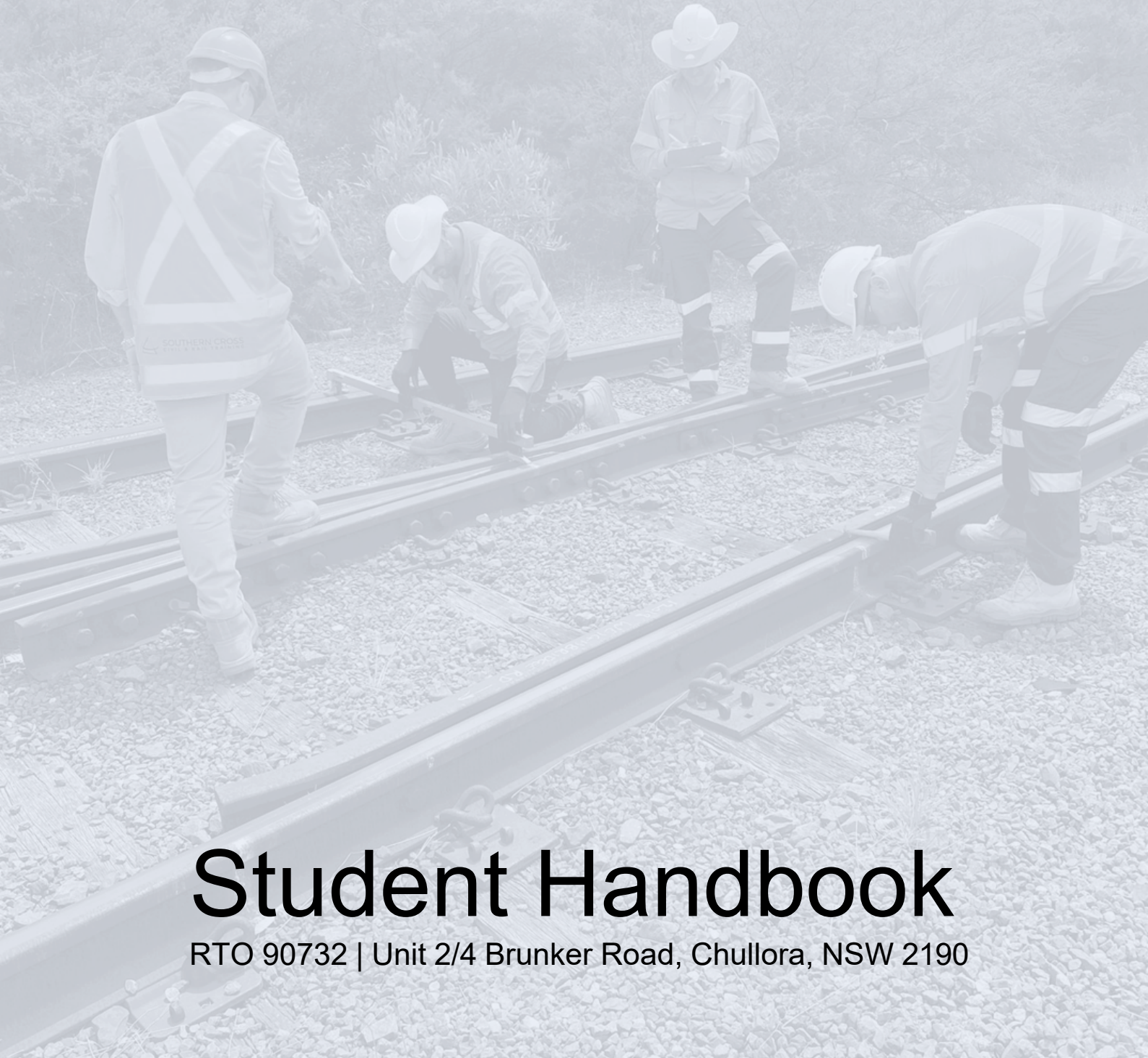


SOUTHERN CROSS  
CIVIL & RAIL TRAINING



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# Student Handbook

RTO 90732 | Unit 2/4 Brunner 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 Brunner Road, Chullora, NSW 2190  
T: 02 9708 5980  
E: [reception@scrt.com.au](mailto:reception@scrt.com.au)  
W: [www.scrt.com.au](http://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.*



## Welcome

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

Southern Cross Rail Training, trading as Southern Cross Civil & Rail Training, is a Registered Training Organisation (RTO). This means we are licensed by the Australian Skills Quality Authority (ASQA). Our National Provider Number is **90732**.

SCRT delivers nationally accredited courses linked to recognised units of competency and qualifications, allowing them to be recognised across Australia. We specialise in the rail industry as our primary field of education, while also offering contextualised, non-accredited short courses to meet Network Operator and client requirements.

This Student Handbook has been developed to provide you with key information regarding your rights and responsibilities, course requirements, and what you can expect from SCRT.

Please read this handbook prior to commencing your course and keep it available for reference throughout your training. A copy is also accessible via our website: [www.scrt.com.au](http://www.scrt.com.au)

## Contact information

### Location



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

### Contact



Email: [reception@scrt.com.au](mailto:reception@scrt.com.au)



Phone: (02) 9708 5980



Website: [www.scrt.com.au](http://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 operation

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](http://www.scrt.com.au) or the National Training Register; training.gov.au [training.gov.au/90732](http://training.gov.au/90732)

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

## **Code of Practice**

### **Southern Cross Rail Training – Code of Practice**

As a Registered Training Organisation (RTO), Southern Cross Rail Training is committed to delivering high-quality training and assessment in a fair, safe and professional environment. All SCRT staff are required to uphold this Code of Practice.

#### **1. Regulatory Compliance**

SCRT takes full responsibility for all training, assessment and the issuing of qualifications, including services delivered on our behalf by third parties.

We operate in accordance with our registration conditions and the *Vocational Education and Training Regulator Act 2011*.

#### **2. Equity, Fairness and Legislation**

We apply principles of equity in all training and assessment services. Our management, trainers and assessors act ethically, professionally and without bias.

SCRT complies with all relevant Commonwealth and State/Territory legislation and regulatory requirements, including (but not limited to):

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Workplace Injury Management and Workers Compensation Act 1998
- Disability Discrimination Act 1992 (Cth)
- Anti-Discrimination Act 1977 (NSW)
- Rail Safety National Law and associated rail safety legislation
- Transport for NSW rules and regulations
- Relevant Department of Transport requirements
- Privacy Act 1988
- Equal Opportunity and anti-discrimination legislation
- Fair Work Act 2009 (as amended)
- Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015

#### **3. Trainers and Learning Resources**

SCRT provides appropriate learning and assessment resources to both trainers and students at the commencement of all courses.

Our trainers and assessors have extensive industry experience and hold, at a minimum, Certificate IV qualifications in Training and Assessment. They are committed to delivering training to a high professional standard.

#### **4. Issuing and Recognising Qualifications**

Qualifications and Statements of Attainment are issued in accordance with the Australian Qualifications Framework (AQF) and relevant training package requirements.

SCRT recognises and accepts qualifications and Statements of Attainment issued by other Registered Training Organisations across all Australian states and territories.

#### **5. Recognition of Prior Learning (RPL)**

SCRT offers Recognition of Prior Learning (RPL) for students who can demonstrate prior skills, knowledge and experience.

RPL assessments are conducted in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*.

#### **6. Quality of Products, Services and Marketing**

Our training products and services are regularly reviewed to ensure they meet both client and student expectations.

All marketing and advertising complies with national requirements for recognised training and current ASQA guidelines.

#### **7. Safe and Respectful Learning Environment**

SCRT is committed to maintaining a learning and working environment that is free from unlawful discrimination, harassment and vilification.

We have formal policies and procedures in place to manage complaints and appeals, ensuring processes are fair, timely and transparent.

#### **8. Fees and Charges**

Course fees and charges are set annually by the Training Manager and published in the current fee schedule.

In setting fees, SCRT applies principles of fairness and equity. Discounts may be available for group bookings of more than 10 students from the same organisation.

#### **9. Continuous Improvement and Feedback**

SCRT is committed to continuous improvement.

We use version control systems to ensure all training materials and assessments are current, and securely dispose of outdated materials.

Feedback from students and clients is actively encouraged, and all complaints are managed promptly and respectfully in line with our Complaints and Appeals Policy.

## 10. Student Records and Privacy

SCRT maintains accurate and secure records of all student enrolments, participation and achievements.

Students may access their records upon request. Information is only released to third parties with written consent, unless required by law or authorised regulatory bodies.

All records are stored and archived in accordance with regulatory and organisational requirements.

### Our Vision

**“Southern Cross Rail Training will be the preferred rail industry training provider in NSW, achieving excellence in all rail training activities.”**

### Our Mission

Our goal is to deliver the highest quality accredited and non-accredited training in a supportive, compliant, cost-effective and professional learning environment.

We aim to meet client needs while satisfying all requirements of rail industry regulators, standards and nationally endorsed training package providers.

### **Angela Pellegrino**

Director

Southern Cross Rail Training Pty Ltd

## Introduction

Congratulations on commencing your training with Southern Cross Rail Training (SCRT).

You will be undertaking a competency-based, nationally recognised training program. Upon successful completion, you will receive a Statement of Attainment or Qualification.

SCRT is approved to deliver nationally accredited training and has over twenty (20) years of industry experience. Our specialised rail training is recognised by Transport for NSW (TfNSW) and the Australian Rail Track Corporation (ARTC).

Training may be delivered at our training facility in Chullora, NSW, at client premises, or at other suitable locations depending on course requirements.

This handbook provides important information about SCRT, course structure, and your responsibilities as a student throughout your training.

Our trainers and assessors are available to support you at all times and will provide guidance throughout your learning journey to help you successfully achieve your training outcomes.

## Student Code of Conduct

All students enrolled in training with Southern Cross Rail Training (SCRT) are required to maintain professional and respectful standards of conduct at all times. By enrolling, the student acknowledges that it is their responsibility to meet these expectations as a condition of enrolment, participation and continued access to training and assessment.

### General behaviour

All students are expected to:

- Follow all lawful and reasonable directions given by any member of SCRT staff, including trainers, assessors and administration staff.
- Supply accurate, complete and current personal and other information to SCRT to support enrolment, funding eligibility, communication and the issuance of certification documents.
- Notify SCRT promptly of any changes to contact details or other information that may affect their enrolment or certification.
- Be punctual to all scheduled training and assessment sessions, and remain for the full duration, so that fellow students are not disadvantaged by lateness or early departure.
- Conduct themselves in a polite, courteous and professional manner towards staff, other students, clients and any third parties at all times.
- Use acceptable, respectful language and avoid offensive, obscene or aggressive expressions in person, in writing and online.

### Respect, safety and inclusion

All students are expected to:

- Not engage in any form of harassment, bullying or victimisation, including but not limited to physical, verbal, sexual, racial, religious or cyber harassment/bullying.
- Not discriminate against any person on the basis of beliefs, nationality, ethnicity, religion, age, gender, gender identity, sexual orientation, disability or lawful associations.
- Respect the rights, opinions and privacy of others, and contribute to a safe and inclusive learning environment.
- Refrain from any form of violence, threats, intimidation or unsafe behaviour.
- Follow all site-specific safety rules and rail safety requirements when training occurs on or near operational rail environments.

## **Academic integrity and participation**

All students are expected to:

- Complete all training and assessment tasks assigned to them in a timely manner and to the best of their ability.
- Participate fully and constructively in all learning and assessment sessions and activities, including group work where required.
- Ask for assistance or clarification from SCRT staff if they are unsure about any task, requirement or assessment condition.
- Not cheat in any capacity, including copying from others, using unauthorised materials, colluding or attempting to gain unfair advantage in assessment.
- Not plagiarise any documents, learning materials and/or courseware received at SCRT or from any other source. All work submitted must be the student's own, with appropriate acknowledgements where required.
- Respect the intellectual property rights associated with SCRT resources and not reproduce, distribute or share course materials without permission.

## **Attendance, absences and progression**

All students are expected to:

- Attend all scheduled training and assessment sessions unless there are legitimate reasons (for example illness or emergency).
- Inform SCRT as soon as possible of any absences from the scheduled program of training, and provide supporting evidence where requested.
- Catch up on any work missed during absence and actively engage in any agreed support or make-up arrangements.
- Maintain satisfactory participation and progression in their course so that competency outcomes can be properly assessed.

## **Use of facilities, equipment and technology**

All students are expected to:

- Wear clothing and shoes that are suitable for the training or assessment being undertaken, including any required PPE, as outlined in their confirmation of enrolment or pre-course information.
- Handle all training equipment, tools and learning resources safely, correctly and with respect, following trainer instructions and safety guidelines.
- Immediately report any loss of, damage to, or malfunction of equipment to the trainer or assessor.
- Use SCRT facilities, vehicles and venues responsibly and leave classrooms and training areas clean and tidy.
- Use SCRT information and communication systems (including email, online platforms and learning management systems) only for lawful purposes and in a way that supports learning.
- Not access, store or share offensive, illegal or inappropriate material using SCRT devices, systems or networks.

## **Drugs, alcohol, fatigue and fitness for duty**

All students are expected to:

- Be "fit for duty" at all times while participating in training or assessment, including any practical or workplace-based activities.
- Comply with SCRT's fatigue, alcohol and drug requirements, including a strict zero-tolerance policy for alcohol or illicit drugs while undertaking training or assessment, or while on SCRT or client premises.

- Not attend training or assessment under the influence of alcohol, illicit drugs, or any medication that may impair safe performance, unless declared and formally managed.
- Cooperate with any reasonable request for drug and alcohol testing where this is a requirement of the training environment, workplace or client site.

### **Property, confidentiality and privacy**

All students are expected to:

- Respect SCRT, client and fellow students' property and not engage in theft, vandalism or unauthorised use of any property or resources.
- Keep confidential any sensitive information they may encounter during training or workplace activities, including information about clients, rail operations or other students, except where disclosure is legally required.
- Comply with relevant privacy and confidentiality requirements explained during induction or training.

### **Breaches of the Code**

Breaches of this Student Code of Conduct will be investigated and may result in disciplinary action. Depending on the nature and seriousness of the breach, action may include:

- Verbal or written warning.
- Requirement to leave a session or site.
- Temporary suspension from training or assessment.
- Cancellation of enrolment and withdrawal from the course.
- Notification to employers, clients, site controllers or relevant authorities where required (for example in rail safety or WHS-related incidents).

Students will be given an opportunity to respond to alleged breaches in line with SCRT's complaints and appeals procedures. Repeated or serious breaches, including safety-critical or integrity-related misconduct, may result in immediate removal from training and cancellation of enrolment.

### **Trainer, Assessor and SCRT Staff Code of Conduct**

All trainers, assessors and SCRT staff engaged by Southern Cross Rail Training (SCRT) must model **professional** behaviour at all times and comply with this Code of Conduct as a condition of their engagement. This Code applies when trainers and assessors are delivering training or assessment, preparing materials, interacting with students, working on client sites, or otherwise representing SCRT.

### **Professional behaviour and integrity**

Trainers, assessors and SCRT staff must:

- Act honestly, ethically and in good faith in all dealings with students, clients, regulators and colleagues.
- Represent SCRT accurately and not make false, misleading or unauthorised claims about courses, outcomes, employment prospects or licensing.
- Avoid any behaviour that could bring SCRT, its clients or the VET sector into disrepute.
- Maintain appropriate professional boundaries with all students at all times. Personal, romantic, financial or other relationships that create a conflict of interest are not permitted.
- Disclose any actual or potential conflict of interest to SCRT management immediately and follow any directions given.

## **Respectful, safe and inclusive practice**

Trainers, assessors & SCRT staff must:

- Treat all students, clients and colleagues with courtesy, dignity and respect, regardless of background, beliefs, gender, age, disability, culture or role.
- Refrain from all forms of harassment, bullying, victimisation, vilification or discrimination, including in verbal, written and online communication.
- Promote a safe, inclusive and supportive learning environment and act promptly if they observe unsafe or inappropriate behaviour.
- Comply with all relevant WHS and rail safety requirements, including site rules, PPE requirements and incident reporting obligations.

## **Training and Assessment Conduct**

Trainers and assessors must:

- Deliver training and assessment in line with SCRT policies, the Standards for RTOs, rail operator requirements and the rules of evidence and principles of assessment.
- Use only current, approved SCRT training and assessment materials, and follow version-control processes.
- Provide clear instructions, expectations and feedback to students, using language appropriate to the cohort and rail-safety context.
- Assess each student objectively and fairly against the required standards, and not allow personal bias, pressure from employers or other interests to influence assessment decisions.
- Maintain accurate, complete and timely records of attendance, participation, assessments and outcomes.
- Protect the integrity of assessments by actively monitoring for cheating or plagiarism and reporting any suspected breaches to SCRT management.

## **Confidentiality, privacy and information management**

Trainers, assessors & SCRT staff must:

- Respect the confidentiality and privacy of students and employers and only access or share information on a “need-to-know” basis and in line with SCRT policies and legal requirements.
- Securely store and handle assessment evidence, student information and client data, and immediately report any suspected privacy or data breaches to SCRT.
- Not use student or client information for personal purposes or disclose it to unauthorised parties.

## **Professional competence and development**

Trainers and assessors must:

- Maintain current vocational competence in their industry areas and hold the training and assessment qualifications required by the Standards for RTOs and SCRT.

- Engage in ongoing professional development to keep up to date with industry changes, regulatory requirements, rail operator rules and best practice in training and assessment.
- Cooperate fully with internal audits, validation activities, moderation, supervision and observation as required by SCRT.

### **Use of SCRT resources and facilities**

Trainers, assessors & SCRT staff must:

- Use SCRT and client facilities, equipment and resources responsibly and only for authorised purposes.
- Ensure training equipment is used safely and appropriately, and report any faults, damage or near misses immediately.
- Protect SCRT intellectual property, including training materials, and not copy, alter or distribute resources without approval.

### **Alcohol, drugs, fatigue and fitness for duty**

Trainers, assessors & SCRT staff must:

- Present “fit for duty” at all times when delivering or supporting training and assessment.
- Comply with SCRT’s zero-tolerance requirements for alcohol and illicit drugs, and any client or rail operator testing regimes.
- Not attend work under the influence of alcohol, illicit drugs or impairing medication, and advise SCRT if fitness for duty may be affected.

### **Managing issues and concerns**

Trainers, assessors & SCRT staff must:

- Respond promptly and respectfully to student questions, concerns and requests for support, within the scope of their role.
- Escalate issues that may impact safety, student welfare, assessment integrity, access and equity, or SCRT’s compliance to the Training Manager or SCRT management without delay.
- Cooperate with SCRT in managing complaints and appeals, including providing information and participating in investigations where required.

If a trainer, assessor, SCRT staff or student has any concerns about the conduct of a trainer or assessor and SCRT staff, they are encouraged to contact SCRT management immediately. Concerns can be raised with the Training Manager or another senior SCRT representative and will be handled fairly, confidentially and in line with SCRT’s Complaints and Appeals policy.

### **Breaches of the Trainer, Assessor and SCRT Staff Code of Conduct**

Possible breaches of this Code will be investigated by SCRT. Outcomes may include:

- Feedback, coaching or additional supervision
- Formal warnings
- Removal from specific courses or sites
- Termination of contract or employment

- Notification to relevant rail operators, regulators or professional bodies where required

Trainers, assessors and SCRT staff will be given an opportunity to respond to concerns raised about their conduct, and may access SCRT's complaints and appeals processes where appropriate.

## **Enrolment**

SCRT accepts enrolments from all students who meet the published entry requirements for their chosen course. These requirements are available on our website or by contacting SCRT. Students must understand the course structure, delivery mode and requirements before enrolling.

Some higher-level courses require students to be employed or engaged in the rail industry so that workplace and in-field components can be completed. Any industry or employer requirements will be explained before enrolment.

Depending on the course, students may be required to train in environments where suitable clothing and personal protective equipment (PPE) is mandatory. These requirements are outlined during enrolment and in the course confirmation information.

After enrolment, students receive a confirmation email with details including dates, times, fees, venue and any course-specific requirements.

On the first day of training, students are required to:

- Complete an enrolment form (including mandatory data under Australian law)
- Provide at least 100 points of photo identification
- Provide any additional evidence required (for example licences or Statements of Attainment for prerequisite units)
- Sign an attendance sheet each training day and sign all assessment documents they complete

SCRT records unit results confidentially for all courses. Students can enrol by phone, online or email using the contact details provided on our website.

## **Unique Student Identifier (USI)**

All students undertaking nationally recognised training must have a Unique Student Identifier (USI). A USI is a personal reference number that links to an individual's training records across all registered providers.

Under the Standards for RTOs, SCRT must not issue a Statement of Attainment or Qualification for nationally recognised training unless the student's USI has been provided and successfully verified.

Students can apply for a USI at [www.usi.gov.au](http://www.usi.gov.au) or request assistance from SCRT during enrolment. SCRT will only verify a USI with the student's permission, which is collected as part of the enrolment process.

## **Language, literacy and numeracy (LLN)**

SCRT recognises the importance of appropriate English language, literacy and numeracy (LLN) skills for safe and effective participation in rail industry training and work. The rail industry requires workers to communicate in spoken and written English to at least a normal workplace standard, including giving and receiving safety-critical messages.

All programs are delivered and assessed in English, and all assessments must be completed individually without translation, interpretation or assistance from other people.

This requirement is non-negotiable due to rail safety and regulatory obligations.

LLN needs are considered during pre-enrolment and enrolment. Where required, students may be asked to complete an LLN assessment to confirm that the course is suitable and that industry requirements can be met.

SCRT is not registered to provide LLN training. Where LLN barriers are identified that cannot be addressed within our reasonable adjustment framework, students will be referred to specialist LLN services (for example the Reading Writing Hotline or other recommended programs). All LLN information is treated confidentially and managed in line with SCRT's Privacy Policy.

### **Students under 18 years of age**

Students under 18 years of age must have written consent from a parent or guardian to enrol. Parents/guardians are not required to attend training sessions but must remain contactable for the duration of the course.

For Transport for NSW (TfNSW) courses (such as TLIF0020 Safely access the rail corridor), students under 17 years must receive pre-approval from TfNSW before enrolment. SCRT will assist with the required forms and process.

### **Student attendance**

Full attendance on all scheduled days is mandatory. SCRT courses are structured and intensive, and missing sessions may prevent a student from meeting competency requirements. This may require re-enrolment in a later course.

Students must sign in each day and are expected to arrive at least 10 minutes before the scheduled start time.

SCRT understands that unavoidable circumstances can occur. If a student is unable to attend, needs to leave early or will be late, they must notify SCRT as soon as possible. Where the course structure allows, reasonable support or catch-up arrangements may be offered. Persistent non-attendance or lateness may result in action under the Disciplinary Procedures.

### **Reasonable adjustment**

SCRT complies with relevant equal opportunity, anti-discrimination and disability legislation and will apply reasonable adjustments to training and assessment where appropriate. Students are encouraged to disclose any disability or special need during enrolment so that suitable support can be considered.

Any adjustments must not compromise the integrity of the qualification, unit of competency or rail industry requirements. Examples of reasonable adjustment include:

- Allowing oral instead of written responses for some assessment tasks
- Allowing additional time to complete assessments
- Using a scribe/writer for students who cannot write but can clearly demonstrate their knowledge in spoken English

Due to rail safety and contractor requirements, some adjustments are limited. Interpreters are not permitted, course content must be delivered and assessed in English, and students may be required to demonstrate LLN skills before commencing. LLN concerns identified during training are escalated to the Training Manager to determine an appropriate support strategy.

## Feedback and continuous improvement

SCRT is committed to providing a safe, effective and high-quality learning environment. Feedback from students and employers is actively sought and is used to improve our programs, resources and services.

Students are asked to complete Learner Feedback Forms at the end of their course. Aggregated learner questionnaire data is submitted to ASQA in line with regulatory requirements. The Training Manager and office staff regularly review feedback to identify strengths and improvement opportunities.

## Reassessment

If a student is assessed as Not Yet Satisfactory/Not Yet Competent, they will receive feedback and be offered further training and a second assessment attempt where practicable. The reassessment may require the student to complete the assessment in full again.

If the second attempt is unsuccessful, the student may be required to re-enrol and complete the course again. Students can also access reassessment through the appeals process if they disagree with an assessment decision.

## Certificate issuance

SCRT issues AQF certification in accordance with the Australian Qualifications Framework (AQF) and the requirements of Transport for NSW (TfNSW), Australian Rail Track Corporation (ARTC) and other relevant regulators.

- A Statement of Attainment is issued when a student has successfully met the requirements of one or more units of competency.
- A Certificate of Qualification is issued when a student has successfully completed all units in a qualification.
- A Certificate of Completion may be issued where a student has met State regulator requirements (for example TfNSW) that do not align to AQF outcomes. These are not equivalent to accredited units or qualifications.
- A Certificate of Achievement may be issued for non-accredited training or role-specific programs for network operators, typically for recertification.
- A Certificate of Partial Completion may be issued where the student has completed the theoretical component but has outstanding workplace or final assessment requirements.

To receive a full Statement of Attainment or Certificate of Qualification, students must submit all required evidence and, where relevant, return to SCRT for formal assessment by an accredited assessor. SCRT issues AQF certification within seven (7) business days of course completion and receipt of all required evidence.

## Credit transfer

SCRT recognises AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations. Credit transfer is granted where units are equivalent to those in the student's current course.

To apply, students must provide original or certified copies of Statements of Attainment or Qualifications showing unit codes, titles and the issuing RTO. SCRT may verify the authenticity of documents with the issuing RTO. Credit transfer requests should be submitted in writing to the Training Manager.

## **Recognition of Prior Learning (RPL)**

SCRT offers Recognition of Prior Learning (RPL) in accordance with the Standards for RTOs. RPL assesses a student's existing skills and knowledge, gained through formal and informal learning and work experience, against the requirements of a unit or qualification.

Students are encouraged to enquire about RPL before course commencement. RPL evidence may include portfolios, work samples, third-party reports, observation in the workplace, interviews and other documentation. RPL cannot be granted for part of a unit; all unit requirements must be met.

Students who wish to pursue RPL can discuss this with SCRT office staff and will be provided with an RPL Self-Assessment Kit outlining required evidence and process steps.

## **Fees, charges and refunds**

SCRT is a fee-for-service provider. Course fees are advised during enquiry and confirmed at enrolment, including any additional charges (for example RPL or reassessment fees). Fees are generally payable before course completion; failure to pay may result in certification being withheld.

Preferred payment methods are EFTPOS, direct deposit and credit card (MasterCard/Visa). SCRT does not accept American Express and does not keep cash on site, so exact amounts are required if paying in cash. Tax invoices/receipts are issued for all payments.

SCRT does not require individual students to pre-pay more than \$1,500 in advance. For courses costing more than \$1,500, a non-refundable deposit may be required, with the balance payable as training progresses. SCRT will not hold more than \$1,500 in advance from any individual at any time and may refer unpaid fees to an external agency. Current fees are available on the SCRT website and in course information emails.

## **Replacement certificates**

Replacement Statements of Attainment or Qualifications can be issued for a fee (for example \$50) payable before re-issue.

## **Refunds**

Refunds (full or partial) may be approved in specific circumstances, such as:

- Written cancellation more than five (5) business days before course commencement
- Course cancellation by SCRT
- Course rescheduling by SCRT to a date that is unsuitable to the student
- Overpayment of fees or other exceptional circumstances

For longer courses (five or more days), deposits are generally due two weeks prior to commencement. Deposits may become non-refundable if the student cancels within five business days of commencement, does not attend, or withdraws after the course has started. Where refunds are considered after commencement, a pro-rata day rate may apply, and the non-refundable deposit will be retained.

If enrolment is cancelled due to misconduct, all fees paid may be forfeited.

## **Cancellation and transfers**

Students who wish to cancel, withdraw or transfer must notify SCRT in writing. For shorter courses (four days or less), written withdrawal is generally required at least 48 hours before commencement to be eligible for a refund or transfer. Withdrawal less than 24 hours before commencement or non-attendance may result in no refund.

SCRT reserves the right to cancel or postpone courses due to low enrolments or unforeseen circumstances. In these cases, affected students will be offered a transfer to another date or a full refund.

## **Access and equity**

SCRT is committed to providing a learning and working environment that is free from unlawful discrimination, harassment and vilification. All staff and students are expected to demonstrate professional, respectful behaviour consistent with equal opportunity principles.

SCRT complies with relevant Commonwealth and State legislation, including racial, sex and disability discrimination and privacy laws. Concerns about equity or discrimination are taken seriously and addressed promptly in line with the Complaints and Appeals policy.

SCRT is an equal opportunity organisation and encourages the participation of people with disability where course and rail industry requirements can be safely and reasonably met. Where LLN levels or inherent job requirements mean a course is not appropriate, SCRT will discuss this openly and, where possible, suggest alternative options.

Any student who believes they have been treated unfairly may contact the Training Manager.

## **Disciplinary procedures**

SCRT has disciplinary procedures to address behaviour that breaches company policies or the Student Code of Conduct.

For students, the process typically involves:

1. A discussion with the Trainer/Assessor or Training Manager explaining the breach and required behaviour, with a record kept.
2. If further breaches occur, a formal warning that continued misconduct may result in removal from the course, with a record kept.
3. For serious or repeated breaches, termination of enrolment and removal from training.

In cases of serious misconduct (for example safety breaches, harassment, cheating), SCRT may terminate a student's enrolment immediately. Students may appeal disciplinary decisions through the Complaints and Appeals process. If a student is removed for disciplinary reasons, course fees may be forfeited.

## **Cheating and plagiarism**

SCRT has a zero-tolerance approach to cheating and plagiarism. Cheating or plagiarism may lead to disciplinary action and impact a student's results or enrolment.

Plagiarism is presenting another person's work or ideas as your own without proper acknowledgement. Cheating includes any dishonest or unfair behaviour intended to gain an advantage in assessment, including helping another person to cheat.

## **Student welfare and support**

SCRT encourages students to raise any concerns about their wellbeing or study performance with their trainer, the Training Manager or another SCRT representative. Where possible, SCRT will work with students to identify support options and help them succeed.

Trainers may provide individual coaching where appropriate. Where issues cannot be resolved within the training context, SCRT will discuss options with the student and seek outcomes that minimise disadvantage. Additional support may include one-to-one or small-group assistance, phone support between sessions and access to printed resources.

## **Complaints and appeals**

SCRT manages complaints and appeals in a fair, transparent and timely manner consistent with the Standards for RTOs. All complaints and appeals are taken seriously, handled confidentially and without victimisation. Students are not disadvantaged while a complaint or appeal is being considered.

A complaint is an expression of dissatisfaction about a product, service, decision or conduct. An appeal is a request to review a decision that affects the student, such as an assessment outcome.

### **Informal resolution**

Students are encouraged to first raise concerns with an SCRT trainer or representative to see if the matter can be resolved informally. If the issue is not resolved, it may be escalated to the Training Manager.

### **Formal process**

If informal resolution is not successful, students may lodge a written complaint or appeal using the SCRT Complaints/Appeals Form or by email. Formal complaints are acknowledged and logged, and SCRT aims to resolve them within 15 business days where possible.

The Training Manager will investigate, gather information and, if needed, arrange meetings with involved parties. Outcomes and any agreed actions are communicated in writing. If more than 30 calendar days are required, SCRT will advise the complainant in writing and provide updates until finalisation.

If a complainant is not satisfied with the outcome, external avenues (for example, ASQA or other relevant bodies) may be available.

For assessment appeals, trainers may first conduct a re-assessment. If concerns remain, the Training Manager may arrange further review, including reassessment by another assessor.

SCRT keeps secure records of all complaints, appeals and outcomes and uses this information to identify and address systemic issues.

## **Records management, confidentiality and privacy**

SCRT maintains accurate and secure records of student enrolments, results, awards, fees and staff qualifications in line with regulatory requirements. Records of AQF certification are retained for at least 30 years. Assessment evidence is stored for at least six months or longer as required for audit and appeals.

Information about students is kept confidential and is only disclosed with the student's written consent, or where required or authorised by law or the Standards for RTOs. Students may access their personal records by contacting the Training Manager and providing proof of identity.

Personal information is collected to enable SCRT to deliver training services, meet regulatory and contractual obligations and verify training outcomes. Where services are delivered on behalf of government agencies, some information may be shared with those agencies in line with privacy legislation and funding agreements.

SCRT will only disclose personal information to third parties where:

- The student has provided written consent
- It is required or authorised by law
- It is necessary to protect the safety or rights of others
- SCRT's assets or operations are transferred

Students may also be contacted by NCVET or government departments to participate in surveys or reviews relating to their training, and may opt out at the time of contact.

### **Transition of training products**

SCRT manages transition to new qualifications and units in line with national requirements. When a training product is superseded, removed or deleted from the national register, SCRT will:

- Transition current students to the replacement product within required timeframes, or
- Complete training and assessment in the superseded product and issue certification within the allowed teach-out period

SCRT does not enrol new students into qualifications or units that have been removed or deleted from the national register.