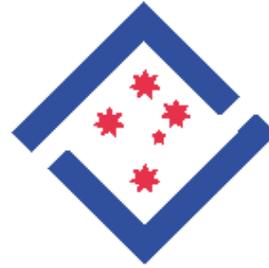


**AUSTRALIAN  
FORKLIFT TRAINING**

A DIVISION OF AUSTRALIAN QUALITY TRAINING INSTITUTE



# Student Handbook

P & J Wade Pty Ltd t/a

**Australian Forklift Training**

Head Office: Unit 11 / 15 Valediction Road  
KINGS PARK NSW 2148

Telephone: 1300 799 112

Fax: (02) 8814 8670

[admin@ausforklifttraining.com.au](mailto:admin@ausforklifttraining.com.au)

<http://ausforklifttraining.com.au>

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## **Introduction**

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Welcome to P & J Wade Pty Ltd t/a Australian Forklift Training.

We are a Registered Training Organisation.

Australian Forklift Training (AFT) provides Nationally Recognised Training for the General Public in the following qualifications:

TLI21610 Certificate II in Warehousing Operations  
TLI31610 Certificate III in Warehousing Operations  
TLI41810 Certificate IV in Warehousing Operations

And in the following units of competency:

TLILIC2001A Licence to operate a forklift truck  
TLILIC2002A Licence to operate an order picking forklift truck

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our students through our training programs and to ensure they have an enjoyable learning experience.

This Handbook is intended to provide you with details of our policies and procedures, details of our obligations to you, and the legal framework in which we are required to operate.

This knowledge should assist you to complete the course in an efficient manner, and if issues do arise, this Handbook is your first resource to consult in resolving these issues.

As always your trainer and Head Office are also here to support you.

## **The NVR Standards**

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You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

This qualification can only be delivered by a Registered Training Organisation (RTO).

To be an RTO we need to meet the requirements of the NVR Standards. This is assessed by the Australian Quality Skills Authority (ASQA).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the NVR Standards and will be re-audited during its subsequent five-year registration period. This five year period can be extended out to seven at ASQA's discretion.

These Standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

## **Participant and AFT Rights and Responsibilities**

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As a participant in our RTO, you have certain rights and responsibilities as do we, the RTO, have certain obligations and responsibilities to you.

These rights and responsibilities are covered in detail in the body of the Participant handbook, but are summarized here for your convenience.

Both the Participant and AFT have a responsibility to adhere to all relevant legislation. The legislation that affects your participation in Vocational Education and Training (VET) is detailed within this document, however both AFT and you, the participant, have an obligation to adhere to ALL legislation applicable in Australia.

We both have obligations and expectations that all parties will conduct themselves safely in all aspects of their activities, that at no time will the safety and health of any person or property be risked.

You have a right to a safe environment, you have an obligation to keep it safe through your conduct and adherence to our stated policies and procedures.

We have a right to expect that you seriously apply yourself to undertaking the Course that you have committed to, until you formally tell us that you are withdrawing from the process, we have an expectation that you will work on the process and meet your commitments.

Equally so, you have a right, and we have a responsibility to provide you with the very best support, assistance and guiding you to the completion of the Course and must maintain a high standard of current documentation, good service, good trainer/assessors who are current in their knowledge and experience in the relevant qualifications(s) being undertaken.

We have a right to expect that all assessments provided by are your own work, not copied, taken or plagiarized from someone else.

You have a right to reasonable access to our trainer/assessors. You have the right to access your own records. Approach your trainer.

You have a right to expect that the requirements that we make of you are clear, concise and easily understood, we have an obligation to maintain these requirements as clear instructions and also to ensure that they are relevant to the requirements of the qualification being undertaken.

You have a right to expect that all course requirements are compliant to the principles defined in the NVR Standards, and that the qualification issued by us to you will be received in good standing.

You have a right to personal freedom, free from any illegal, unnecessary or invasive questioning or judgment of your personal ideals, beliefs, marital status, disability or perceived disability, cultural background, age, orientation or practices, this includes, but is not limited to all personal, sexual, religious and political practices.

We have an equal expectation that you will grant the same freedom of belief, practices and persuasion to all of the staff, contractors, fellow participants and other people whom you meet and come in contact with at AFT.

We have an obligation to always conduct ourselves ethically, responsibly, with courtesy and respect, and to be both morally and socially responsible at all times. We expect the same from our participants.

This specifically means that bullying, intimidation, violence of any kind, cyber bullying, offensive behavior, threatening or aggressive behavior or speech will not be tolerated, or need to be tolerated by any person whether a staff member or contractor, or a participant in the course requirements.

You have a right to be provided with the services that you have paid for, if you have paid for a course, you have a right to expect to be delivered in the manner it was advertised, equally so, we have an obligation to deliver it to you in the manner it was advertised. If there is a need to vary the process, then it must be by mutual consent.

You have a right to receive the services for which you have paid. We have an obligation to provide them.

You have a right to be informed of any changes to our course requirements, our administrative procedures and/or regulations. Any required changes will not be made without appropriate notice and will not disadvantage currently enrolled participants.

We have a right, and you have a responsibility, to adhere to any reasonable and lawful request by AFT.

You have a right to complain and appeal about anything or any decision we make at AFT, be it about you or about how we conduct the business of the RTO.

We have an obligation to ensure that complaints and grievances are dealt with quickly and satisfactorily in accordance with the procedures detailed in this handbook.

You have a right to expect us to adhere to the privacy act and the freedom of information act and ensure that information about you is only conveyed to those with legal and legitimate reason for access. This is normally only staff directly involved in the processing and assessment of your course work or those with legal rights to that information, such as the Police and other legal bodies, but only after appropriate process has been undertaken.

We have an obligation to clearly state all fees and charges associated with the course requirements.

We have an obligation to provide, and you have a right to receive, prompt evaluation of your course work, with clear and unambiguous feedback on the results and assessment decision.

You have an obligation to provide feedback on our assessment and on the Client Services we have provided.

We have an obligation to evaluate all provided feedback and act on opportunities for improvement to our processes and policies.

We have an obligation to clearly convey to you, the Participant, the policies and procedures that Participants must be aware of. Equally so you, the participant, have an obligation to understand those policies and procedures concerning your application, any use of AFT facilities and any property or facilities used by AFT to assess your application.

Participants who cannot, or choose not to, adhere to these rights and obligations may be subject to disciplinary action. This may be a written warning, an interview with the CEO, and may result in cancellation of your application without refund and in extreme cases, such as cases of suspected criminal activity, referral to the Police.

## **Legislative Requirements**

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We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

### **Commonwealth Legislation:**

- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator (Charges) Act 2012
- National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- Standards for NVR Registered Training Organisations 2015
- National Vocational Education and Training Regulator Amendment Bill 2015
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Amendment (Education Standards) Act 2005
- Disability Discrimination Act 1992
- Racial Discrimination Amendment Act 1980
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Sex Discrimination Amendment Act 1991
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Australian Privacy Principles (2014)
- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

### **State Based Legislation**

- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- WorkCover Legislation Amendment Act (1996 No. 120)
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Child Protection (Working with Children) Act 2012 No 51.

## **Workplace Health and Safety Policy**

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The Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 describes AFT 's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and Standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situations, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety Standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

### **Harassment and Discrimination Policy**

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We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of AFT.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

### Specific principles

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

### Privacy

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AFT takes the privacy of our participants very seriously and we will comply with all legislative requirements. This includes the Privacy Act and Australian Privacy Principles (2014)

In some cases as required by law and as required by the NVR Standards we will need to make your information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The thirteen Privacy Principles are defined below:

**Principle 1** – Open and transparent management of personal information. The object of this principle is to ensure that AFT entities manage personal information in an open and transparent way.

**Principle 2** – Anonymity and pseudonymity. Individuals may have the option of not identifying themselves, or of using a pseudonym, when dealing with AFT in relation to a particular matter.

**Principle 3** – Collection of solicited Personal Information.

AFT must not collect personal information (other than sensitive information) unless the information is reasonably necessary for AFT business purposes.

**Principle 4** – Dealing with unsolicited personal information. If AFT receives personal information, AFT must, within a reasonable period after receiving this information, determine whether or not we would have collected the information under Australian Privacy Principle 3, and if not we must, as soon as practicable but only if it is lawful and reasonable to do so, destroy the information or ensure that the information is deidentified.

**Principle 5** – Notification of the collection of personal information. Requires AFT to notify our clients, staff and participants of any additional information that we collect about them, and further advise them of how we will deal with and manage this information.

**Principle 6** – Use or disclosure of personal information. The information that AFT holds on an individual that was collected for a particular purpose, AFT must not use or disclose the information for another purpose unless the individual has consented.

**Principle 7** – Direct marketing. As the AFT holds personal information about individuals, we must not use or disclose the information for the purpose of direct marketing.

**Principle 8** – Cross Border disclosure of personal information. Where AFT discloses personal information about an individual to an overseas recipient, AFT must take such steps as are reasonable in the circumstances to ensure that the overseas recipient does not breach the Australian Privacy Principles.

**Principle 9** – Adoption, use or disclosure of government related identifiers. AFT must not adopt a government related identifier of an individual as its own identifier of the individual except when using identification codes or 79 603 169 482s issued by either the State based regulators, or the department of Innovation with regard to the Unique Participant Identifier.

**Principle 10** – Quality of personal information. AFT must take such steps (if any) as are reasonable in the circumstances to ensure that the personal information that AFT collects is accurate, up to date and complete.

**Principle 11** – Security of personal information. If an AFT entity holds personal information, the entity must take such steps as are reasonable in the circumstances to protect the information.

**Principle 12** – Access to personal information. As AFT holds personal information about an individuals, AFT must, on request by the individual, give the individual access to the information.

**Principle 13** – Correction of personal information. As AFT holds personal information about individuals and should we believe that this information is inaccurate, out of date, incomplete, irrelevant or misleading; or the individual requests the entity to correct the information; AFT must take such steps as are reasonable in the circumstances to correct that information.

### **Working with Children**

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We do NOT accept people under the age of 18 in our training and assessment programs.

We will comply with all Federal and State working with Children legislation such as the NSW Child Protection (Working with Children) Act 2012 No 51.

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/>

Further information on the Working with Children's Check is available from AFT 's CEO, but this effectively means that we will need to have all staff who come in contact with people under the age of 18, such as assessors, administration staff or clerical staff must be cleared as not being a risk to the health and safety of minors.

This is done through a submission to the appropriate government agency <https://check.kids.nsw.gov.au>, and until the response is received, we cannot allow the person being reviewed to conduct or interact with the minors unsupervised.

### **Fees and Refund Policy**

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Our training and assessment programs do attract fees. The details of the fee structures are contained in the course flyers and on the AFT website.

Full terms, conditions, extra fees and refunds are available on the AFT website and will be attached to your course booking confirmation.

In cases of extreme hardship, an appeal can be made to our CEO who can amend our policies.

### **Participant Documentation Policy**

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We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy participant records will be stored in a lockable secure office area. Our electronic records are stored in our participant records software system Axcelerate and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The CEO is responsible to conducting a backup of our computer systems to an external drive which is stored off site.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

We are required to submit statistical data on our participants to the AVETMISS standard, we will use the features inside Axcelerate, our participant record software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the NVR Standards such as:

- trainers and assessors, to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,

- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,
- the participants themselves, after making application in writing. For example, participants seeking a replacement Statement of Attainment.

We are required to ensure that we issue our statements of attainment and certificates to a participant within thirty days (30 days) where the participant has:

- Completed the course
- Been found competent in that unit(s) of competency
- And met their financial obligations to us

### **Recognition of other Qualifications**

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All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by AFT.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Participants would be required to produce a certified copy or the original certificate to the CEO or in some cases the trainer, who will make note of the qualification in our record system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

### **Access and Equity**

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We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to AFT's CEO.

### **Client Selection**

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There are pre-requisites to enrolling in some of our training programs.

Specific details of these pre-requisites are contained in individual course flyers.

If you have any questions please do not hesitate to discuss the course with your trainer or the CEO.

## **Enrolment**

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To enrol in our course please contact AFT administration, the contact details for which are located on the front of this document.

Once accepted, you will need to complete an enrolment/application form, which will require you to provide details on the Unique Student Identifier (USI), a new initiative from the Australian Government.

## **Unique Student Identifier**

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As from 1<sup>st</sup> January, 2015, students, wishing to graduate from a Vocational Education and Training course (a VET Course) are required to obtain a Unique Student Identifier (USI).

As from 1<sup>st</sup> January, 2015, a RTO cannot issue a qualification to a student unless that student provides the RTO with their USI. The USI will allow the Government to permanently record the awarding of this qualification to the individual.

Thus from 1<sup>st</sup> January, 2015, unless exemptions apply, all training successfully delivered will be recorded by the Government.

To obtain your USI, you will need to:

1. Obtain it yourself from [www.usi.gov.au](http://www.usi.gov.au) by providing information about yourself similar in content to that on your driver's licence, or

2. Authorise a third party such as this RTO to obtain it on your behalf. To enable us to generate your USI, you will need to:

1. Accurately complete this enrolment form, ensuring that the details you provide match your ID.

2. Provide us with one of the following form of unique identification:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

3. Nominate the preferred method of contact so that your USI activation notice can be sent to you, options include, email, phone or mailing address.

4. Complete the form over page.

Once your USI has been generated, you should:

- write down your USI somewhere safe or enter it into your phone for safe keeping.
- activate your USI account at some stage in the near future.
- if you do not activate your account, your USI still works.
- when you do activate your account, you will be required to add some security questions and choose a password.

**PLEASE NOTE:** The USI System checks for duplicate entries and will report any

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suspected duplicates

### **Language, Literacy and Numeracy (LLN) Assistance**

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Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same Standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

### **Participant Support, Welfare and Guidance**

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We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of AFT's staff.

We will make every effort to support you in your studies; this could be through additional coaching or mentoring or through any other identified way.

Should you be experiencing any personal difficulties you should make contact directly with the AFT CEO who will assist you to the full extent of our capacity.

If your needs exceed AFT support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

#### **Interpreting Services:**

TIS 13 14 50

**Lifeline:** 131 114

#### **Literacy and Numeracy Support:**

##### **National:**

Australian Council of Adult Literacy phone 03 9469 2950 email [acal@pacific.net.au](mailto:acal@pacific.net.au)

### **Flexible Delivery and Assessment Procedures**

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AFT recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

AFT will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

AFT undertakes to assist participants achieve the required competency Standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or AFT's CEO

## **Complaints and Appeals**

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The purpose of this policy is to confirm that any complaint and/or grievance are dealt with in an effective and timely manner.

### **Complaints**

1. A complaint should first be lodged in writing via email within 30 days of the issue arising, where practicable. All accounts complaints are to be directed to the Accounts Manager and all other complaints directed to the Administration Manager.
2. A written acknowledgment of receipt will be provided within 4 hours.
3. Where the outcome is not satisfactory to the learner/client, the Administration Manager should be contacted in writing (mail/email), setting out:
  - The circumstances surrounding the issue
  - Who was involved
  - Why a complaint is being lodged
  - Any evidence including dates and documentation
  - The name of any witnesses who could support the case
4. Administration Management will consider the complaint and the learner/client will be notified in writing of the outcome.
5. If the learner/client is not satisfied with the outcome, the complaint will be referred to AFT CEO who will contact learner/client via telephone.
6. If the learner/client is not satisfied with the outcome, the complaint will be referred to an independent person i.e. a mediation service, and the learner/client will have an opportunity to formally present their case. Any costs incurred throughout mediation are to be initially paid for by the complainant. If the independent mediator finds AFT at fault costs incurred will be reimbursed.
7. Complaint and outcome must be entered into the Complaints and Appeals Log.

### **Assessment Appeals**

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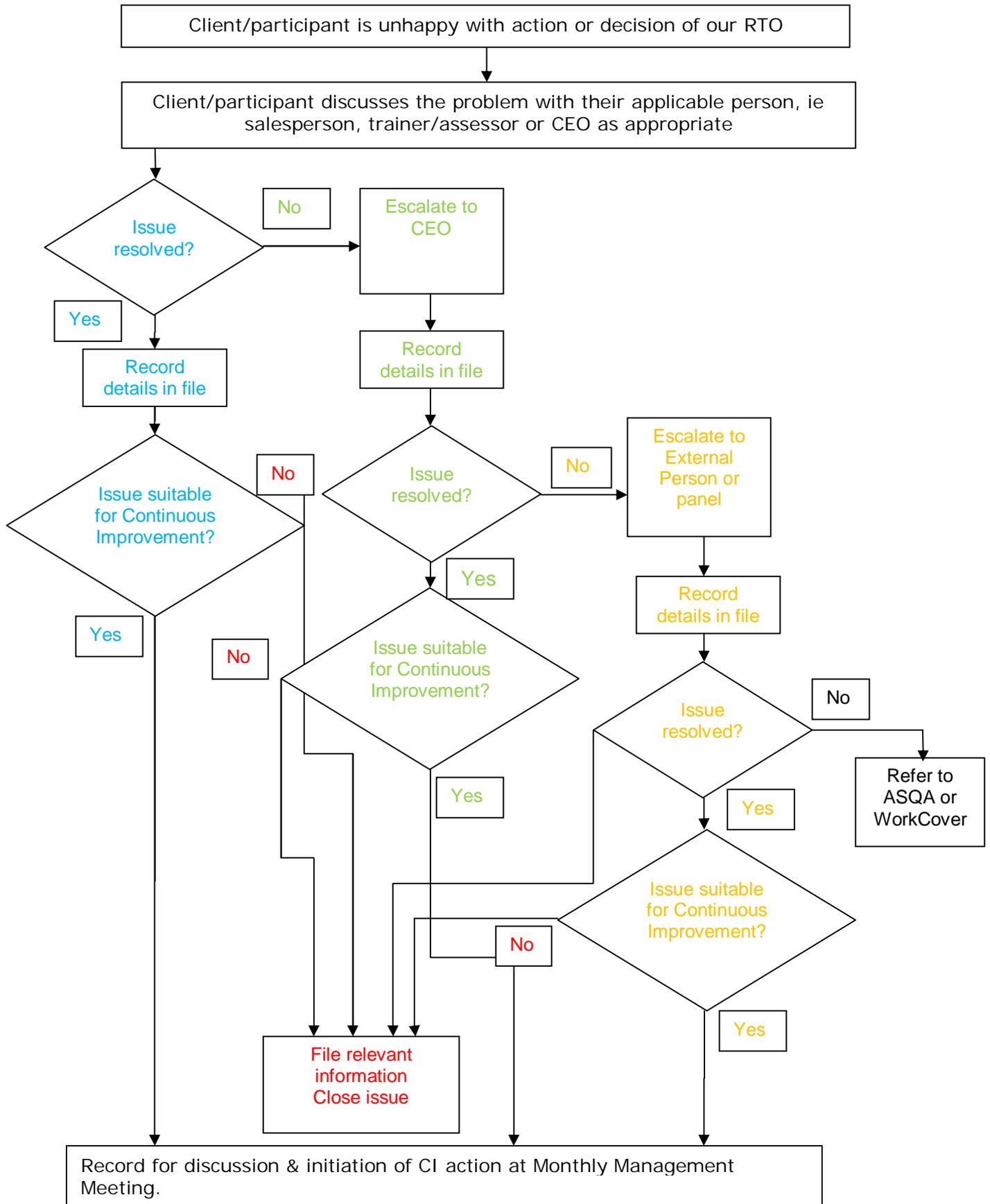
1. Where appropriate the learner should first approach the assessor concerned in writing within 30 days of receiving the assessment result, where practicable.
2. Where the outcome is not satisfactory to the candidate, the Administration Manager should be contacted in writing (mail/email), setting out:
  - The circumstances surrounding the issue
  - Who was involved
  - Why an appeal is being lodged
  - Any evidence including dates and documentation
  - The name of any witnesses who could support the appeal
3. Operations Manager will consider the appeal and the candidate will be notified in writing of the outcome and the reason for the decision.

4. If the learner/client is not satisfied with the outcome, the complaint will be referred to an independent person i.e. a mediation service, and the learner/client will have an opportunity to formally present their case. In the case of High Risk Units of competency TLILIC2001A Licence to operate a forklift truck and TLILIC2002A Licence to operate an order picking forklift learner/client may contact WorkSafe NSW to lodge an appeal. Any costs incurred throughout mediation are to be initially paid for by the complainant. If the independent mediator finds AFT at fault costs incurred will be reimbursed.
  
5. Appeals must be entered in the Complaints and Appeals Log.

### **Referrals**

In the event that a learner/candidate is still not satisfied with the outcome, they must be informed that they can contact the National Training Complaints Hotline on 1800 000 674.

**Flow Chart Representation:**



## **Discipline**

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AFT attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

AFT, has a zero tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary Standards will be discussed with the trainer and AFT CEO and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

## **Credit Transfer Policy**

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Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

**Credit Transfer** – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

## **Assessment Standards**

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All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE10 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,

- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all participants,
  - employ a participatory approach,
  - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

### **Assessment Criteria**

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All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, 79 603 169 482 of assessments, types of assessment and the individual weighting of each assessment.

### **Assessment Methods**

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Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff members are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal; see further details in the appeal process section.

The High Risk Work License Assessment is a written knowledge assessment and must be completed in English without the aid of an interpreter. A verbal assessment may be requested (extra fees apply).

**Acknowledgement Declaration**

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I acknowledge that I ..... have read and fully understand the contents of this Participant Handbook, which outlines the conditions and my rights and responsibilities as a participant of P & J Wade Pty Ltd t/a Australian Forklift Training.

.....  
Signature

.....  
Date

.....  
Name of Witness

.....  
Signature of Witness

.....  
Date