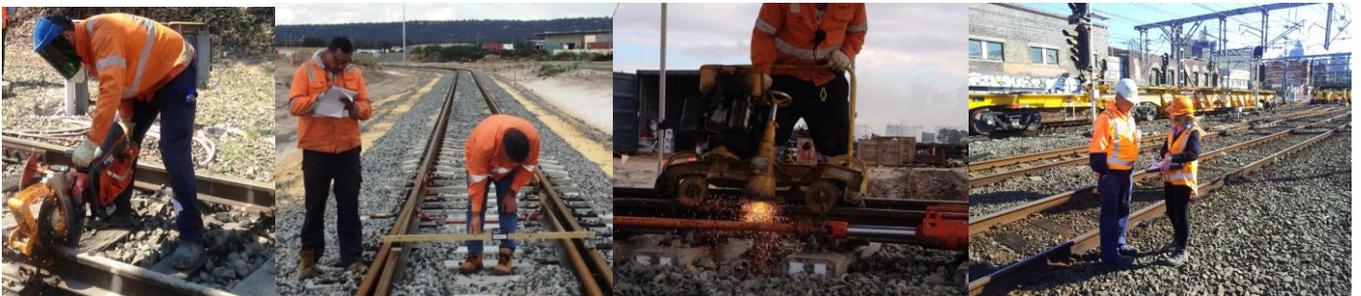


SOUTHERN CROSS
CIVIL & RAIL TRAINING



Participant Information Handbook

November 2019



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Welcome

Welcome and thank you for choosing Southern Cross Rail Training. We offer nationally accredited courses linked to nationally accredited units of competency and qualifications. We also offer non-accredited short courses.

This handbook has been developed to provide you with quick reference information relevant to the participant including their rights and responsibilities, course information and the expectations of SCRT.

Please read this hand book before the commencement of the course and keep it on hand to refer to (if required) during the course. This hand book is accessible from our website. www.scrt.com.au

Code of Practice

Southern Cross Rail Training state this to be the Company's "Code of Practice", as a registered training provider:

All Southern Cross Rail Training staff are to ensure that this Code is upheld.

1. Southern Cross Civil & Rail Training as a Registered Training Organisation, in the provision of training, assessment services, and issuance of qualifications, takes full responsibility for any organisation operating on our behalf, and operates in accordance with the registration requirements and the National Vocational Education and Training Regulator Act 2011.
2. Observes a policy of equity in all training services provided. The ethical and unbiased conduct of our management, trainers and assessors ensures that a policy of equity is observed. We uphold all Commonwealth and State or Territory legislative and regulatory requirements. Including, but not limited to:
 - Work Health and Safety Act 2011.
 - Work Health & Safety Regulations 2011.
 - Workplace Injury Management and Workers Compensation Act 1998.
 - Disability Discrimination Act 1992. (Commonwealth Law)
 - NSW Anti-Discrimination Act 1977. (NSW)
 - Rail Safety Act 2012
 - Transport for NSW Rules and Regulations.
 - Department of Transport Requirements.
 - Privacy Act 1988
 - Equal Opportunity Act 1987
 - Fair Work Act (including Amendment 2015)
 - Vocational Education and Training Regulator Act 2011
 - Standards for Registered Training Organisations (RTOs) 2015}.
3. Provides training resources to trainers and students as required at the commencement of all courses. Our training staff have had extensive industry training and operational experience and hold the required qualifications to deliver training and assessment services. They are certified to conduct training and committed to providing our clients with the highest quality service.

4. Qualifications and Statements of Attainment are issued in accordance with the requirements of the AQF Guidelines, and the specific qualification requirements of relevant endorsed Training Packages and accredited courses.
5. We accept and recognise the Statements of Attainment and Qualifications issued by other Registered Training Organisations from any State or Territory.
6. Recognition of prior learning is observed for students providing evidence of previous qualifications. Assessment in such cases is determined by the requirements of the Standards for Registered Training Organisations 2015.
7. Products and services are monitored and reviewed to meet our clients' expectations and to operate in accordance with the Standards for Registered Training Organisations 2015.
8. Southern Cross Civil & Rail Training endeavours to provide training services that are free from unlawful discrimination, harassment or vilification, against any employee, contractor, supplier or customer.
9. Policies to manage and administer complaint resolution will be implemented and maintained.
10. The CEO sets course charges yearly as per schedule. In determining service charges a policy of equity is applied. Discounts are given if student numbers exceed 10 persons per company. This reduces client costs for longer courses and rewards continuous use of our training services.
11. Course evaluation is an ongoing process. A system is in place where staff regularly refer to the latest version control. Amendments are incorporated into course content and assessments. All outdated course material is archived and hard copies shredded.
12. Client feedback is gathered regularly and valued. Where complaints are made, these are attended to promptly and courteously.
13. Records are kept of all student achievements and are secured on computer databases in our offices. Student's own information is available on request and only provided to others with written permission of student, except for when it is a requirement by law. Assessments and checklists are kept and archived for training courses.
14. A quality management system is implemented to ensure all policies and procedures are maintained.

Southern Cross Rail Training's Mission

"To provide our clients with best quality accredited training services."

Barry Broome
CEO
Southern Cross Rail Training

Introduction

Congratulations! You will be undertaking a competency based nationally recognised training program where on successful completion you will receive a Statement of Attainment or Certificate of qualification. Your training program will be delivered and assessed by Southern Cross Rail Training (SCRT) provider number 90732.

We are approved to deliver Nationally Accredited Training and have been in the industry for over 18 years. Our specialist training for workers in the rail industry is approved by Transport for NSW (TfNSW) and Australian Rail Track Corporation (ARTC).

SCRT provides training to meet customer needs, offering training in the company training centre at Chullora NSW, or as required in client's premises or in locations of the client's choosing where their own facilities are not suitable.

This handbook will provide the participant with information about SCRT, the program structure and the role and responsibilities of participants for the duration of the program. Trainers and assessors will be happy to support participants by providing further information at any time during the program. They will provide support and guidance throughout the program as participants work toward meeting their learning objectives and successful completion.

Contact information

Location

Address Unit 2/4 Bruncker Road, Chullora NSW 2190

Contact: Reception e: reception@scrt.com.au Ph: (02) 9708 5980

Training Manager Barry Broome Ph: 0439 429 005

Website: www.scrt.com.au

Commitment to quality

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure our practices deliver quality training and assessment.

Once a course commences, we agree to work together to produce a unified approach in the achieving of the relevant unit of competency or qualification participants are undertaking.

In the event we are unable to provide participants with continued training, SCRT will provide a refund for training which has not been delivered. SCRT will make every effort to place participants with another organisation to complete the training. If SCRT ceases operations or no longer delivers any part of the agreed course, we will support the participants by sourcing another training provider suitably located, capable and approved to deliver the course. If a suitable provider cannot be sourced and/or the course transferred, a refund for the training which has not been delivered will be provided.

Significant changes affecting the operations and/or agreements between SCRT, the participant, and employers will be advised in writing within 30 days of the change taking place. The changes include, but are not limited to:

- Changes to training staff
- If any third-party arrangements have commenced
- Changes to ownership
- Cessation of operations.

Training and assessment is provided by our own trainers and assessors and no third-party arrangements are in place.

SCRT assures participants training and assessment will be delivered by qualified trainers and assessors in accordance with the Standards for RTOs 2015 and will issue compliant AQF qualifications.

Southern Cross Rail Training do not have any third-party arrangements in place. In the event this status changes, relevant parties, including, but not limited to: participants and ASQA will be advised within 30 days of the event taking place.

SCRT is responsible for issuance of all Certificates of Qualifications and Statements of Attainment. Upon successful completion of all units required to be undertaken in the chosen course and/or qualification and a competent result recorded, SCRT will issue a Statement of Attainment/Certificate of Qualification.

Where withdrawal or cancellation from a nationally accredited qualification occurs, a Statement of Attainment will be issued for units which have a competent result recorded.

All Certificates and Statements of Attainment will be issued within 30 days of the recorded completion/cancellation date.

Our commitment to quality includes SCRT obtaining feedback from participants, employers and industry. Information is gathered through surveys and meetings, both formal and informal as well as during and at the completion of courses. The feedback gathered is reviewed and improvements identified. The improvements made form part of the quality management system. Our obligations as a RTO require us to report the outcomes of our surveys to the regulator Australian Skills Quality Authority (ASQA) annually.

SCRT commits to co-operating with the regulator in audits and when advising them of significant changes to operations. SCRT will ensure no participant will be disadvantaged by significant changes which may occur within the organisation from time to time.

Participants may expect to receive an invitation from National Centre for Vocational Education Research (NCVER), agent or third party contractor. You may opt out of the survey at the time of being contacted. The regulator ASQA to seek their views on learning, education and training by participating in a survey, or a departmental-endorsed project or audit or review.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Our Courses

Southern Cross Rail Training offers a range of training products and services which includes but is not limited to the following qualifications and units of competency

TLIF2080 - Safely access the rail corridor

- Nationally accredited Statement of Attainment issued on successful completion
- This course is a mandatory requirement for all contractors working within Transport for NSW (TfNSW) Australian Rail Track Corporation (ARTC) and Country Rail Network (CRN) rail corridors.
- The course provides awareness of legal obligations, critical safety requirements and hazards that workers must be able to identify and deal with when conducting contracts inside the rail corridor.

TLI21315 - Certificate II in Rail Infrastructure (Mandatory Core units)

The Certificate II in Rail Infrastructure comprises 16 units of competence to be completed prior to issue of full certification

Rail Safety Act and Rail Safety Legislation means all Rail Infrastructure personnel working within the rail sector must attain minimum competency standards prior to carrying out work within the rail corridor.

This includes:

- Track Workers (installation and maintenance)
- Track Inspectors and Examiners
- Plant and Mobile Plant Operators

The mandatory units applicable are:

- *TLIB1028 Maintain and use hand tools*
- *TLID1001 Shift materials using manual handling methods*
- *TLIE1003 Participate in basic workplace communications*
- *TLIF1001 Follow work health and safety procedures*
- *TLIF2010 Apply fatigue management strategies*
- *TLIU2008 Apply environmental procedures to rail infrastructure*
- *TLIW2001 Operate under track protection rules*

Protection Officer Level 1

Provided for Transport for NSW and ARTC Networks

Nationally accredited training with a Statement of Attainment issued. Units completed are from TLI21918 Certificate II in Track Protection from the Transport and Logistics training package.

The Protection Officer courses are competency based beginning with Protection Officer Level 1 with progression to Protection Officer Level 4 should you choose to do so.

The **PO1** course is designed to provide participants with the necessary skills and knowledge to protect worksites for ARTC and TfNSW networks.

Protection Officer Level 1 includes but not limited to:

- Assessing Risk
- Identifying and sourcing information from the Network Rules and Procedures
- Identifying and implementing appropriate protection
- Implementing lookout working
- Implementing absolute signal blocking (ASB)
- Performing lookout duties
- Compiling all required documentation

On completion of the initial course, a Certificate of Completion will be provided. Upon successful completion of the 'On Job Workbook' and 'One on One' competency assessment you will receive a Statement of Attainment recognising completion of the following units:

- *TLIF2081 Perform lookout duties*
- *TLIF3083 Conduct track protection assessment*
- *TLIL3082 Implement absolute signal blocking (ASB)*
- *TLIW2001 Operate under track protection rules*
- *TLIW2037 Clip and secure points*
- *TLIF2097 Use audible track warning devices*

Protection Officer Level 2

Provided for Transport for NSW and ARTC Networks

Nationally accredited training with a Statement of Attainment issued. Units completed are from TLI32715 Certificate III in Track Protection from the Transport and Logistics training package.

The Protection Officer courses are competency based beginning with Protection Officer Level 1 with progression to Protection Officer Level 4 should you choose to do so.

The **PO2** course is designed to provide participants with the necessary skills and knowledge to protect worksites for ARTC and TfNSW networks.

Protection Officer Level 2 includes, but not limited to:

- Undertaking duties as prescribed for a PO 1
- Implement a TOA
- Obtain the staff in token sections for a TOA
- Obtain the half pilot staff for a TOA
- Protecting worksites

On completion of the initial course, a Certificate of Completion will be provided. Upon successful completion of the 'On Job Workbook' and 'One on One' competency assessment you will receive a Statement of Attainment recognising the following units:

- *TLIL3065 Implement a track occupancy authority (TOA)*
- *TLIC2081 Pilot rail traffic within work on track authority limits*
- *TLIL4069 Plan and coordinate protection for multiple worksites within the limits of a work on track authority*

Protection Officer Level 3

Provided for Transport for NSW and ARTC Networks

Nationally accredited training with a Statement of Attainment issued. Units completed are from TLI32715 Certificate III in Track Protection from the Transport and Logistics training package. The Protection Officer courses are competency based beginning with Protection Officer Level 1 with progression to Protection Officer Level 4 should you choose to do so.

The **PO3** course is designed to provide participants with the necessary skills and knowledge to protect worksites for ARTC and TfNSW networks.

Protection Officer Level 3 includes, but not limited to:

- Undertake duties as prescribed for a PO 2
- Undertake duties prescribed for a Handsignaller Level 2
- Implement a Track Work Authority (TWA)
- Obtain an X, Y or Z key
- Act as the designated Protection Officer to coordinate the passage of rail traffic through multiple worksites

On completion of the initial course, a Certificate of Completion will be provided.

Upon successful completion of the 'On Job Workbook' and 'One on One' competency assessment you will receive a Statement of Attainment recognising the following units:

- *TLIL3083 Implement a track work authority and manage rail traffic through worksites*

Protection Officer Level 4

Provided for Transport for NSW and ARTC Networks

Nationally accredited training with a Statement of Attainment issued. Units completed are from TLI32715 Certificate III in Track Protection from the Transport and Logistics training package. The Protection Officer courses are competency based beginning with Protection Officer Level 1 with progression to Protection Officer Level 4 should you choose to do so.

The PO4 course is designed to provide participants with the necessary skills and knowledge to protect worksites for ARTC and TfNSW networks.

Protection Officer Level 4 includes, but not limited to:

Undertake duties as prescribed for a PO 3
Implement a Local Possession Authority (LPA)
Arrange for work trains to enter the limits of a TOA or an LPA
Perform safety assessment prior to commencing an LPA
Compile and maintain all required documentation

On completion of the initial course, a Certificate of Completion will be provided.

Upon successful completion of the 'On Job Workbook' and 'One on One' competency assessment you will receive a Statement of Attainment recognising the following units:

- *TLIL3084 Implement a local possession authority*

Track Examination and Certification for Rail Infrastructure

The Track Certification, Examination & Inspection Units are taken from TLI32515 Certificate III in Rail Infrastructure and individually listed on our scope of registration. Each unit can be delivered individually or combined, tailored to suit your requirements and meet the regulations, standards and codes of practices applicable to all networks nationally. The combined course is designed for workers in the industry who are required to 'Certify' track after:

- Examination
- Inspection
- Maintenance
- Renewal and Upgrading works

When works are complete, the competent person is attesting activities undertaken have been carried out to industry standards/codes of practice and the section of track examined/inspected or upgraded is safe to resume regular train running operations.

During the course, the participants will learn how to:

- Perform detailed track inspection
- Visually Inspect track
- Analyse examination results
- Assess and prioritise defects to industry standards
- Undertake repairs to track geometry
- Certify repairs to track geometry
- Report findings
- Complete documentation

On successful completion, a Statement of Attainment will be issued recognising competence in the following units:

- *TLIB3094 Check and repair track geometry*
- *TLIB3099 Examine track infrastructure*
- *TLIB3100 Visually inspect track infrastructure*
- *TLIB3095 Check and repair points and crossings*

UETTDREL14 - Working safely near live electrical apparatus as a non-electrical worker

This certificate course is prepared to meet requirements with the Work Safe 'Work Near Overhead Power Lines' Code of Practice 2006.

Commonly referred to as 'Spotter' it provides for the accreditation of non-electrical workers operating or observing the operation of cranes, plant or vegetation control activities in close proximity to potentially live electrical apparatus such as overhead power lines, underground cables and railway electrical overhead traction systems.

Course content will include but is not limited to:

- Basics of electricity
- Electrical generation and distribution systems
- Types of electrical conductors and insulators
- Estimating levels of voltage in overhead powerlines
- Single wire earth returns (SWER)
- How to assess and control electrical risk
- Electrical work permits, authorities and legislation
- Safe work Go/No/Go zones
- Vegetation control
- Reporting incidents
- Relevant Codes of practice

TLI42615 – Certificate IV in Train Driving

- Part 1: All Systems Safeworking

This course is for persons wanting a career in Rail Operations as a locomotive driver's assistant. Duties include assisting the driver with locomotive preparation, observing signals and hand signals from shunting staff. As well as being able to carry out shunting procedures, having good communication skills using radio equipment and being able to carry out train protection in emergencies

A complete list of SCRTs scope of registration including "Flyers" can be viewed on the website: www.scrts.com.au or the National Register; training.gov.au training.gov.au/90732

Participants who enrol into full qualifications must complete with 2 years of the commencement date of the course.

Entry into our courses

Our courses are open to those who have demonstrated experience working in a construction environment. Organisations who have been awarded contracts to work on railways and require their workers to hold a RIW (Rail Industry Worker) card are also welcome to attend our courses in addition to those whom require minimum competencies as mandated by Rail Safety Legislation prior to undertaking Rail Safety Work.

Entry into our higher-level courses requires participants to be working in the rail industry and have experience directly within the rail industry i.e., Locomotive Driver, Track Vehicle Operator and Track Certification. Where relevant their employers are advised where previous / current industry experience is required.

In general, courses conducted by Southern Cross Rail Training Pty Ltd are offered to employees of companies that seek to train their employees to fill vacancies or advance to positions requiring accredited Certificates of Competency. In most cases, Southern Cross Rail Training awards Certificate of Completion following successful completion of the theoretical modules with some off the job components. The participant's employer provides the on the job components, to complete the training for which a Statement of Attainment and for Qualified Workers in the rail industry a Certificate of Competence will be awarded.

Please contact us for further information.

Physical fitness for rail industry workers:

The Rail Safety Act 2012 contains words to the effect that:

It is a condition of accreditation that an accredited person must ensure that all railway employees employed, or contracted, by the person to perform railway safety work are of sufficient good health and fitness to perform the functions for which they are certified.

These provisions require rail safety workers to satisfy a standardised medical examination conducted by a registered medical practitioner which verify physical mobility, vision, hearing, colour sensitivity which will have a direct influence on suitability for employment and training.

SCRT liaises closely with medical clinics and can co-ordinate medical checks to be conducted while the participant attends a course.

Please contact us for further information.

Participant enrolment

The terms of the Training Agreement (enrolment form) with clients and participants must be signed off by both parties to the training agreement prior to the start of the course.

All participants must provide 100 points of identification prior to commencing their course. The identification points system is available from the Southern Cross Rail Training website or office.

Before commencement all participants will undertake a self assessment to determine any language literacy and numeracy issues.

All participants must complete and sign an attendance sheet and individually sign all assessment documents undertaken during courses.

Unit results are recorded (confidentially) for all courses.

SCRT facilitate medical checks for participants

All rail safety workers must have passed a current medical examination (Categories 1, 2 or 3) and Competency Certificate holders must provide home address, contact telephone numbers and photo I.D. (e.g. Driver's License) See medical examination form.

Participant induction/orientation

At the beginning of all training courses, participants are provided with information regarding site details.

- On site safety
 - Emergency procedures and evacuation plan
 - Smoking is not allowed on or around the premises. Participants, who wish to smoke, may do so outside the building and away from access doors.
 - Drugs and alcohol
Participants are expected to be free of drugs and alcohol while undertaking their course. Those who appear to be under any influence will be asked to leave and may be subject to disciplinary procedures. SCRT will notify their employer if required.
 - Dress code - Protective clothing requirements, high visibility clothing, steel capped boots and safety glasses
- Food
 - Lunches can be purchased from local cafes
 - Water, coffee, tea and biscuits are provided for your refreshment
- Punctuality
 - Participants are expected to arrive for their course at least 10 minutes before commencement.
- Breaks
 - Lunch breaks ½ hour
 - tea breaks 10 -15 minAll breaks are scheduled during each course and should be adhered to
- Duty of care
 - Participants have a duty of care to themselves and others during the course.
- Mobile phones
 - All phones are to be turned off or on silent during the course. We strongly recommend calls and texts are not responded to until breaks. This disrupts other participants, the trainer and may affect your learning at the time.
- Security
 - We encourage participants to secure all personal valuables and equipment while in attendance at the course, particularly ensuring no valuables are left in vehicles. SCRT takes no responsibility for valuables left in vehicles.
 - While in session, ensure valuables are in bags and/or kept on their person.
- Update personal details
 - Many certificates issued to participants are mandatory in the rail industry. SCRT strongly encourages participants to notify us when personal details, including address and phone numbers change.

Language Literacy and Numeracy

Southern Cross Rail Training (SCRT) accepts the importance of workplace level skills in English Language, Literacy and Numeracy (LLN) and recognises that many adults do not have the LLN skills they need to effectively participate in training and workplace communication.

It is a requirement of the rail industry that rail industry workers must be literate in written and spoken English at least to the level of normal workplace communication. We advise all potential participants at the pre-enrolment enquiry stage of this requirement. All our programs are delivered and assessed in English. This is not negotiable.

LLN will be assessed before entry into our programs is accepted. A Language Literacy and Numeracy assessment (Aptitude Test) will be required where the LLN skill level of the participant requires further investigation to ensure the language requirement for the rail industry is met.

Rail network communication protocols require railway safety employees to give and receive messages and information in the spoken and written English language, with sufficient understanding to spell words where necessary to clarify messages. Southern Cross Rail Training P/L is not registered to provide literacy or numeracy training to prospective participants.

Where we identify a language and literacy barrier and are unable to assist, we will refer participants to relevant language specialist programs and organisations.

Recommended services

The Reading Writing Hotline: A national telephone literacy referral service for adults.
Ph: 1300 655 506 Web: <https://www.readingwritinghotline.edu.au/>

Adult reading and literacy apps for phones: [literacy-help/links-to-useful-resources/](https://www.readingwritinghotline.edu.au/literacy-help/links-to-useful-resources/)
or <http://dyslexiahelp.umich.edu/tools/apps>

SCRT establish participants LLN needs at enrolment prior to course commencement, however should a participant's LLN needs not be identified until the course has commenced, the assessor analyses the affected participant's needs and refers the participant to management for assistance. SCRT staff will escalate any LLN problems to the Training Manager for final approval and to implement a strategy to assist the participant.

Other courses listed on the website specify at least a level 3 literacy and numeracy as a pre-requisite. This is applicable to the Working near live electrical apparatus for non-electrical workers course.

All information relating to Participants regarding LLN will be treated as confidential and in accordance with the Southern Cross Civil Rail Training Privacy Policy.

Attendance

Full attendance for all days our courses run for is mandatory.

Our courses are comprehensive and provide detailed information about industry requirements. The trainers deliver training to ensure participants receive information relating to skills and knowledge required to work safely and effectively in the rail industry. Participants cannot afford to miss a day, as this may require them to re-enrol into another course or attend an extra support session.

Participants will be required to sign in each day, ensuring attendance is recorded. Participants must be punctual and arrive 10 minutes before sessions commence.

SCRT understands unavoidable circumstances may occur which means participants may miss a day, may need to leave early, or may arrive late. In these circumstances participants are asked to notify SCRT as soon as possible.

Arrangements can be made for a support session to be scheduled.

Consistent non-attendance or lateness may result in activation of the disciplinary policy

Trainers and Assessors

SCRT are committed to providing our clients with the highest quality service. Therefore, all trainers and assessors employed and contracted are fully qualified and highly experienced. Their skills and knowledge are current and they are passionate about their industry. Training and assessment qualifications required to hold at a minimum of TAE40116 Certificate IV in Training and Assessment or equivalent and SCRT guarantees all trainers and assessors hold this qualification or the equivalent.

The role of a trainer/assessor is to objectively assess and judge a participant's competency against a set of standards. This includes but is not limited to:

- Interpret and understand the criteria
- Ensure that evidence meets the benchmarked standards
- Ensure that evidence is valid, authentic, current and sufficient
- Ensure assessment is fair, flexible, reliable and valid
- Use their expertise to make fair and objective judgment of competency.

Flexible learning and assessment

Flexible learning

Learning is undertaken in classrooms at our premises and/or on the workplace site. Where applicable, practical exercises are conducted for rail based courses in rail sidings located near the Chullora training centre, or if necessary in suitable authentic or simulated work locations. Training is conducted face to face and consists of theory and practical sessions.

Assessments

Assessment is the process of collecting evidence and making judgments on the extent and nature of performance and other requirements. The outcomes from assessment result in a judgment of competent or not yet competent.

Our assessment practices include, but are not limited to, practical demonstrations, oral questioning, simulation, diagrammatic questions, flow charts, short answer/multiple choice, role play, case study and on the job, workplace assessment.

Participants will have two attempts for each assessment task, or as determined by your assessor.

All assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Principles of Assessment	Fair	Flexible	Valid	Reliable
Rules of Evidence	Valid	Sufficient	Authentic	Current

Written Assessments

Written assessments are combinations of short answer/long answer questions, multiple choice and diagrammatic questions. All questions must be answered for satisfactory assessment. Each assessment will be signed by the participant and the trainer.

Practical Demonstrations

Practical demonstrations (observations) will be conducted off the job and where appropriate on the job. Check list assessments will observe the participant to ensure the participant can demonstrate the skills and knowledge required for working in the rail industry at the required level and ensure appropriate procedures are followed. Questioning techniques may be applied by the assessor before, during or after the demonstration for clarification of knowledge. Each assessment will be signed by the participant and the trainer.

On the Job Workplace Assessment

Will be conducted for some courses to ensure the participant has obtained competency in the workplace. Work placement log books are issued to participants who require this component as part of their course.

The work placement log must be completed in full and signed off by all relevant parties (including the workplace supervisor where applicable).

Assessment Outcomes

As each assessment task is completed, participants will be advised of the result. The outcome of each assessment instruments will be recorded as Satisfactory. Once all components of the assessment are completed successfully, a Competent outcome will be awarded.

Reassessment

Anyone not achieving a satisfactory result will be provided with feedback, further training and offered a second assessment as soon as possible. The participant will only need to be reassessed on the component marked not satisfactory (they do not need to re-sit the whole assessment).

If this second assessment is not successful, a period of one month will be given, for further study before being assessed a third time. If not successful on this occasion an outcome of Not Yet Competent will be recorded and the course will need to be done again.

All participants have access to reassessment on appeal, and may access to the complaints handling procedure to appeal a decision they disagree with. See Complaints handling policy and procedure.

Reasonable adjustments

SCRT complies with State and Commonwealth Equal Opportunity, Anti-Discrimination and Disability discrimination legislation and will apply reasonable adjustment as required during the training and assessment process. It is expected the participant, will declare any disability and/or special need during the enrolment process and where necessary, the trainer will make adjustments to meet the needs of the trainee. The adjustments made will not compromise the outcomes required for Qualifications, units of competency and will be applied to meet the requirements for rail industry workers.

Reasonable adjustments could include:

- Allowing the participant to undertake their written assessments in a verbal format.
- Adjusting location for assessment to accommodate a participant.
- Allowing more time for the participant to complete the assessment.

To be clear, allowable adjustments for Rail Industry courses are limited and the following provisions apply

- Participants such as those who may self-identify as having dyslexia and cannot spell but can understand spoken English and answer questions orally, the trainer/ assessor may scribe for that person.
- interpreters are not permitted,
- course content must be spoken clearly in English at a comfortable pace;
- repeating content and asking participants to explain portions of content in their words
- using a writer for participants who cannot write can be allowed where appropriate;
- interviewing the employer/supervisor about their work; and/or
- Participants may be asked to demonstrate their LLN skills before undertaking the course where there is doubt about the level of LLN skills held.

Recognition of Prior Learning Policy

Southern Cross Civil Rail Training observes a policy of Recognition of Prior Learning (RPL) in accordance with the Standards for RTOs 2015 for participants providing evidence of previous qualifications and/or life time experience. Participants are offered the opportunity to apply for RPL/RCC before the commencement of the course.

RPL and RCC is an assessment process where a greater reliance on direct, indirect or supplementary forms of evidence is provided by the participant. The examination of a portfolio of evidence of previous achievements and qualifications, together with references from persons familiar with the person being assessed is undertaken by a qualified assessor.

The evidence should be either original certificates of previous qualifications or other documents from previous employment to prove prior qualification or appropriate experience. Applications for these services should be made in writing to the Training Manager above address and an RPL kit will be provided.

RPL/RCC cannot be granted for part of a unit.

Credit Transfer

AQF Qualifications and Statements of Attainments issued by any other Registered Training Organisation (RTO) will be recognised by SCRT

Credit transfer is the process where SCRT accepts and provides credit to participants for units of competency that have been completed at another training organisation. The units must be equivalent to the units in the course about to be commenced. To apply for a Credit Transfer, evidence of completion must be submitted. SCRT must sight the original, or receive a certified copy of the AQF Qualification. This evidence must be in the form of a Statement of Attainment or Certificate of Qualification and include the unit name and title.

Participants wishing to apply for credit transfer should submit a query to the Training Manager.

Fees and charges Fee Refund Policy - cancellation

As part of our enrolment and confirmation of bookings, SCRT will provide a full breakdown of all fees applicable to a course. Payment of fees is a condition of enrolment, it is expected that fees will be paid prior to the completion of the course. At SCRT, the preferred method of payment is eftpos, direct deposit or credit card (MasterCard/Visa).

The Fees, Charges, Refunds and Cancellation Policy are accessible from our website. www.scrct.com.au/Policies_Forms

For approved clients, we offer the option of an account. On receipt of invoice, payment is due within 7-30 days (as agreed) of the account date.

Current fees for each course are available on our website www.scrct.com.au on individual brochures. Fees and charges are current at the time of publication.

SCRT do not request individual participants to pre-pay course fees in excess of \$1500 or more for our training services. A deposit will be required (less than \$1500) and once commenced, the remainder of the fees outstanding will be due in full or as part of scheduled progressive payments. SCRT will not hold more than \$1500 in advance for any individual at any time.

Replacement certificates

Southern Cross Rail Training will reissue Certificates of Qualification and Statements of Attainment at a cost of \$50. This must be paid before the award is regenerated.

Cooling Off Period

Participants are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 7 business days of enrolment, without attracting a cancellation fee, unless the participant has already commenced the training.

Refunds

Full or partial refunds are made under certain circumstances. These circumstances are;

1. Being advised in writing of a cancellation more than 7 working days prior to the commencement of the course.
2. Enrolled in a course which is cancelled by Southern Cross Rail Training.
3. Course has been re-scheduled to a time and date that does not suit the participant.
4. Unforeseen circumstances.
5. Overpayment of the enrolment fee.

If a participant requests a refund after the commencement of the course, a \$50.00 administrative fee will be charged and days attended the course charged at the rate of \$200.00 + GST per training day completed.

If a course is not completed due to a 'Not Yet Competent' result, the participant will be required to pay full amount of the course fees.

Cancellation

Course enrolment confirmation documentation provides information to participants of the requirements to effect cancellation or withdrawal. Participants will be offered an opportunity to transfer to an alternative course date.

Standard procedure for cancellation or withdrawal gives a participant up to 24 hours prior to the commencement of the course. **Withdrawal less than 24 hours prior** to course commencement or failure to attend a course, will not receive a refund.

If an enrolment has been cancelled on grounds of misconduct, fees that have been paid will be forfeited. However, for 3 day and more duration courses, we require 7 working days' notice prior to the commencement of the course in writing, for cancellation otherwise only a partial refund will be given.

Southern Cross Rail Training reserves the right to cancel any course. On rare occasions, due to insufficient participant registrations or 'unforeseeable circumstances', every effort will be made to notify affected participants and provide options to transfer to the next available course or receive a full refund.

Access and Equity

SCRT believes that all staff (including contractors) and participants, have the right to study and work in a positive environment which values diversity and protects all members of the community from any form of discrimination or harassment.

Southern Cross Rail Training provides training services that are free from unlawful discrimination, harassment or vilification, against any employee, contractor, supplier or customer.

All employees and contractors must demonstrate a professional approach in all communications and interactions, always being mindful of equity principles and how their behaviour is perceived by our customers, in training rooms and in the workplace.

All staff will adhere to the principles and practices of equity in education and training. They will treat every participant fairly and without discrimination. If a participant has any concerns, they will be dealt with immediately and appropriately (refer to the Complaints and Appeals policy).

SCRT acknowledges its legal obligations under State and Federal equal opportunity law, including, but not limited to:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1984 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- The Equal Opportunity Act, 1987 (Commonwealth)
- The Privacy Act 1988 (as amended 2014)

All legislation can be accessed at: www.comlaw.gov.au

Further information can be accessed at <http://www.antidiscrimination.justice.nsw.gov.au/>

Discrimination

The law states that employees, contractors, or customers should not be discriminated against for an “unlawful reason”. Southern Cross Rail Training is mindful of the obligations to treat everyone fairly and equally in all circumstances. Unless an exception applies, there is no exclusion of employment or work opportunities on the grounds of being a career, or to gender, marital status, homosexuality or transgender, race, physical disability or age.

Harassment

The law does not allow harassment of people where conduct of one person against another causes discomfort or intimidation. Southern Cross Rail Training guarantees that employees, customers and contractors do not engage in conduct which threatens or offends anyone.

There is recognition by Southern Cross Rail Training that harassment can take diverse forms. This means that it can be sexual in nature such as inappropriate or unwanted attention. It can be overt forms of abuse and ridicule or it can be experienced in an environment of isolation and exclusion.

Vilification

Statements which have a damaging consequence for an individual by inciting hatred, contempt or ridicule amount to vilification. Southern Cross Rail Training takes the utmost care to provide an environment that ensures that individual rights are respected. Our business is transacted and negotiated in a positive atmosphere where unlawful vilification for any reason is unacceptable.

Equal opportunity

SCRT is bound by the policies of Rail Industry Regulators regarding the LLN efficacy of rail safety workers and must advise participants or potential participants who have been identified as having LLN skills below the level required. The affected applicant will be referred to a professional organisation specialising in LLN for further assistance, if they desire to complete rail related courses at a later date.

SCRT is an equal opportunity organisation and we would like to provide participants with a learning suitable environment. To enable us to meet these needs, it is important we have an understanding of the best way to support participants during study. We encourage individuals with disabilities to participate in training.

Due to the nature of our courses and rail industry requirements, participation in our courses may not be appropriate and we will discuss this with the participant where applications declare a disability. If you participants have not disclosed a disability, they are encouraged to do so. This way, SCRT can provide the support and guidance you needed.

Any participant who believes they have been unfairly treated by a SCRT representative, may contact the Training Manager.

Disciplinary Procedures

Participants

Southern Cross Civil Rail Training has in place disciplinary procedures that may be followed to modify behaviour or to discipline staff members, contractors or participants who wilfully conduct themselves in contravention of the company’s Policies and Code of Practice.

Disciplinary Procedure

If a participant behaves in a manner that wilfully distracts other participants, vilifies any person on the grounds of race, colour, religion, gender, physical abnormality or otherwise offends the spirit of company policies or Code of Practice, the following disciplinary procedure will be followed:

1. The participant will be spoken to by the trainer, the Training Manager and/or another company officer and advised of the breach and reminded of their obligations to abide by company policies. A diary notation will be made in hard copy as a record of the incident.
2. If the same person commits the same, or another breach of company policies or Code of Practice during the course of training they will be spoken to again by a company officer the terms of company policy and Code of practice and informing them that further breaches may result in their tenure as a participant being terminated. A diary entry of the misdemeanour and action taken will be recorded.
3. A further breach will incur termination from the course of study.

If at any time the Training Manager and/or other company officer considers the offence serious enough, the participant's tenure may be terminated immediately.

At each stage, the offender will be advised that they can appeal the decision and referred to the company's Complaint /Appeals Policy.

A pro-rata refund of any course fees paid will be provided. An additional administrative fee of not more than one hundred dollars will also be charged.

Cheating and plagiarism

Cheating and plagiarism will not be tolerated by SCRT and action (according to the disciplinary procedure) will be taken in the event any cheating or plagiarism is detected.

Definitions:

Plagiarism:

Is the act of presenting another persons' work as their own, and failing to acknowledging that the thought, ideas or writings are of another person. Plagiarism is a form of cheating.

Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other participants' work is copied or partly copied;
- direct copy and pasting from articles or work from the internet which are paraphrased and presented without a reference;

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by the RTO. To cheat (whether successful or not) is deliberately making an attempt to deceive SCRT into acknowledging work which is not the participants own work. Cheating including assisting someone else to cheat may be subject to disciplinary action

Participant welfare and support

Participants whose wellbeing and study performance is being affected by personal issues, either related to difficulties coping with course work or to personal problems, are invited to express their concerns in confidence to the course trainer, Training Manager, or other company officer. SCRT will endeavour to help participants work through any difficulties and get the most from their learning opportunity wherever possible.

Trainers provide some individual coaching as a matter of course for participants who find particular parts of the course work difficult, however honest counsel is provided in cases where unresolvable issues prevent the participant from successfully completing the course. In such cases the matters will be resolved with no disadvantage to participants and we will seek to provide positive alternative courses of action for participants wherever possible.

In situations where individuals attending a course require particular one on one, or small group coaching due to literacy or other difficulties, a support trainer will be provided if available with interpreter assistance where possible. Support can be offered during scheduled breaks or post day activities or prior to next day commencement. In the event a participant requires support in between courses phone support can be provided. Hard copies of the PowerPoint presentation and videos are also available.

Complaints/Appeals Policy and Procedure

Southern Cross Rail Training has a policy of equity in all complaints received. The ethical and unbiased conduct of our management, trainers and assessors ensures that a policy of equity is upheld in all company activities. Persons who feel they have cause to complain about the conduct of any SCRT staff member, trainer or contractor, or any matter relative to the conduct of our business have the right to fair consideration and resolution of that complaint and access to the company's Complaints Handling Procedure.

Definitions

Complaint:

A complaint is the notification by or feedback from a client where there is dissatisfaction about the quality of service received or other elements from their interaction with the organisation. This may include perceived or real unfair treatment, discrimination, bullying or harassment or dissatisfaction with any product, service or decision.

Appeal:

An appeal is where a client disagrees with a decision made about a matter with which that client has an interest. An appeal is the process of formally requesting reconsideration of that decision.

All complaints or appeals will be handled confidentially, fairly, as quickly as possible in a manner to ensure the complainant will not be victimised, harassed, vilified or disadvantaged in any way.

A participant will not be disadvantaged while a complaint is in progress. They will be entitled to continue training while a resolution or decision is reached.

Where possible all informal attempts shall be made to resolve the complaint, however, despite all efforts of SCRT to provide satisfactory services, complaints may occasionally arise that are required to be formally addressed.

Complaint Handling Procedure

Informal process:

1. Participants/clients/staff are encouraged to first discuss the nature of their complaint with a SCRT Trainer/representative verbally to establish if there is an informal means to resolve the matter. All complaints are taken seriously and are treated with equal importance. It is the responsibility of the SCRT trainer/representative to either attempt to resolve the complaint or to seek additional assistance from the Training Manager.
2. The Training Manager will endeavour to resolve the issue by personal intervention. The outcome will be recorded if an immediate resolution cannot be agreed by both parties, the client will be provided the opportunity to lodge a formal complaint.

Formal process:

1. If not resolved to the satisfaction of the complainant, a formal complaint should be made in writing to the Training Manager. Written complaints will be **dealt with within fifteen days** and the complaint is logged into the complaints/appeals register. The Complaint Form is available for download from the SCRT website www.scr.com.au/Complaints_Forms or the receptionist can provide with a form.
2. The Training Manager will investigate the matter, conducting interviews and checks as necessary to determine the cause and other factors as well as prepare an official response to the client along with an outline of the resolution and any corrective action to be undertaken (and by whom) to resolve the matter.
3. If necessary, a meeting will be facilitated between all parties and a record will be kept of these proceedings.
4. If the issue remains unresolved, the Training Manager will arrange for mediation by an agreed third party and if necessary, an investigation with consideration to the principles of natural justice and procedural fairness.
5. Should the complaint require more than 60 calendar days to process and finalise, SCRT will inform the complainant/appellant in writing, including reasons why more than 60 calendar days are required and regularly update the complainant/appellant on the progress of the progress of the matter
6. SCRT securely maintains records of all complaints and appeals and their outcomes and identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood or reoccurrence matter.

Notification of outcome

As far as possible, complaints/appeals should be handled locally, and in all cases the complainant/appellant will receive from the Training Manager, a written statement of the outcome of the complaint or appeal within seven days of the decision being made.

For further information, contact:

Fair Work Ombudsman

Website: <http://www.fairwork.gov.au/>

Australia Skills Quality Authority (ASQA)

Website: <https://www.asqa.gov.au>

Appeals

Appeals may extend to requests for review of decisions including assessments made by SCRT where reasonable grounds can be established. Where a participant has appealed a decision or

outcome of a formal complaint they are required to notify the SCRT in writing by completing a Complaints/Appeals Form within 10 working days of receipt of the original decision.

Where a student wishes to appeal an assessment, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor must complete a written report

regarding the re-assessment outlining the reasons why an assessment was or was not granted in the comments section of the assessment instrument.

If this is still not to the participant's satisfaction, the participant may formally lodge an appeal using a complaints and appeals form. The Training Manager will review the assessment and appeal.

Appeal outcomes may include:

- Confirm original assessment decision as valid;
- Allow another assessment attempt;
- Recommend an alternative assessment method; or
- Nominate a different assessor to re-assess the participant

Safety

1. Statement of Intent and objectives

Southern Cross Rail Training is committed to providing a work environment that encourages and maintains safety, health and well-being for all our employees, participants and contractors.

Every person on site has individual responsibility for ensuring the health and safety of themselves and others who may be affected by their actions.

This requires everyone to adhere to the Work Health & Safety Policy detailed below.

Southern Cross Rail Training recognises and accepts responsibilities placed on us as Person Conducting a Business Undertaking (PCBU) by the Work Health and Safety Act 2011 and other relevant legislation. Delegated operational responsibility for the health and safety management of the company lies with the Training Manager.

The objectives of the Safety policy are:

- To set out a clear structure of responsibilities and accountabilities for health and safety, so that individuals at all levels know what is expected of them and what they must do to discharge their responsibilities.
- To put in place arrangements to ensure that all staff can acquire the necessary health and safety competences.
- To put in place effective arrangements to secure compliance with relevant legislation in line with best practice.
- To establish a framework for a systematic approach to identifying and controlling risks to the health and safety of staff, participants and other persons who may be affected by the

company's work activities

- To have an effective system for communicating and consulting on health and safety matters, and securing the co-operation of employees and participants in implementing the safety policy.
- To ensure that the operation of the company's safety measures are continually monitored and reviewed to ensure that these are working as expected.

2. Responsibilities

Safety Coordinator and Manager:

- Bring relevant provisions of this policy, to the notice of the all staff and participants
- ensure the maintenance of training rooms, offices, equipment, entrance and exit toilets and other conveniences are in a clean and safe condition;
- make arrangements to ensure the safe use, handling and storage of equipment, and supplies/ materials;
- provide and maintain working environments, that are safe and without risks to health;
- provide information, instruction, training and supervision necessary to ensure the health and safety of all employees, participants and contractors;
- ensure the health and safety of people visiting or working at our place of work, who are not our employees by not exposing them to risk.
- record all reported accidents or injury to employees, participants or visitors in diaries and take all necessary steps to provide or arrange appropriate medical treatment.
- arrange for all necessary insurances, certificates appropriate to the company's function.
- arrange for the reporting of all incidents to the insurers where appropriate.
- arrange the proper maintenance of and instruction to employees in the use of firefighting equipment.
- ensure that adequate first-aid facilities are available and adequately maintained.
- ensure that no unnecessary risks are taken by the employees in carrying out their duties
- ensure a site disciplinary procedure is in place for offenders
- set a personal example.

All staff/trainers:

- take reasonable care of the health and safety of themselves, participants and others.
- co-operate with company efforts to comply with Work Health and Safety requirements.
- immediately notify managers of any situation, which they have reason to believe might present a serious and imminent danger to their own or others' safety
- notify managers of any shortcomings or perceived shortcomings in their health and safety arrangements, so that appropriate remedial action can be taken
- notify managers if they suffer any accident or injury while engaged in the business of the company
- comply with all relevant aspects of the company Quality Policy and procedures.

All persons must not:

- interfere with or misuse things provided for the health, safety or welfare of persons at work;
- obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work;
- refuse a reasonable request to assist in giving aid or preventing a risk to health and safety; disrupt a workplace by creating health or safety fears.

3. Consultation

Employees must be consulted about WH&S matters, so that they can contribute to decisions affecting their health, safety and welfare.

While there is no safety committee as such, all members of staff are equal partners in efforts to make the workplace safe and equal participants in all discussions regarding all matters that affect their health and safety at work.

While the Training Manager has responsibility to coordinate WH&S activities, all members of the staff, trainers and participants must provide support and advice to implement the health and safety policies by ensuring that health and safety implications of all activities are taken into account when planning and carrying out individual duties.

All WH&S concerns must be promptly reported to the Training Manager to assist in the timely management and control of identified risks and hazards.

All duty statements are to contain reference to everyone's responsibility to comply with the Safety Policy and any procedures that are developed from time to time.

This policy must be read and acknowledged by all members of the staff.

Participants must be advised of their responsibility to comply with the policy and invited to assist in the policy purposes by reporting WH&S concerns to trainers or staff members.

Participants

Participants are expected to co-operate with company efforts to implement preventive and protective measures to secure their health, safety, and welfare.

Report incidents

All accidents, incidents and near misses should be reported. It is essential that Southern Cross Rail Training Manger is made aware of all factors that have or have had the potential to injury a participant or other visitor.

All incidents and injuries should be reported by completing the Accident Incident Report_Form.

It is very important that all incidents that have the potential to affect you are brought to attention. Incidents will be investigated to prevent reoccurrence.

If you are unsure as to whether you should report an incident, do it anyway.

4. Monitoring and review

The WH&S safety coordinator will ensure that a WH&S inspection is carried out on a quarterly basis and check sheets used to report and action incidences on non-compliance.

This safety policy will be reviewed annually by the employer in conjunction with all staff members. It will be amended as appropriate and will be supplemented by further statements, policies or procedures as necessary.

The Training Manager will report regularly to staff on progress made on any safety issue raised and to implement the safety policy and achieve compliance with health and safety legislation.

5. General WH&S guidelines and safe practice

- Maintain a tidy desk
- Ensure that all walkways are unobstructed always
- Open doors slowly
- Stand or walk clear of doorways
- Do not run on stairs, use handrails
- Do not leave electrical equipment such as fans or heaters unattended
- Use chairs only for sitting on. The step ladder is available to access items at height
- Do not use finger nails to remove staples, always use the proper equipment
- Paper can cut, don't lick envelopes to seal them, use only pre-pasted envelopes
- Take reasonable care when walking on wet toilet floors or entrance stairs after cleaning
- Don't lift anything that is too heavy for you, get assistance.
- Defective items of furniture or equipment that has become hazardous should not be used; torn carpets, loose and curled mats, spills, light failure or any other condition that could cause an accident should be corrected immediately if possible or reported to the Training Manager for attention.
- Appropriate footwear must be worn always in the workplace
- Horseplay/harassment can cause injury, embarrassment and stress and will not be tolerated
- First Aid should only be administered by those qualified to do so

In emergencies: follow the emergency plan posted throughout SCRT training centre.

- Be directed by the warden
- Do not panic
- Walk in an orderly fashion
- Exit by stairs
- Proceed with caution if smoke is present to the exit
- Evacuate to the agreed safe area in the carpark next door
- Only competent personnel should use Firefighting equipment

When trainers work off site around rail facilities.

When trainers (or other staff members) work in locations other than the training rooms at Chullora, i.e. in client's premises or out on track, the following precautions must be observed:

- Where site inductions are attended the policies, rules and procedures set out in the inductions must be observed always. Any safety concerns must be reported to the SCRT Training Manager who will report those concerns to responsible personnel at that site in accordance with the on-site policy and practice.

- When working on or around the track providing instruction or assessment, all site-specific safety requirements must be observed and safety concerns reported to those responsible on site following the process described in the clause above.
- On track activities must be conducted in accordance with relevant 'Network' Rules and Procedures, taking account of personal protective equipment requirements, and observing personal safe practice as you go about your work. Check constantly for road or rail traffic movements, respond immediately to warnings of danger, observe safe climbing practice if required to climb into or out of vehicles and take care of tripping or other ground level hazards.
- Warn others on site of dangerous or potentially dangerous situations that occur.
- If shunting activities are involved, observe extreme caution to ensure your own safety and the safety of those working with you applying appropriate shunting safe practices, and the standard shunting procedures applicable to that site.

This policy must be provided to employees at induction, and when updated from time to time, included in participant information booklets and posted on the company website.

Records Management

Records are maintained of:

- student enrolments and awards
- staff qualifications and experience.
- fees paid and refunds given
- student results entered into the Enquiry Mate & AVETMISS systems
- Unique Student Identifiers (USI)

All student results including records of qualifications and Statements of Attainment issued by the company as an RTO, are stored for retention, archiving and retrieval for a period of 30 years in computer (and automatic backup) files in the office at Chullora and on compact disc in secure metal cupboards off site.

Copies of Assessments, check sheets or other samples of students work used to assess competency must be kept for no less than six months from the completion of the training course to allow time for review and re-assessment in the event of an appeal and/or audit.

Confidentiality/privacy:

Information about a student, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without the student's written permission and that of their parent or guardian if the student is less than 18 years of age. Where a student consents to disclosure of information, this consent is kept, on record in Head Office

Students/clients have access to their personal records by contacting the Training Manager. Proof of identity will be required before personal information is provided.

Written requests for personal information can be addressed in confidence to the Training Manager, Southern Cross Rail Training at Unit 2/4 Bruncker Road Chullora NSW 2190.

Random samples of records and documentation may be accessed in confidence during internal audits and/or validation to ensure compliance accuracy and integrity with this record keeping procedures and validation schedules. The original record used is provided to the Training Manager and retained as part of the actual audit and or validation session

People external to the company who act on its behalf, e.g. on a complaints committee or a technical expert in internal audits, must also be provided access to records and will be made aware of this the record keeping and privacy policy before they begin work on records. Rail Industry Safety Regulators have access to documents for audit purposes.

Transition of superseded units and qualifications

SCRT has transition arrangements in place and will ensure;

- When a new qualification or unit of competency is released, SCRT will ensure all active participants will transition into the new qualification or unit of competency within 12 months from the date the new version is released on the National Register, Training.gov.au.
- When a training product on the scope of registration is superseded, all participants currently enrolled in and undertaking training and assessment will be completed and the relevant AQF certification documentation is issued if they complete within the transitioning period.
- When an AQF qualification on TGA, is on the scope of registration and is no longer current and has not been superseded, all participants' training and assessment will be completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register
- Where a unit of competency is no longer current on TGA and is on the scope of registration and has not been superseded, all participants' training and assessment will be completed and the relevant AQF certification documentation issued within a period of one year from the date the unit of competency, accredited short course or module was removed or deleted from the National Register.
- A new participant will not commence training and assessment in a qualification that has been removed or deleted from the National Register.

USI

A Unique Student Identifier (USI) is effectively a reference number made up of numbers and letters that gives participants' access to USI accounts and must be reported by SCRT.

The USI will stay with participants for life and will be recorded with any nationally recognised VET training course, undertaken from January 2015 onwards.

The USI will allow participants to have easier and more reliable online access to their training history records. Participants' will also be able to produce a comprehensive transcript of training. This can be used when applying for a job, seeking a credit transfer or demonstrating prerequisites when undertaking further training. The transcript will be available for download from 2016.

Participants' can apply for their own USI in the USI Registry or they may seek the assistance of SCRT, who will assist the participant to apply for their USI by setting up access on a computer.

SCRT can only verify a USI for participants' if we their permission. Permission will be sought during the enrolment process.

Further information regarding the USI can be accessed from the USI register at <http://www.usi.gov.au/Students> and is also outlined on the next page.

RTO–Student Information for the Unique Student Identifier

USI...bringing your skills together

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Students who need a USI include:

- students who are enrolling in nationally recognised training for the first time;
- school students completing nationally recognised training; and
- students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- give their USI to each training organisation they study with;
- view and update their details in their USI account;
- give their training organisation permission to view and/or update their USI account;
- give their training organisation view access to their transcript;
- control access to their transcript; and
- view online and download their training records and results in the form of a transcript.

For international, overseas or offshore students please visit usi.gov.au for more information.

How to get a USI

It is free and easy for students to create their own USIs online.

While students may create their own USI, training organisations are also able to create USIs for students. Training organisations should do this as part of the enrolment process when students begin studying. Where this service is provided, training organisations will let students know.

Steps to create a USI

The following steps show how students can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

IMPORTANT: To make sure we keep all a student's training records together, the USI will be linked to the student's name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI must match exactly with those on their form of ID.

If a student has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a student get a USI.

Step 2 Have contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select the 'Create a USI' link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.

Step 7 The student should then write down the USI and keep it somewhere handy and safe.

For more information please visit: usi.gov.au Or contact us at Email: usi@industry.gov.au Phone: Skilling Australia Information line – 13 38 73 To view this document online please visit: usi.gov.au

Privacy

Southern Cross Rail Training Privacy Statement

SCRT is committed to protecting the privacy of your personal information. This statement explains how we handle your personal information.

This statement only applies to our databases and files and advises that where required by law and under contractual obligations to State and Commonwealth Governments and regulators, personal data may be used when it is provided to these departments from our databases. Participants are advised to contact the relevant government agency for a copy of their privacy policy. The policies relating to privacy are outlined in;

- **NEW SOUTH WALES**
Privacy and Personal Information Protection Act 1998)
- **COMMONWEALTH**
Student Identifiers Act 2014
Student Registrars Privacy Policy
Student Identifiers Regulation 2014
Privacy Act 1988(2014)

Personal Information

To provide training services, SCRT collect personal information such as the participant's name, address, driver's licence, qualifications, Unique Student Identifier, etc. If participants decline to provide personal information, SCRT may not be able to:

- provide the product or service requested, or
- validate a unique student identifier or
- enter into a business relationship with the participant.

Where practicable, SCRT endeavour to collect personal information directly from the participant. Where services are provided on behalf of a Commonwealth and/or State Government Department, we may collect personal information from such government departments and agencies, this includes collecting information to enable us to verify a Unique Student or Statement of Attainment.

Information we receive from participants for the generation of a USI will not be retained, unless required for other purposes relating to training.

Use and disclosure

SCRT will ensure that the information participants provide remains private and is used only for the purposes the participant agreed to.

SCRT will only disclose personal information to a third party where one or more of the following apply:

- the participant has given consent (written)
- it is authorised or required by law, or necessary for enforcement of law
- it will protect the rights, property or personal safety of another person
- the assets and operations of SCRT are transferred

Information provided will relate to the gathering and use of your data for the purposes of legal and regulatory requirements, and survey participation.

Participants are reminded they may be contacted to participate in a survey conducted by NCVET or a Government Department endorsed project, audit or review relating to the training services provided. Participants may opt out of the survey at the time of being contacted.

Certificate Issuance

The certificates issued by Southern Cross Rail Training are issued in accordance with AQF requirements and an approved provider by Transport for NSW (TfNSW) and Australian Rail Track Corporation (ARTC).

A *Statement of Attainment* is issued when a participant has successfully completed all assessment instruments developed to meet a specified unit of competency under the AQF.

A *Certificate of Qualification* is issued when a participant has successfully completed all assessment instruments developed to meet a specified unit of competency under the AQF.

A *Certificate of Completion* is issued when a participant has successfully completed the requirements of the State Regulator Transport for NSW (TfNSW). Certificates of Completion when issued **DO NOT** meet the requirements of the AQF and are not the equivalent of an accredited unit, or qualification.

A *Certificate of Achievement* is issued by a Registered Training Organisation when an individual has completed one or more non-accredited courses.

To be issued a full Statement of Attainment or Certificate of Qualification, participants will be required to return to the offices of SCRT with the appropriate evidence and be formally assessed by an accredited assessor of SCRT.