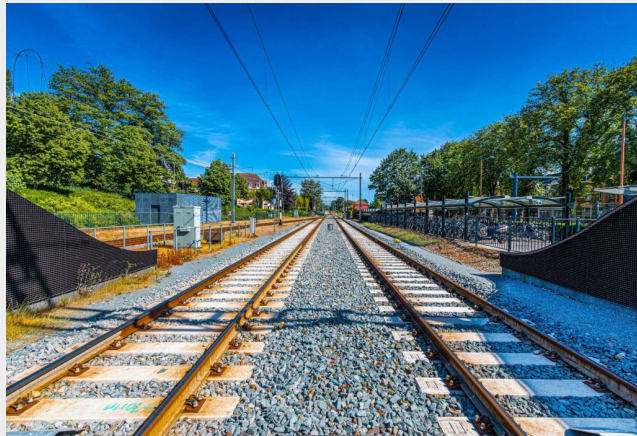


# Student Handbook

## Go-Train Industry Pty Ltd



**NSW Head Office:** Suite 6 / 26 Balook Drive. Beresfield NSW 2322

**QLD Office:** Building 9B, 87 Fairlie Tce. Salisbury QLD 4107

**Phone:** 1300 698 158

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## Copyright

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## 1. Welcome

Thank you for choosing Go-Train Industry Pty Ltd (Go-Train) as your training provider and for allowing us to play a role in your learning journey.

Go-Train is committed to providing high quality standards of vocational education and training, and we pride ourselves on providing students with the best experience possible to attain their learning goals.

This Student Handbook aims to provide students with information on the range of services, service standards, policies and procedures that Go-Train adheres to. This document, as well as the pre-training Course Information relevant to a student's chosen course, will prepare students for their studies. Students might find it useful to refer to these documents throughout their training.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit to the RTO Manager.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

We look forward to hearing of your achievements and to providing support where we can. We trust you will enjoy your time with us and wish you every success in your learning.



### Terminology

Throughout this student handbook the term "student" refers to a person who is enrolled in a qualification or unit of competency on Go-Train's scope of registration.

## 1.1 About Us

Go-Train is a Registered Training Organisation (RTO) that focuses on training needs and skills development for the Australian rail industry.

At Go-Train we strive to be a leading rail training provider to anyone wanting to work in the rail industry. We do this by developing and maintaining strong partnerships with industry stakeholders and regulatory bodies, and by offering a range of courses across different rail industry sectors. Our highly experienced and passionate staff members will ensure you're on track to succeed throughout all stages of your career.

Our products and services cover rail operations and infrastructure, with our scope enabling Australia wide delivery. Services are aligned to four main areas:

- **Safety Inductions** (entry level)
  - NSW RISI, QR SARC & WET, Core Units
- **Rail Transport Operator Safeworking Certifications**
- **Rail Infrastructure**
  - Rail Welding, Ultrasonic Testing, Plant Operation, Track Certifiers, Track Maintenance,
  - Certificate II and Certificate III

## 1.2 Trainer/Assessors

Our Trainer/Assessors have a combined 100 years of experience in the rail industry. They are proficient in their field, patient in their teaching and seek to create a learning journey that meets each student's needs.

Go-Train are committed to providing our students with the highest level of service, therefore, our Trainer/Assessors are fully qualified and highly experienced in their job roles in the rail industry. With qualifications above and below rail on all rail networks of the eastern seaboard, our Trainer/Assessors know and love rail.

Our trainers are required to adhere to the Standards for Registered Training Organisations (2025): Credential Policy. Every senior Trainer/Assessor holds, at a minimum, a TAE40116 Certificate IV in Training and Assessment or equivalent, plus are required to hold and maintain currency of the qualifications that they deliver/assess.

Additionally, our trainee Trainer/Assessors, who are currently studying the TAE40122 Certificate IV in Training and Assessment, work under the close supervision of a senior Trainer/Assessor. Additionally, they are mentored through their traineeship by a Vocational Trainer and Assessor who has extensive experience guiding Trainers to achieve peak performance.

All Trainer/Assessors are required to work in the rail industry periodically as part of their professional development. This enables our trainers to maintain a high level of knowledge and experience as relevant to current industry standards and to retain proficiency of their technical skills so they can train students to today's workplace expectations.

Trainer/Assessors must also participate in professional development to continuously improve and build on their skills as a trainer/assessor. This may involve attending seminars or workshops, contributing to Go-Train continuous improvement processes, and acting as subject matter experts in the development of our courseware and training materials.

In the role of the assessor, our Trainer/Assessors are required to objectively assess and judge a student's competency against a set of standards. This includes but is not limited to:

- interpreting and understanding the criteria of assessment
- ensuring that evidence meets the benchmarked standards
- ensuring that the evidence is valid, authentic, current, and sufficient
- ensuring the assessment is fair, flexible, reliable, and valid
- making a fair and objective judgment of competency

## 1.3 Our Support Team

Go-Train have a team of experienced courseware writers, compliance experts and administrative superstars. Their purpose is to support the Trainer/Assessors to conduct best practice training and to ensure students get the most out of their training experience.

Go-Train use the latest adult learning principles for training and assessment, with a keen focus on the rules of evidence and principles of assessment to make sure students leave their training with skills and knowledge they can practically apply in the workplace. We facilitate our support team's ability to achieve this by requiring all support staff to maintain their skills at a high level through regular professional development, in addition to periodic quality checks and ongoing validation processes that ensure our courseware leads the industry for both user-experience and RTO compliance.

## 1.4 Our Training Environment

Go-Train aims to give students an experience that replicates working in the industry, and to enable this, have built non-live practical training facilities in our NSW and Qld training centres that aid practical learning. This enables our students to gain hands-on practise in a controlled and safe environment as they become familiar with work in rail.

## 1.5 Our Mission

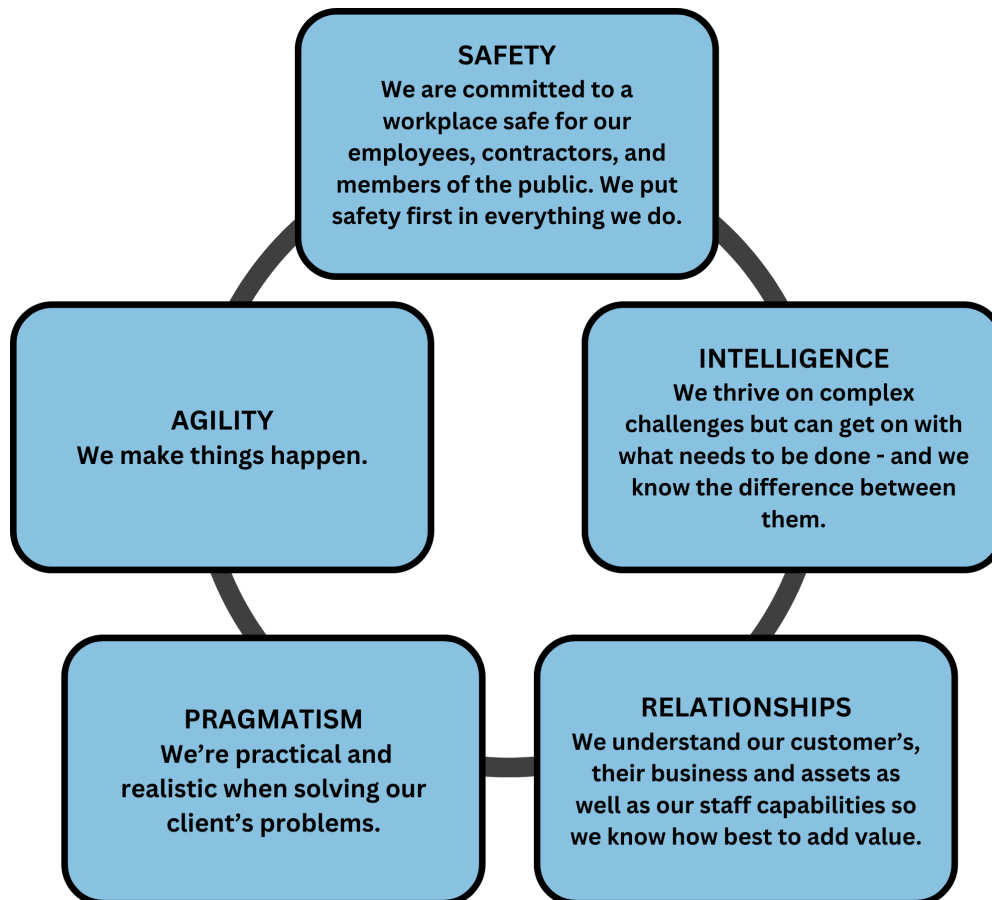
Our mission is to provide the most comprehensive training from highly experienced and passionate trainers to anyone wanting to work in the rail industry.

Go-Train’s vision is to be the preferred choice of Registered Training Organisations (RTO) to new and existing employees of the rail industry across Australia. We want to be regarded by our customers as their most valued provider of both generic and bespoke rail training along the Eastern seaboard of Australia.

We aim to:

- provide high quality training programs to customers,
- engage with industry partners to ensure programs are relevant to the workforce in the future, and
- provide engaging trainers who meet the required Go-Train standards, including qualifications, skills, industry and vocational currency.

### Our Values:



## 1.6 Code of Practice

Go-Train is a Registered Training Organisation (RTO) registered with the Australian Quality Skills Authority (ASQA) and is bound to comply with the Standards for Registered Training Organisations (SRTO) 2025. Training services provided to students follow policies and procedures developed to meet the VET quality framework.

**“We observe a policy of equity in all training services provided.”**

The ethical and unbiased conduct of our management, trainers and assessors ensures that a policy of equity is observed. We uphold all Commonwealth and State or Territory legislative and regulatory requirements. Including, but not limited to:

- Work Health and Safety Act 2011
- Work Health & Safety Regulations 2011
- Workplace Injury Management and Workers Compensation Act 1998
- Disability Discrimination Act 1992 (Commonwealth law)
- Disability Standards for Education 2005.
- Affirmative Action (Equal Employment Opportunity for Women) Act 1986.
- Copyright Act 1968 (Commonwealth)
- Copyright Act 1879 42 Vic No 20 (modified 2006).
- NSW Anti-discrimination Action 1997 (NSW)
- Rail Safety Act 2012
- Transport for NSW rules and regulations
- Racial Discrimination Act 1975.
- Sex Discrimination Act 1984.
- Department of Transport requirements
- Privacy Act 1988
- Equal Opportunity Act 1987
- Fair Work Act (including Amendment 2015)
- Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTO's) 2025.

Students will be informed of any changes to legislation and regulatory requirements relevant to the operations of the RTO.



### Nationally Recognised Training

An AQF Qualification or VET Statement of Attainment issued by a Registered Training Organisation assures that students are competent in the standards set by industry.

A nationally recognised VET qualification (indicated by the National Recognised Training logo) means that students have portable skills and qualifications that will be recognised right around Australia.

## 1.7 Go-Train's responsibilities

Go-Train is responsible for providing compliant training and assessment services under all legislative standards, and issuance of AQF certification documentation.

Go-Train must provide prospective students with clear, up-to-date and accurate marketing material and pre-training Course Information to safeguard their interests, and to ensure the applicant is fully informed. This includes the terms and conditions of student enrolment and information regarding all fees, payment details and refunds.

Course information found on our website and in flyers provided to customers includes:

- Course outcomes or objectives including unit of competency outcomes
- Course outline
- Course duration
- Delivery and assessment methods
- Target audience
- Entry and eligibility requirements, including pre-requisite qualifications
- Cost
- Training locations
- How to enrol or enquire.

## 2. Enrolment Process

We aim to deliver a seamless and customer-focused student experience from your course enrolment to teaching in the classroom.

Supported by a state-of-the-art enrolment and student management system, and staff who understand your needs, we want you to enjoy the ease of dealing with us.

Go-Train accepts applications from all students upon verifying the minimum entry requirements and pre-requisites, which are published under the pre-training Course Information on our website, have been met. Students will be offered a place in the next available course in the locations on offer.

Go-Train courses require training and assessment to be held in environments where suitable clothing and personal protective equipment (PPE) is mandatory. This information, as it applies to individual courses, can be found in the pre-training Course Information tab on each course page of our website.

### 2.1 Completing enrolment

All student details provided on enrolment must be provided accurately to ensure certificates can be correctly issued. All sections of the enrolment form must be completed to ensure Australian state and territory government requirements are met.



**The best way to enrol in any of our courses is to:**

- enrol online via: [www.GoTrain.com.au](http://www.GoTrain.com.au)
- email: [enquiries@GoTrain.com.au](mailto:enquiries@GoTrain.com.au)
- or call us on: 1300 698 158

Students will have access prior to enrolment to the following documents on our website:

- This Student Handbook, which contains:
  - information on Recognition of Prior Learning
  - refund information
  - complaints and appeals information
  - access and equity
- Pre-training Course Information, which covers:
  - Fees and costs for a course of training
  - Entry requirements and pre-requisites for a course of training
  - Training plans or course outlines

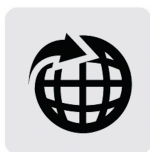
Once an enrolment form is completed in a chosen course, Go-Train will verify the student's eligibility, suitability and identify any support requirements. Some courses may require individual training plans to be developed and provided, particularly if additional support is required.

Once verified, students and/or clients will receive a confirmation email with the details of the course, date, time and course fees.

## 2.2 Unique Student Identifier (USI)

All students are required to have an USI. Under the Standards for Registered Training Organisation (SRTOs) 2025, Go-Train are unable to issue a certificate or statement of attainment for any nationally-recognised course unless we have a verified USI on file.

If a student already has a USI, we will request their permission to verify the USI when they enrol in a course. Information collected during the enrolment process will be used by Go-Train for the verification of USI for students. Any identification required to obtain a USI on a student's behalf will not be retained by Go-Train.



### For further information on USI:

More information can be found at [www.usi.gov.au](http://www.usi.gov.au)

A copy of the USI factsheet can be found at the rear of this handbook.

## 2.3 Language, Literacy, Numeracy and Digital (LLND)

Go-Train accepts the importance of workplace level skills in English Language, Literacy, Numeracy and Digital (LLND) and recognises that many adults do not have the LLND skills they need to effectively participate in training and workplace communication.

It is a requirement 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.

Go-Train establish students' LLND needs at enrolment prior to course commencement. Students who do not currently hold a qualification at least at the level of their intended course, or who cannot demonstrate equivalent industry experience must undergo an LLND Assessment. Additionally, should the need for additional LLND support be identified after a course has commenced, the assessor will analyse the student's specific needs and refer to the Training Manager for assistance in implementing a strategy to support the student with their studies.

All information relating to a student's LLND will be treated as confidential and in accordance with Go-Train's Privacy Policy.



**If students would like additional information, please contact:**

**The Reading Writing Hotline:**

A National literacy referral service for adults.

Ph: 1300 655 506

Web: <https://www.readingwritinghotline.edu.au/>

**Or download mobile apps for your phone:**

<https://www.readingwritinghotline.edu.au/literacy-help/links-to-useful-resources/>

or <http://dyslexiahelp.umich.edu/tools/apps>

## 2.4 RIW Card

The Rail Industry Worker (RIW) Program is a national competency management framework for rail workers across Australia.

Owned by the Australian Railway Association (ARA), the RIW Program helps to make sure that Rail Organisations can easily see that workers meet the requirements to work safely. The RIW Program does this by keeping an electronic record of workers' medical fitness and of compliance with training and education competencies.

The following Rail Network Operators require workers to have a valid RIW Card before working in the Rail Network:

- Australian Railway Association (ARA)
- Australian Rail Track Corporation (ARTC)
- AMPRN - Keolis Downer Adelaide
- Carmichael Rail
- Metro Trains Melbourne (MTM)
- Queensland Rail (QR)
- The Public Transport Authority of Western Australia (PTA WA)
- Transport for NSW (TfNSW) / Sydney Trains
- UGL Regional Linx (UGL-RL)
- V/Line



### For current information on RIW:

Please check the RIW website for the most up-to-date information for Rail Network Operators: <https://www.riw.net.au/>

Workers must possess and provide Go-Train with their valid RIW Card, plus have the necessary qualifications, competencies and job roles to work in the rail network. Therefore, Go-Train require that students intending to work in the rail industry have already attained or commenced application for a valid RIW card before beginning training in any of our safety induction courses.



### Go-Train can assist students in obtaining their RIW card, through our RIW card service.

To find out more about RIW requirements, please ask our friendly staff or visit the RIW Knowledge Centre via:

<https://support.riw.net.au/support/solutions/articles/51000029877>

### **3. Student Code of Conduct**

All Students must conduct themselves in a way that is respectful and professional to maintain an inclusive and positive learning environment.

Go-Train will not tolerate any form of misconduct and reserves the right to ask a student to leave if they do not behave appropriately.

All students are expected to:

- Always be “fit-for-duty”, which includes adherence to our zero-tolerance policy for alcohol and drugs (non-adherence to this policy will mean the student will be asked to leave the premises immediately).
- Avoid smoking outside of the designated smoking areas when on Go-Train premises (please smoke in the designated areas only).
- Adhere to class schedules, including start times and returning from breaks as per the times advised by the trainer.
- Follow all directions given by Go-Train staff members.
- Provide valid identification and accurate information for enrolment.
- Conduct themselves in a polite and professional manner.
- Advise Go-Train if their circumstances or ability to complete or continue with a planned course of training changes in any way.
- Participate fully in all class activities.
- Aim to complete all training and assessment tasks in the time allocated by the trainer.
- Observe all pre-start information and any SWMS material as directed by your trainer.
- Inform the trainer if the student is going to be absent from a scheduled course of training or assessment for any reason.
- During training and assessment activities, handle all equipment safely under the supervision of the trainer and report immediately if loss, damage or incident occurs.

On enrolment a student acknowledges that it is their responsibility to adhere to the code of conduct as a condition of enrolment.

## 4.0 Payment of Fees

Payment of fees is a condition of enrolment in a Go-Train course and there is an expectation that fees will be paid prior to the commencement of training. All fees and charges must be paid on enrolment unless otherwise arranged. Failure to pay fees and charges may result in any or all the following outcomes, until the amount is paid in full:

- Suspension from attending or participating in the course.
- Exclusion from participation in assessment activities.
- Withholding certificates and other competency documentation.

**Go-Train reserves the right to refer unpaid fees to an external agency for recovery.**



### Methods of payment:

Go-Train accepts the following methods of payment:

- Visa, Mastercard or EFTPOS
- Direct deposit

For approved Clients, payment terms are outlined on the invoice.

Go-Train is a “Fee for Service Training provider”, this means that training services are charged to the student (or employer by prior agreement).

Students enrolled in subsidised training will be provided information on eligibility and any other arrangements prior to enrolment.

## 4.1 Cancellation and transfers

Students who want to withdraw, cancel or amend their enrolment are required to put this in writing via email to [enquiries@GoTrain.com.au](mailto:enquiries@GoTrain.com.au) and adhere to the following policy:

### Transfer to alternative date

Subject to course availability, we can transfer your enrolment to an alternative date providing you give at least 48-hours notice.

### Transfer to a different course

Subject to course availability, should a student wish to transfer their enrolment to a different course, they will need to make the request in writing to [enquiries@GoTrain.com.au](mailto:enquiries@GoTrain.com.au) - a minimum of 1 week prior to the commencement of their currently enrolled course.

Student requests for cancellation outside of the above instances must refer to our Refund Policy.

## 4.2 RTO cancellation of course

Go-Train reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Clients and students already booked in these courses will be notified by phone and email.

If a course is cancelled, a full refund of all monies paid by a student/client for the course will be made within seven (7) days. Go-Train has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by Go-Train.

### 4.3 Refund Policy

Go-Train strives to maintain a highly competitive fee structure, which includes a fair and equitable refund policy.

Payment of a refund to those students who are entitled to a refund, are in accordance with the following refund policy.

- a) Refunds will be processed to the nominated account within one week (five business days) of Go-Train receiving an application for refund.
- b) On receipt of applications to withdraw from a course, Go-Train will firstly encourage a student to transfer their enrolment to another course date, prior to processing a refund application.
- c) Student's must provide written notification of their withdrawal from a training program to apply for a refund for a course. This notification must be given via letter, email or using the Go-Train Refund Request Form, which will be provided on request.
- d) Students are not entitled to a refund if they have commenced their course or unit.
- e) Students are not entitled to a refund if they do not attend a course without notifying Go-Train of their intended absence.
- f) Refund applications will not be accepted if the student fails to meet assessment requirements and does not obtain their qualification.
- g) No refund will be given after enrolment in a recognition of prior learning (RPL) assessment where the RPL resources and services have already been supplied to the student.
- h) In the event of exceptional circumstances outside a student's control, which result in an unavoidable disruption to study, a student may apply to withdraw from the program without further financial penalty.
- i) All applications for refund under the exceptional circumstances clause must be reviewed and approved by an appropriate management representative of Go-Train.
- j) Go-Train does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- k) Go-Train will provide a full refund to all students, should there be a need for Go-Train to cancel a course, and students are unable to attend an alternatively scheduled date. Go-Train will contact students and (where possible) provide an opportunity for the student to attend another scheduled course.
- l) If Go-Train cancels a course, students who have paid course fees upfront will not have to apply for a refund. Go-Train will automatically process the refunds to those students.
- m) Refunds for cancellation of enrolments in individual courses are granted on a sliding scale as per the table on the next page.

Reason for Refund	Notification requirements	Refund
Client/student withdraws	In writing, eight (8) calendar days or more prior to the course commencement.	100% of course fee paid to date
Client/student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	Client/students will be refunded any amount paid over 25% of the full course fee (regardless of amount that has been paid)*
Client/student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund**
Client/student withdrawn from the course by Go-Train	After course commencement, due to inappropriate behaviour.	Nil Refund
Course cancelled by Go-Train		100% of the course fee paid to date



\*A fee equal to 25% of the full fee is charged when cancellations occur within seven (7) days before commencement of an enrolled course or scheduled assessment.

\*\*Requests under exceptional circumstances are assessed individually.

### Refunds for cancellation of enrolment in a full qualification are subject to the following refund formula:

Fee Type	Description	Fee \$
Enrolment cancellation fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation.	\$150.00 per qualification
Unit Fee – Commenced	For all individual units commenced/attended/completed from within the qualification/accredited course	Full Unit fee payable by the student Nil Refund
Unit Fee – Not Commenced	For all individual units NOT commenced/attended/completed from within the qualification/accredited course	Unit fee paid by the student is Refunded as per Policy

## 4.4 CSQ-funded Student Information (QLD only)

Construction Skills Queensland (CSQ) is an independent, not-for-profit, industry-funded body supporting employers, workers, apprentices, trainees and career seekers in the building and construction industry.

CSQ provides funding to reduce the financial obstacle to training, making upskilling an affordable option for more individuals in the construction industry. CSQ-funded programs are targeted to existing workers in the building and construction industry to assist in career development and are designed to help workers gain new skills and knowledge.

CSQ-funded training is delivered by selected registered training organisations (RTOs) across Queensland.

CSQ contributes towards the cost of courses to reduce the cost to students/clients. CSQ funding is paid directly to the contracted RTO, generally between 75% and 100% of course costs.

### Who can apply for CSQ funding?

There are several requirements that must be met to be deemed eligible to receive CSQ funding for the courses that Go-Train is approved to deliver under the CSQ scheme.

Please contact our Queensland office to discuss your eligibility and to receive more information about our CSQ funded courses, via email on [railqld@GoTrain.com.au](mailto:railqld@GoTrain.com.au) or phone on 1300 698 158.

### CSQ funding Student Contribution Fee

Student contribution fees are the total non-funded portion of essential training costs for the student to undertake training, these fees may include: training services, materials and all other costs associated with delivering the training and awarding of the statement of attainment.

### How much funding is provided by CSQ?

The amount of funding varies depending on the unit of competency. Some courses may require a gap payment or 'Student Contribution Fee' to be paid by your employer or yourself. Please contact Go-Train on 1300 698 158 for details and to request an application form.



**If a student or client wants to apply for CSQ funding for their training, please contact our Qld office:**

**Phone: 1300 698 158**

**Email: [railqld@GoTrain.com.au](mailto:railqld@GoTrain.com.au)**

## 5. Training Process

### 5.1 Making the most of training

It is important for students to make the most of a training opportunity while under the guidance of Go-Train. It is a student's responsibility to do this. To optimise learning and successful completion of assessments, Go-Train advises students to do the following:

- Attend all training sessions and complete all required reading and learning activities.
- Prepare well in advance of each training session.
- Be a willing participant and work well with fellow students.
- Respect other people's opinions.
- Ensure they have a clear understanding of the assessment requirements.
- Take responsibility for the quality of evidence that they submit to the Assessor.
- Keep track of their progress.
- Complete and submit all assessment tasks on time, using clear and concise language.
- Be willing to contact the Trainer/Assessor if they do not understand the training activity or assessment task.



**A student must be willing to contact the Trainer/Assessor if they do not understand the training activity or assessment task.**

### 5.2 Student photo identification

Before training commences, students must be enrolled and provide the appropriate forms of identification so that an ID check can be completed.

Students are required to bring photo ID to each course they are enrolled into. ID is necessary to ensure our records are accurate in a student file.

The following items will be accepted by Go-Train as valid identification:

- Australian state or territory driver's licence or learner's permit
- Australian proof of age card or an equivalent
- Australian Passport
- Visa, with non-Australian Passport
- Australian Birth Certificate. A Birth Certificate Extract or Commemorative Birth Certificate will not be accepted.
- Citizenship Certificate
- Medicare Card
- RIW/RSW Card

## 5.3 Attendance

Student attendance is recorded at the beginning of each day of training. Attendance records are kept to monitor student progress and for health, safety and security reasons.

Student attendance is paramount to the achievement of learning and assessment outcomes. Students are expected to attend all scheduled sessions to ensure they receive the training required to successfully demonstrate competency over a period of time.

Students must arrive to class on time and remain for the full duration. Should it be necessary for a student to leave a class early, the student must advise the Trainer/Assessor before the class commences.

All classroom sessions are designed to provide students with the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional reading and research, either within the workplace or utilising provided Learner Guides and other support materials.



- If a student is absent from class, it is their responsibility to catch up on any work missed.
- If a student is going to be absent from a scheduled class or activity, please advise the Trainer/Assessor or the Go-Train Administration personnel via phone as soon as possible.

## 5.4 Breaks

The trainer will advise students of timing for all breaks. Typically, though the following break times have been allocated, they may vary depending on the course duration:

- 15 minutes for morning and afternoon tea breaks
- 45 minutes for lunch breaks

## 5.5 Induction and orientation

At the beginning of all training sessions, students will be taken through an induction of the Go-Train premises to locate relevant facilities, and go over policies and procedures, such as:

- **Onsite safety**
  - Emergency evacuation plan: Students must follow directions from Go-Train staff to safely evacuate the premises.
  - Smoking is strictly limited to designated areas outside the premises and away from access doors.
- **Drugs and alcohol**
  - Students must be free of alcohol and other drugs when attending a course at Go-Train. Those that appear under the influence will be asked to leave the premises and may be subject to disciplinary action. Go-Train may inform student employers if required.
- **Personal belongings**
  - We encourage all students to turn off mobile phones, as directed by their trainer.
  - Students should keep personal belongings on them to ensure their security.
  - Go-Train takes no responsibility for valuables left in vehicles or classrooms.

## 6. Assessment

Assessments are not intended to be stressful – Go-Train aims to conduct them in a relaxed and friendly manner to facilitate student progress. It is in a student's long-term interests to ensure that the skills necessary for a job have been mastered; our aim is to help a student learn those skills in the right way.

Assessments should not be regarded as an examination. Trainer/Assessors simply need to know which competencies a student has mastered, and which competencies require further practice, and therefore, will be flexible in the assessment method used.

Student competency is assessed in several ways, depending on the unit. Listed below are the common methods used by Go-Train to assess students.

- Theory assessments – Written questions in the form of multiple choice, short answer, or case study questions.
- Practical assessments – Scenarios, and/or simulation of real-life workplace activities.
- Logbooks - Workplace evidence, which can include on-the-job logs or third-party reports.

Depending on the qualification or unit of competency the most appropriate methods of assessment are chosen to gather evidence of a student's skills and knowledge. The assessment methods for each course are outlined in pre-training Course Information.



**Students must make sure they date and sign off correctly on all assessments before submitting them.**

### 6.1 Recognition of current competencies and experience

#### Recognition of prior learning

Go-Train observes a policy of Recognition of Prior Learning (RPL) in accordance with the Standards for RTOs 2025.

RPL is offered to all students at the time of enrolment and an RPL Kit is available for all qualifications on Go-Train's scope of registration.

RPL is an assessment process that assesses an individual's existing competencies to determine the extent that the individual meets the requirements specified in the training package or VET accredited courses. The individual's existing competencies may have been acquired through formal, non-formal or informal learning and coupled with on-the-job experience may be evidence of holding competencies.

- Formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF Qualification or statement of attainments, e.g., a certificate, diploma, or university degree.
- Non-Formal learning** refers to learning that takes place through a structured program of training but does not lead to the attainment of an AQF Qualification or statement of attainment, e.g., in-house professional development programs conducted by a business.
- Informal learning** refers to learning that results through experience of work-related, social, family, hobby, or leisure activities, e.g., the acquisition of interpersonal skills developed through several years as a sales representative.

The evidence should be either original certificates of previous qualifications or other documents from previous employment to prove prior qualifications or appropriate experience.

Prior to an RPL application being completed and accepted, Go-Train will meet with the RPL applicant to:

- explain the RPL process and familiarise the applicant with the RPL Assessment Toolkit,
- review the units the applicant is considering applying for,
- review the evidence the applicant has in support of the RPL application, and
- provide advice to the applicant on how to collect and present evidence to support their application.

### **Credit transfer**

AQF Qualifications and Statements of Attainments issued by any other Registered Training Organisation (RTO) will be recognised by Go-Train.

Credit transfer is the process where Go-Train accepts and provides credit to students for units of competency that were completed at another RTO. 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 in the form of a Statement of Attainment or Certificate of Qualification, which clearly include the unit code and title.
- Go Train Industry must sight the original document or receive a certified copy of the AQF Qualification.

Students wishing to apply for credit transfer should submit an enquiry to Go-Train. The completed Credit Transfer record must be signed by the student and the Administration Manager. On acceptance, the Credit Transfer will be recorded as a unit outcome in the student's file.

## **6.2 Cheating and Plagiarism**

Go-Train does not tolerate cheating or plagiarism, and a penalty may be imposed where either occurs. Cheating is to act dishonestly by presenting work to a Trainer/Assessor as a representation of their understanding of and ability to, fulfil the requirements of a unit of study. Plagiarism is to copy work without acknowledging the source and is a form of cheating.

**Cheating includes but is not limited to:**

- Using notes or other resources without prior permission during formal testing.
- Stealing an examination or marking guide.
- Submitting someone else's work as your own, regardless of whether you have the person's permission or not.
- Permitting another student to submit your work as their own.
- Having more than one person work on a task and each student submitting a copy as individual work on a task, or each student submitting a copy as individual work using any part of someone else's work without proper acknowledgement.

**Cheating does not include:**

- Discussing course content and assessment tasks to better understand the subject and what is required with the Trainer/Assessor and other students.
- Submitting work completed independently or with the support of a Trainer/Assessor.
- Obtaining help to correct minor errors in spelling, grammar, or syntax.

Any RTO staff member or student who suspects an incidence of cheating or plagiarism is responsible for reporting the situation to the Trainer/Assessor or Training Manager who will complete the Go-Train Complaints Form.

The penalties for academic misconduct include:

- Resulting an assessment task as 'Not Satisfactorily Completed'
- Deeming a unit of competency as 'Not Yet Completed'
- Suspension from the course
- Cancellation of enrolment

## **7. Transition of superseded units and qualifications**

From time to time, the industry bodies make updates to the National Register for training and units of competency and/or qualifications are marked 'superseded' when students are enrolled and progressing through a course of training. Go-Train will implement transition arrangements for students who will be affected in the event of a unit or qualification being superseded.

Go-Train will ensure;

- When a new qualification or unit of competency is released, Go-Train 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 (TGA).
- 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 issued, if they complete within the transitioning period.
- When an AQF qualification is on our scope of registration and is no longer current but has not been superseded, all 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 the National Register but is on our 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.

## **8. After Training and Assessment**

### **8.1 Certificate issuance**

Go-Train issues all certification documents in accordance with the AQF requirements and as an approved provider for:

- Transport for NSW (TfNSW) / Sydney Trains
- Queensland Rail (QR)
- Australian Rail Track Corporation (ARTC)
- UGLRL

A qualification Certificate and/or Statement of Attainment is issued within 30 days when it has been verified all required units of competency have been successfully completed and competency achieved.

It is the student's responsibility to notify Go-Train of changes to their contact details, so that this documentation can be safely forwarded. A copy can also be forwarded to the abovementioned clients. Go-Train also updates and uploads the RIW system with the achieved units of competency and/or qualification.

A Certificate is an important document and should be stored carefully. Students will have to present their existing certificates if they are applying for courses at other RTOs. It may also be required by an employer or other person.

### **8.2 Incomplete qualifications or withdrawals**

If a student leaves a multiple unit course without being deemed competent in all assessment requirements, then the student is only entitled to be issued with a Statement of Attainment (SOA) for those units that were successfully completed. An SOA is a list of units that a student has been deemed competent in. A student will be issued with an SOA within 30 days of Go-Train being advised of withdrawal.

### **8.3 Reissuing qualifications**

If a student needs additional or replacement copies of a certificate or Statement of Attainment, then they must apply to the Student Administration Officer via email: [enquiries@GoTrain.com.au](mailto:enquiries@GoTrain.com.au) A nominal fee may be charged, depending on the circumstances.

Other people or companies cannot get a copy of a student's qualification or academic record unless they can clearly establish that:

- The student has authorised the information to be released.
- They are the person to whom the information is to be released.
- The necessary fee has been paid.

## 8.4 Feedback

Go-Train values student feedback and students are given a feedback form on completion of training. We ask all students to take the time to provide feedback to enable us to monitor compliance with standards, policies and procedures using the information given in evaluations at the completion of courses.

The feedback also contributes to our continuous improvement and may be shared with clients to encourage and improve their contribution to your training.

All complaints or deficiencies are documented on the Quality Register to ensure appropriate follow up action is taken.

## 9. Support Services

### 9.1 Student Administration Team

The Student Administration Team is responsible for liaising with students for general and course enquiries.

Our Training Manager will act as the student contact point and is responsible for identifying and supporting students' learning needs if required.

Our Administration Manager will look after change of address, payments and other sensitive information, and will also be the first point of contact for handling complaints.

### 9.2 Facilities and resources available to students

- Classroom with projectors
- Whiteboards
- Kitchen stocked with tea, coffee etc
- Bathrooms
- Unlimited Wi-Fi network

### 9.3 Acceptable use of technology

Go-Train provides technology resources to its students solely for educational purposes. Through technology, the college provides access for students and staff to resources from around the world. The goal in providing these resources is to promote educational excellence in the college by facilitating resource sharing, innovation, and communication with the support and supervision of our Trainer/Assessors.

### 9.4 Wellbeing Support Services

Go-Train will endeavour to help support students through any difficulties so they can get the most out of their training wherever possible. Students whose wellbeing and study performance is being adversely affected by personal or other issues are invited to discuss their concerns in confidence with the Training Manager, or other company officer.

Our Trainer/Assessors may assist with mentoring students through course work that is particularly difficult, however, if there is an unsolvable issue that prevents a student from completing the course, we will resolve the matter with no disadvantage to the student and will seek to provide possible alternative courses.

In situations where a student requires one-on-one or small group coaching due to literacy or other difficulties, a support trainer will be provided to assist. Support can be offered in scheduled breaks or after class prior to the next day of delivery.

Hard copies of support materials, PowerPoint, manuals etc are also available.

Go-Train has identified several support services (below) for students who have special needs or require additional support and assistance to undertake or complete their learning, however, students are encouraged to discuss their specific needs with their Trainer/Assessor.

Support Services*	Organisation	Website	Phone no.
Financial assistance	<b>Centrelink</b>	<a href="http://www.servicesaustralia.gov.au/">www.servicesaustralia.gov.au/</a>	<b>132 850</b>
Counselling	<b>Lifeline</b>	<a href="http://www.lifeline.org.au/">www.lifeline.org.au/</a>	<b>13 11 14</b>
	<b>Beyond Blue</b>	<a href="http://www.beyondblue.org.au/">www.beyondblue.org.au/</a>	<b>1300 22 46 36</b>
	<b>Men's Helpline</b>	<a href="http://www.mensline.org.au/">www.mensline.org.au/</a>	<b>1300 78 99 78</b>
First Nations	<b>13 YARN</b>	<a href="http://www.13yarn.org.au/">www.13yarn.org.au/</a>	<b>13 92 76</b>
Disability services	<b>Disability Gateway</b>	<a href="http://www.disabilitygateway.gov.au/">www.disabilitygateway.gov.au/</a>	<b>1800 643 787</b>
	<b>Life Without Barriers</b>	<a href="http://www.lwb.org.au/disability/services/">www.lwb.org.au/disability/services/</a>	<b>1800 935 483</b>
Refuge	<b>Salvation Army</b>	<a href="http://www.salvationarmy.org.au/need-help/">www.salvationarmy.org.au/need-help/</a>	<b>13 72 58</b>
Language, Literacy, Numeracy & Digital	<b>Australian Council for Adult LLND</b>	<a href="https://acal.edu.au/">https://acal.edu.au/</a>	<b>(03) 9546 6892</b>
	<b>Reading Writing Hotline</b>	<a href="http://www.readingwritinghotline.edu.au/">www.readingwritinghotline.edu.au/</a>	<b>1300 6 555 06</b>

*\*Please note that not all services are free and fee for service charges may apply.*

## 9.5 Access and equity

Go-Train are actively committed to access and equity principles in the delivery of its services and training environments in accordance with the Disability Discrimination Act 1992 (Commonwealth), Racial Discrimination Act 1975 (Commonwealth), Sex Discrimination Act 1984 (Commonwealth), and Equal Opportunity Act 1992 (Queensland).

Go-Train aims to:

- provide the best possible opportunities for students to access our full range of training, assessment, and associated services. Students will not be denied access to services

where they are deemed eligible for such a service and where the Organisation has the appropriate allocated resources to provide the service to a high quality.

- provide access to courses when the prospective student meets all prerequisite requirements as stated in the pre-training Course Information on our website.
- ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- deliver training services in a non-discriminatory, open and respectful manner.
- ensure staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of learners with special needs.
- provide facilities that give reasonable access to learners of all levels of mobility, physical and intellectual capacity.
- conduct learner selection for training opportunities in a manner that includes and reflects the diverse learner population.
- actively encourage the participation of learners from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- provide culturally inclusive language, literacy and numeracy advice and assistance that assists learners in meeting personal training goals.
- be accountable for our performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- require staff and students to comply with access and equity requirements at all times.

Go-Train provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all our students are made aware of their rights and responsibilities through this Student Handbook.

## 9.6 Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - is treatment that is obviously unfair or unequal.
- Indirect discrimination - is having a requirement that is the same for all students but has an effect or result that is unfair to particular persons with that student group.

## 9.7 Harassment, vilification and bullying

All employees, contractors and clients have an equal opportunity to work and study. Go-Train will not tolerate behaviour that is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and clients to be harassed during the course of their work or study because of their gender, race, religious beliefs, marital status, health status, disability, or sexuality. Federal anti-discrimination legislation applies to staff, contractors, clients and students.

## Harassment

In general, harassment is behaviour that is unwanted and that humiliates, offends, or intimidates a person and occurs because of a person's:

- race, skin colour, ethnic or ethno-religious background, descent, or national identity,
- gender identity,
- sexuality,
- pregnancy,
- marital status,
- disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current, or future disability; actual or presumed disability),
- or age.

Additionally, it is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, gender, sexuality, marital status, disability, or age.

Harassment in the work or study environment can be overt or subtle, direct, or indirect. It can be verbal, non-verbal, or physical. Harassment can also occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages, including via social media.
- Physical violence or the threat of physical violence or coercion.

## Vilification

Vilification is a public act, which incites hatred towards, contempt for, or ridicule of, a person or group of persons on the grounds of race, religion, sexuality, gender identity or disability.

Examples of circumstances and behaviour that may constitute vilification based on a person's race, religion, sexuality, gender identity or disability are:

- **publicly visible images** that vilify, including graffiti, offensive signage, posters, placards or stickers,
- **publicly made speeches or statements**, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet and social media,
- **public wearing of symbols that vilify**, such as badges or clothing with slogans,
- **publicly made physical gestures that aim to vilify.**

## Antisemitism

Antisemitism is a targeted form of vilification against Jewish people, including hate speech, threats, assaults, vandalism, or discrimination.

## Bullying

Bullying behaviour can refer to the actions or behaviours of a person toward another that intimidates, degrades or humiliates that person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and “ganging up”. Repeated “put-downs”, aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and clients.



**If a student believes they are exposed to bullying in the training environment, Go-Train strongly encourages the individual to approach a management or administrative team member to confidentially discuss their concerns.**

## Sexual harassment

Go-Train will not tolerate sexual harassment in the learning or work environment.

Go-Train deplors all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and clients have the right to work and study in an environment free from sexual harassment.

## Forms of sexual harassment

Sexual harassment can take many forms. Often people do not realise that their behaviour constitutes sexual harassment, however, behaviour that is acceptable to one person may not necessarily be acceptable to another.

Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting.

Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person’s private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

## 10. Complaints and Appeals



**All complaints regarding equal opportunity, harassment and discrimination are treated seriously and investigated promptly, confidentially and impartially.**

Go-Train has a fair and equitable process for dealing with student/client complaints.

All students have the right to express a concern or problem they may be experiencing when undergoing training. The following is an outline of the Complaints Policy.

### Principles

- Complaints are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
- Complaints will be resolved on an individual case basis, as they arise.
- All students/clients have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that has been provided (including through a third-party), or the behavioural conduct of another student.
- All complaints are acknowledged in writing and finalised as soon as practicable.
- The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation, and conciliation.
- The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- Final decisions will be made by the Operations Manager of Go-Train, or an independent party to the complaint.
- The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- If the complaint will take more than 60 calendar days to finalise, Go-Train will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- Victimisation of complainants, respondents, or anyone one else involved in the complaint resolution process will not be tolerated.
- All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

## 10.1 Lodging a complaint

Students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. Students are encouraged to discuss their concerns with their trainer or our Operations Manager.

If a student wishes to make a formal complaint they are required to complete a Complaints Lodgement Form, which can be found on the Policies and Procedures page on the Go-Train website: [www.gotrain.com.au/policies-and-procedures/](http://www.gotrain.com.au/policies-and-procedures/)

Once completed, the form should be submitted to the Operations Manager for actioning.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

### External complaint avenues

Complaints can also be made via the following avenues:

- **National Training Complaints Hotline (NTCH):** The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.
  - For more information on the NTCH, refer to the following webpage: <https://www.dewr.gov.au/national-training-complaints-hotline>
  - Alternatively, students can register a complaint with the NTCH via:
    - **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
    - **Email:** [skilling@education.gov.au](mailto:skilling@education.gov.au)
- **Australian Skills Quality Authority (ASQA):** Complainants may also lodge a complaint with an RTO's registering body, ASQA. However, ASQA will only use the information provided to inform its regulatory approach and will not contact Go Train Industry on behalf of the complainant or act as a student advocate.
  - For more information, refer to the following webpage: <https://www.asqa.gov.au/students/complaints>

## 10.2 Appeals

Go-Train ensures that students have access to a fair and equitable process for appeals against assessment decisions.

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualifications Framework (AQF).

- Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- The appeals policy is publicly available, via the Go-Train website.
- The appellant can provide detail of their appeal in writing using the appeals form, which can be found on our website.

- All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student/client.
- If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
- Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- All appeals are acknowledged in writing and finalised as soon as practicable.
- Go-Train may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- If the appeal will take in excess of 60 calendar days to finalise Go-Train will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- Go-Train strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the student in any current or future training.

### Grounds of appeal

Valid grounds for an appeal against an assessment decision (where the student feels the assessment decision is incorrect) could include the following:

- the judgement as to whether competency has been demonstrated and achieved was made incorrectly,
- the judgement was not made in accordance with the Assessment Plan,
- alleged bias of the Assessor,
- alleged lack of competence of the Assessor,
- alleged wrong information from the Assessor regarding the assessment process, *(continued below)*
- alleged inappropriate assessment process for the competency,
- faulty or inappropriate equipment, and/or
- inappropriate conditions.

### Appeal outcomes

Appeal outcomes may include:

- a) Appeal is upheld; in this event the following options will be available:
  - i. The original assessment will be re-assessed, potentially by another assessor.
  - ii. Appropriate recognition will be granted.
  - iii. A new assessment shall be conducted/arranged.
- b) Appeal is rejected/ not upheld; in accordance with Go-Train assessment policy the student will be required to (continued below):

- i. undertake further training or experience prior to further assessment; or
- ii. re-submit further evidence; or
- iii. submit/undertake a new assessment

## 11. Privacy and Records Management

### 11.1 Records management

Go-Train reserves the right to maintain records of the following information, as gathered while performing their business as a registered training organisation:

- student communications, including emails and phone calls
- student enrolments and awards
- staff qualifications and experience
- fees paid and refunds given
- student results, as entered into aXcelerate and AVETMISS systems
- Unique Student Identifiers (USI)
- RIW identification numbers and details

All student results including records of qualifications and Statements of Attainment issued by Go-Train as an RTO, are securely stored for retention, archiving and retrieval for a period of 30 years. Go-Train utilises aXcelerate cloud files and automatic backup server files in the office at Beresfield NSW in the process of retaining student documents securely and confidentially.

Student records can only be accessed by personnel with appropriate authority and all measures are taken to maintain the privacy of student personal information during records management processes.

Copies of assessments, check sheets or other samples of students work used to assess competency are securely stored and retained 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.

### 11.2 Change of personal details



It is the student's responsibility to ensure that contact details are up to date with Go-Train. Students should contact our administration team to notify of changes to contact details.

**Phone:** 1300 698 158

**Email:** enquiries @GoTrain.com.au

### 11.3 Privacy & confidentiality records access

Go-Train is committed to protecting the privacy of your personal information.

Students have the right to see and review their personal and training file at any time provided they organise it in writing with the Student Administration Officer with a minimum of 2 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access personal information. We only collect information that is directly relevant to effective service delivery.

Go-Train will exercise strict control over confidential information. If a third-party requires learner information we will require written consent from the student prior to the release of any information.

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.

On the enrolment form is a statement students agree to and sign that we are authorised to provide information to Government Departments about a student's enrolment, attendance and performance, as part of our legal requirements as a Registered Training Organisation.

Go-Train is bound by the Privacy Act 1988 (Privacy Act). Any personal information we collect from students will be used, disclosed and stored in accordance with the Australian Privacy Principles outlined in the Privacy Act and any applicable State or Territory legislation. We will only collect personal information relevant to students' training program and the business activities that support this. In addition to students' contact information, other types of personal information we may collect may include enrolment forms, training schedules, attendance lists and assessment records. It is mandatory for Go-Train to submit certain information to State and Commonwealth government bodies for statistical and reporting purposes, particularly where funding supports the training.

Where applicable, Go-Train is required to disclose personal information for audit and licencing purposes to other Regulatory bodies including: – WorkSafe Victoria, WorkSafe Tasmania and SafeWork SA as the regulators for High-Risk Licensing Programs.

Clients may also request training activity data and student training information (eg: training progress), which is shared with student agreement.

## 12. Workplace Health & Safety

Go-Train is committed to implementing, maintaining, and continuously improving Workplace Health and Safety (WHS) in all its facilities. The management of Go-Train recognises that it has a responsibility to provide and maintain a safe environment for staff, students, contractors, and visitors alike. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace and training environment is maintained.

Go-Train recognises and accepts responsibilities placed on us by the Work Health & Safety Act 2011 and other relevant legislation. Delegated operational responsibility for the health and safety management of the company lies with the Operations Manager.

WHS is integral to Go-Train's objective of maximising productivity and growth. In particular, Go-Train is committed to:

- **Compliance:** Ensuring that the organisation has management systems and operating procedures that strive for best practice, but at the very least, secure compliance with the legislative and regulatory requirements relating to the identification, control and monitoring of WHS risks associated with Go-Train operations.
- **Systems and procedures:** Assessing and surveying practices and risks to facilitate the development, maintenance and continuous improvement of systems and procedures to prevent accidents and ill health, and to cater for the rehabilitation of injured workers.
- **Communications:** Fostering open and constructive communication between all levels of management, staff and students to maximise involvement in the development of systems and procedures.
- **Education and training:** Provide appropriate education and training to all management and staffs WHS issues and requirements.

### 12.1 WHS Responsibilities:

#### Safety Co-Ordinator and Manager

- Bring relevant provisions of this policy, to the notice of all staff and students
- Ensure the maintenance of the training rooms, offices, equipment, entrance and exit toilets and other conveniences are in a clean and safe condition.
- Make arrangement to ensure the safe use, handling and storage of equipment, and supplies/materials.
- Provide and maintain working environments, that are safe and without risks to health.
- Provide information, instruction, training and supervision necessary to ensure the health and safety of all employees, students and contractors.
- Ensure the health and safety of people visiting or working at our place of work, who are not our employees by not exposing them to risk.
- Record and report accidents or injury to employees, students or visitors in diaries and take all necessary steps to provide or arrange appropriate medical treatment.
- Arrange for all necessary insurances, certificates appropriate to the company's function.
- Arrange for the reporting of all incidents to the insurers where appropriate.
- Arrange the proper maintenance of and instruction to employees in the use of firefighting equipment.
- Ensure that adequate first-aid facilities are available and adequately maintained.  
(continued below)

- Ensure that no unnecessary risks are taken by the employees in carrying out their duties.
- Ensure a site disciplinary procedure is in place for offenders.
- Set a personal example.

**Staff & Trainers**

- Take reasonable care of the health and safety of themselves, students and others.
- Co-operate with company efforts to comply with Work Health & Safety requirements.
- Immediately notify managers of any situation, which they have reason to believe might present a serious and immediate danger to their own or others safety.
- Notify managers of any shortcomings or perceived shortcomings in their health and safety arrangements. So that appropriate remedial action can be taken.
- Notify managers if they suffer any accident or injury in the business of the company.
- Notify manager and fill out an incident report immediately to record an incident or near miss.
- Comply with all relevant aspects of the company's quality policy and procedures.

**All Persons must not:**

- Interfere with or misuse any equipment provided for the health and safety or welfare of persons at work.
- Obstruct attempts to give aid or attempts to prevent serious risk to the health and safety of a person at work.
- Refuse a reasonable request to assist in giving aid or preventing risk to health and safety.
- Disrupt a workplace by creating health or safety fears.

**Students**

- Students are expected to co-operate with Go-Train to implement preventive and protective measures to secure their health, safety, and welfare.

**12.2 Report incidents**

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

- All incidents and injuries should be reported by completing the Accident Incident Report Form.
- It is very important that all incidents that have the potential to affect you are brought to attention.
- Incidents will be investigated to prevent reoccurrence.
- If you are unsure as to whether you should report an incident, do it anyway.

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only.

Emergency 000 lines should not be used for general medical assistance.



**In case of emergency, contact the following services:**

<b>Emergency (Police, Fire, Ambulance)</b>	<b>000</b>
<b>State Emergency Service</b>	<b>132 500</b>
<b>Poison Information Line</b>	<b>131 126</b>
<b>Drug Information Hotline</b>	<b>1300 85 85 84</b>

### 13. Guidelines, policies and procedures

Any Go-Train guidelines, policies and procedure documents referred to in this handbook will be made available to enrolled students on request or are available from the Go-Train website via: [www.GoTrain.com.au](http://www.GoTrain.com.au)