



SOUTHERN CROSS
CIVIL & RAIL TRAINING



Student Handbook

RTO 90732 | Unit 2/4 Brunker Road, Chullora, NSW 2190

Disclaimer

This guide contains information that is correct at the time of printing.

Changes to legislation and/or Southern Cross Rail Training Policy may impact on the currency of information included.

Southern Cross Rail Training reserves the right to vary and update information without notice.

This guide has been prepared as a resource to assist students to understand the requirements of their learning program. Please carefully read through the information contained in this guide before committing to your learning program.

Any queries can be directed to:

Southern Cross Rail Training
RTO: 90732

2/4 Brunker Road, Chullora, NSW 2190
T: 02 9708 5980
E: reception@scrt.com.au
W: www.scrt.com.au

Southern Cross Rail Training would like to acknowledge and pay respect to the traditional custodians of the lands on which we work, and live, and recognise their continuing connection to land, water and community. We are honoured to be on the ancestral lands of those whose cultures are among the oldest living cultures in human history. We pay respect to the elders, past, present and emerging.



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Welcome

Welcome and thank you for choosing Southern Cross Rail Training (SCRT).

Southern Cross Rail Training *trading as* Southern Cross Civil & Rail Training's is a Registered Training Organisation, meaning the company is licensed by Australian Skills Quality Skills (ASQA), and our National Provider Number is 90732.

SCRT offer nationally accredited courses linked to nationally accredited units of competency and qualifications, meaning they can be recognised around Australia. SCRT focus heavily on the rail industry, as our primary field of education. We also offer contextualised, non-accredited short courses to suit Network Operators and client requirements.

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

Please read this handbook before the commencement of the course and keep it on hand to refer to (*if required*) during the course. This handbook 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 (RTO):

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

1. Southern Cross 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 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:
 - 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 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 are accredited Certificate IV level in workplace training and assessment. 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. We accept and recognise the Statements of Attainment and qualifications issued by other Registered Training Organisation or attached partners thereto in any State or Territory.
5. Recognition of prior learning (RPL) is observed for students providing evidence of previous qualifications. Assessment in such cases is determined by the requirements of the Standards for RTOs 2015.
6. Products and services are monitored and reviewed to meet our clients' expectations and to operate in accordance with the National Operating Protocol for Marketing of Recognised Training and ASQA guidelines for advertising.
7. Southern Cross Rail Training endeavours to provide training services that are free from unlawful discrimination, harassment or vilification, against any employee, contractor, supplier or customer. The Company also has a policy to manage and administer complaints and appeals resolution.
8. The Training Manager 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.
9. Course evaluation is an ongoing process. A system is in place where staff regularly refers to the latest version control. Amendments are incorporated into course content and assessments. All outdated course material is shredded. Client feedback in regard to any of our services is valued and complaints are attended to promptly and courteously.
10. 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. An exception is the accessibility to authorised auditors. Assessments and checklists are kept and archived for training courses.

Southern Cross Rail Training's Vision

"Southern Cross Rail Training will be the preferred rail industry training provider in NSW achieving excellence in all rail training activities."

Southern Cross Rail Training's Mission

Our goal is to provide and deliver the highest quality accredited and non-accredited training, in a supportive, compliant, cost-effective and professional learning environment that meets client's needs and satisfies all requirements of Rail Industry Regulators, Standards and nationally endorsed Training Package Providers.

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 Qualification. Your training program will be delivered and assessed by Southern Cross Rail Training (SCRT).

We are approved to deliver Nationally Accredited Training and have been in the industry for over twenty (20) years. Our specialist training for workers in the rail industry is approved by Transport for NSW (TfNSW) and Australian Rail Track Corporation (ARTC) Networks.

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

Contact information

Location

 Address: Unit 2/4 Brunker Road, Chullora NSW 2190

Contact

 Email: reception@scrt.com.au

 Phone: (02) 9708 5980

 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 and compliant 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 students are undertaking.

In the event we are unable to provide students with continued training, SCRT will provide a refund for training which has not been delivered. SCRT will make every effort to place students 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 students 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 student, and employers will be advised in writing within thirty (30) days of the change taking place. The changes include, but are not limited to:

- Changes to ownership
- Cessation of operations.

SCRT assures students 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: students and ASQA will be advised within thirty (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 seven (7) business days of the recorded completion/cancellation date, unless agreed otherwise contractually within a Network Operator timeframe.

Our commitment to quality includes SCRT obtaining feedback from students, 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 student will be disadvantaged by significant changes which may occur within the organisation from time to time.

Students 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:

- TLIF0020 - Safely access the rail corridor
- TLI27121 - Certificate II in Rail Infrastructure
- Protection Officer Level 1 (available for TfNSW & ARTC Networks)
- Protection Officer Level 2
- Protection Officer Level 3
- Protection Officer Level 4
- Safeworking Level 1
- Track Vehicle Operator
- Road-Rail Operator/Track Machine Operator
- Track Examination/Certification
- UETDREL006 - Working safely in the vicinity of live electrical apparatus as a non-electrical worker

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

Students who enrol into full qualifications must complete with two (2) years of the commencement date of the course.

Student Code of Conduct

All students enrolled in training conducted at SCRT are required to maintain appropriate standards of conduct at all times which are listed below. The student acknowledges it is their responsibility to meet these expectations as a condition of enrolment and participation.

All students are expected to:

- Follow all directions given by any member of SCRT staff
- To supply accurate personal and other information to SCRT to assist in the enrolment process, communications between SCRT and the student, and the issuance of certification documents.
- To be punctual at all times so that fellow students are not disadvantaged by lateness or early departure from scheduled classes
- To wear clothing and shoes suitable to undertake the training or assessment, which is explained on their confirmation of enrolment
- Not engage in **any** form of harassment or bullying which includes, but not limited to: physical, verbal, sexual and cyber harassment/bullying.
- Conduct themselves in a polite and professional manner
- Always use acceptable language
- Not discriminate against another person(s) for their beliefs, nationality, religion, age, gender or associations.
- Not cheat in any capacity
- Not to plagiarise any documents and/or courseware received at SCRT
- Complete all training and assessment tasks assigned in a timely manner
- Participate fully in all learning and assessment sessions and activities
- Inform SCRT immediately of any absences from the scheduled program of training
- Handle all training equipment safely and with respect. Any loss or damage must be reported immediately to the Trainer and Assessor.
- Be 'fit for duty' at all times including adherence to SCRT's requirements for **fatigue, alcohol and drug** policy of **zero (0) tolerance**.

Breaches of this Code of Conduct will be investigated, and disciplinary action will be implemented where required. This action can include suspension and cancellation of enrolment.

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 within the training and relevant rail industry. 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. SCRT guarantees all trainers and assessors hold this qualification or the equivalent, with currency, experience and qualified within the rail industry.

The role of a trainer/assessor is to objectively assess and judge a student'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.

Enrolment

SCRT accept enrolments into our courses from all students however they must meet the minimum entry requirements to each course, which is listed on our website. If any student is unaware of the minimum entry requirements, contact SCRT and we will ensure you are aware of all requirements.

It is critical that you, as the student, have a full understanding of the course delivery prior to enrolling into the course.

Entry into our higher-level courses requires students to be working in the rail industry, have experience, and dependent on the course requirements, affiliations and/or employed with company's directly within the rail industry to ensure in-field, 'on-the-job' training requirements are met. This requirement is *pre-advised* and explained to the student prior to enrolment.

Dependent on the course undertaken, SCRT will require the students to complete their course in environments where suitable clothing and personal protective equipment (PPE) is mandatory. This requirement is pre-advised by SCRT to the student on initial enrolment to the course.

After initial enrolment into the chosen course, the student will receive a confirmation email which will have required details, such as date, time, fees, location and course specific requirements.

All students on the first day of their training will complete a mandatory enrolment form under Australian Law, with 100 points of photo identification as a minimum. Different courses may require additional, but necessary, evidence to be enrolled, such as Licenses and Statement of Attainments for required training and assessment.

All students must complete and sign an Attendance Sheet for each day they attend a course delivered by SCRT and individually sign all assessment documents undertaken during courses.

Unit results are recorded (confidentially) for all courses.

The best way to enrol into the course is to contact the SCRT office to ascertain all requirements for the course, alternatively you can enrol online.

- Call us on 02 9708 5980
- Enrol online via www.scrt.com.au
- Email: reception@scrt.com.au

Please contact us for further information.

Unique Student Identifier (USI)

All students are required to have a USI. A USI is a reference number, made up of numbers and letters, that is linked to an individual's student training record. From 1st January 2015, all students undertaking nationally recognised training must hold a USI number, which stores all nationally recognised training electronically. A USI will remain with an individual for all/any future nationally recognised training to be completed.

Under the Standards for Registered Training Organisations 2015, SCRT is not able to issue a Certificate or Statement for any nationally recognised course unless we have been provided and verified the students USI Number.

Students' can apply for their own USI in the USI Registry, or they may seek the assistance of SCRT, who will assist the student to apply for their USI by setting up access on a computer. SCRT can only verify a USI for students' if we have student's permission. Permission will be sought during the enrolment process.

To create, verify, and/or access your USI number, students can access the relevant website: www.usi.gov.au

Language Literacy and Numeracy (LLN)

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 students at the pre-enrolment enquiry stage of this requirement. All our programs are delivered and assessed in English. All assessments must be completed individually, with no use of translation, interpretation, or help for other individuals. 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 student 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 is not registered to provide literacy or numeracy training to prospective students.

Where we identify a language and literacy barrier and are unable to assist, we will refer students 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://literacy-help.links-to-useful-resources/)
or <http://dyslexiahelp.umich.edu/tools/apps>

SCRT establish students LLN needs at enrolment prior to course commencement, however should a student's LLN needs not be identified until the course has commenced, the assessor analyses the affected student's needs and refers the student 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 student.

All information relating to Students regarding LLN will be treated as confidential and in accordance with the SCRT's Privacy Policy.

Students under 18 years of age

Students under the age of 18 must have parental or guardian consent to enrol into a course with SCRT. Parental supervision is not required when undertaking the course with SCRT, however parent's or guardian's must be always contactable throughout the training and assessment process with SCRT.

Transport for New South Wales Courses

If students are under the age of 17 years old and wish to complete the TLIF0020 Safely access the rail corridor training for the Transport for New South Wales (TfNSW) Network, pre-approval must be gained from TfNSW before the student can enrol into the course.

Please contact our office staff so we can forward through the relevant Form to be completed to send through to TfNSW Learning and Development for approval.

Student Attendance

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

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

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

SCRT understands unavoidable circumstances may occur which means students may miss a day, may need to leave early, or may arrive late. In these circumstances students are asked to notify SCRT as soon as possible. Dependent on the course structure, delivery and requirements, arrangements can be made to have a support session conducted.

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

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 student, 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 student to undertake their written assessments in a verbal format.
- Allowing more time for the student to complete the assessment.

To clarify, allowable adjustments for Rail Industry courses are **limited**, and contractually advised, and the following provisions apply:

- Students such as those who may self-identify as having dyslexia and cannot spell but can understand spoken English and answer questions orally, SCRT office staff 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 students to explain portions of content in their words
- using a writer for students who cannot write can be allowed where appropriate;
- Students may be asked to demonstrate their LLN skills before undertaking the course where there is doubt about the level of LLN skills held.

Feedback

Southern Cross Rail Training is committed to ensuring a quality, safe, effective learning environment for students. SCRT strongly encourages all feedback received by students and employers for continuous improvement of our learning environment. We provide Learner Feedback Forms to every student after every course, and we strongly encourage all students to complete these. This Learner Questionnaire's are submitted yearly to ASQA as part of our compliance requirements. Our Training Manager and office staff conduct regular checks on the feedback provided to ensure our students are satisfied with their learning environment, and any improvements suggested.

Reassessment

Anyone not achieving a satisfactory/competent result will be provided with feedback, be required to undertake further training and offered a second assessment when practicable for both SCRT and the student. The student will be required to sit the assessment in its entirety.

If this second assessment is not yet successful, the student will be required to complete the course in its entirety.

All students 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.

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 student 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 student 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 student 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 and/or a 'role' specific for a Network Operator. This typically is issued when a recertification period is required.

A Certificate of Partial Completion is issued by a Registered Training Organisation when an individual has successfully completed the theoretical component of the course however is still required to complete the remaining requirements (in-field training and/or Final Assessment) to be deemed competent for the specified unit of competency.

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

All Statement of Attainment's and Certificates of Qualifications will be issued within seven (7) business days from course completion, and submission of all required supporting evidence.

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 students 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 and issuing RTO. SCRT will also confirm with the issuing RTO of the validity of the Statement of Attainment or Certificate of Qualification.

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

Recognition of Prior Learning Policy (RPL)

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

RPL is an assessment process where a greater reliance on direct, indirect or supplementary forms of evidence is provided by the student. The examination of a portfolio of evidence of previous achievements and qualifications, interviews, third party reports, observation in-field, written examinations, together with references from persons familiar with the person being assessed is undertaken by a qualified Trainer and Assessor. Students are responsible for gathering all required supporting documentation.

RPL cannot be granted for part of a unit.

Students who consider they have the potential to qualify for RPL are expected to discuss the matter with the office staff who will provide assistance in making an RPL application. If your RPL is accepted, you will be provided with an RPL Self-Assessment Kit, which will be required to be completed in its entirety with all supporting documentation requested to be issued the requested AQF unit.

Fees and Charges and 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. SCRT is a '*fee for service*' training provider, meaning the charges for the training are charged to the student or employer. Payment of fees is a condition of enrolment, including RPL, it is expected that fees will be paid prior to the completion of the course. Failure to pay required fees and charges will result in withholding certificates and other competency documentation.

At SCRT, the preferred method of payment is Eftpos, Direct Deposit or Credit Card (MasterCard/Visa). American Express is not accepted. If cash is presented to SCRT, the exact amount must be provided as SCRT does not hold any cash on the premise.

A tax invoice/receipt will be issued for all payments made.

For approved clients, an account option is available, and payment terms are outlined on the invoice.

SCRT do not request individual students to pre-pay course fees in excess of \$1500.00 or more for our training services. A non-refundable deposit will be required for courses greater than \$1500.00 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.

SCRT reverses the right to refer unpaid fees to an external agency for recovery.

Current fees for each course are available on our website www.scrt.com.au and all information email packs. Fees and charges are current at the time of publication.

Replacement certificates

Southern Cross Rail Training will re-issue Certificates of Qualification and Statements of Attainment at a cost of \$50.00. This must be paid before the award is regenerated.

Refunds

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

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

SCRT charge deposits for specific courses that run over a period of five (5) or more business days, with the deposit required two (2) weeks prior to the course commencement date. This is explained to the student through verbal and written communication at initial enrolment. If the student wishes to not proceed with the course after the deposit has been made, a written cancellation must be made to the Training Coordinator *prior to* five (5) business days of course commencement. The student will be offered alternative and substituted dates prior to the refund being made. If the student cancels within the period of five (5) business dates, does not attend the course ('no-show') or after course commencement, the deposit becomes **non-refundable**.

If a student requests a refund after the commencement of the course, the non-refundable deposit will be charged, and a pro-rata day rate charged *per day* that the course was attended by the student.

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

Cancellation and Transfers of Course

Students who wish to cancel, withdraw or amend their course date must advise of this requirement in writing to the Training Coordinator. All attempts will be made to substitute the student's course enrolment without disadvantage.

For courses that are four (4) business days or less, standard procedure for cancellation or withdrawal gives a student **up to 48 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.

Southern Cross Rail Training reserves the right to cancel any course. On rare occasions, due to insufficient student registrations or 'unforeseeable circumstances', every effort will be made to notify affected students 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 students, 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 student fairly and without discrimination. If a student 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 students or potential students 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 students 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 students you 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 student where applications declare a disability. If you students have not disclosed a disability, they are encouraged to do so. This way, SCRT can provide the support and guidance you needed.

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

Disciplinary Procedures

Students

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

Disciplinary Procedure

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

1. The student will be spoken to by the Trainer and Assessor, 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 SCRT company policies or Student Code of Conduct during training they will be spoken to again by a company officer, and inform them that further breaches may result in their tenure as a student 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 student'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.

If the student has been removed because of disciplinary action, all course fees will be forfeited.

Cheating and plagiarism

Southern Cross Rail Training has a zero (0) percent tolerance to cheating and plagiarism in any form. 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 students' 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 students own work. Cheating including assisting someone else to cheat may be subject to disciplinary action

Student welfare and support

Students 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 students 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 students who find particular parts of the course work difficult however honest counsel is provided in cases where unresolvable issues prevent the student from successfully completing the course. In such cases the matters will be resolved with no disadvantage to students and we will seek to provide positive alternative courses of action for students 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 student 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 and office staff 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 student 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. Students/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 (15) business days** and the complaint is logged into the Complaints/Appeals Register.

The Complaint Form is available for download from the SCRT website www.scrt.com.au/complaint or the Training Coordinator can provide the student 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 thirty (30) calendar days to process and finalise, SCRT will inform the complainant/appellant in writing, including reasons why more than thirty (30) 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 (7) 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 student 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 student's satisfaction, the student 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 student

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 thirty (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 Level 1, Unit 7/4 Brunker 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 students 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 students 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 students' 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 students' 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 student will not commence training and assessment in a qualification that has been removed or deleted from the National Register.

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.

Students 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 Act 1988(2014)
- **COMMONWEALTH**
Student Identifiers Act 2014
Student Registrars Privacy Policy
Student Identifiers Regulation 2014

Personal Information

To provide training services, SCRT collect personal information such as the student's name, address, driver's licence, qualifications, Unique Student Identifier, etc. If students 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 student.

Where practicable, SCRT endeavour to collect personal information directly from the student. 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 students 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 students provide remains private and is used only for the purposes the student agreed to.

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

- the student 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.

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