

General	
1. Welcome	<p>Welcome to HRD Integrated Services training.</p> <p>HRD Integrated Services is the Registered Training Organisation (RTO) that will be delivering your course. We are here to give optimal support and assist you with all aspects of your training.</p> <p>We encourage you to monitor www.hrdi.com.au for VET, industry, career path information relevant to your training.</p>
a. About your induction	<p>This induction provides an overview of some of the important facets of your training and your relationship with HRD during a training program that will take around 2 years. You must read this information thoroughly. It will be followed-up with a short face-to-face review session.</p> <p>There is also an online learning component associated with your training. This is explained below in Online learning: HRD learning module introductory sections on page 3.</p>
b. UEENEE038B	<p>Unit of competency UEENEE038B (applies to UEE41211 enrolments ONLY)</p> <p>For participants enrolling in the UEE41211 Certificate IV in Electrical–Rail Signalling, this induction process addresses the requirements of the unit of competency UEENEE038B Participate in the development of a personal development competency plan.</p> <p>You'll be provided with a checklist to complete during the induction review.</p> <p>You will also be asked to complete a checklist on your exit from training to confirm that you have met the evidence requirements of UEENEE038B.</p>

The VET system	
2. An overview of VET	<p>Australia's Vocational Education and Training (VET) system awards skill-based qualifications; you leave RTO training work ready to apply your skills and gain experience. The qualification you're undertaking is the UEE41211 Certificate IV in Electrical–Rail Signalling. You may wish to take the time to review the requirements of the qualification.</p> <p>The iVET website provides a comprehensive explanation of the VET system and how it works. HRD encourages you to fill any information gaps you may have either by researching the iVET site or by speaking with a trainer–assessor.</p>
3. National recognition	<p>HRD Integrated Services recognises and accepts Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other RTOs.</p> <p>If you have completed a relevant unit of competency at another training provider, when you present the original copy (or a verified copy), HRD will make credit transfer arrangements.</p> <p>There is no charge for national recognition or credit transfer.</p>

Work Health and Safety	
4. WHS/OHS and the learning environment	<p>HRD Integrated Services undertakes to comply with laws, regulations and standards relevant to the operation of training premises, including WHS/OHS and fire safety regulations.</p> <p>The Rail Academy–Newport (RAN) is HRD's primary training venue in Victoria. You will be inducted into the RAN and its WHS/OHS requirements. Personal safety and security requirements relevant to the training location will be discussed with you.</p> <p>When undertaking off-site visits, there are also WHS requirements which your trainer will explain.</p> <p>While in off-the-job training you will observe the WHS precautions required by your employer.</p>

Your enrolment	
5. Enrolment	<p>Enrolling is the first stage of your training program. The enrolment form asks for personal information that HRD must provide to the vocational education and training (VET) system. Please complete enrolment documents fully and carefully; inaccurate information may affect certificate issue later on.</p> <p>Enrolment may also ask for (photographic) proof of identity. Bring this to induction day. In addition, HRD collect and confirm your Unique Student Identifier (USI) number. If you don't have a USI, you'll need to apply for one. Information on the USI and how to get one can be found at www.hrdi.com.au.</p>
a. Enrolment, administration and records	<p>HRD Integrated Services maintains a secure system for recording enrolments, attendance details, assessment information (including RPL), results and qualifications issued. In the event that HRD Integrated Services ceases operations, electronic copies of your results will be passed to the Australian Skills Quality Authority (ASQA).</p>
b. Withdrawing enrolment or changing employers	<p>Withdrawal of enrolment</p> <p>You may be withdrawn from this course if you are:</p> <ul style="list-style-type: none"> ▪ unable to meet the conditions of your enrolment or your scheduled assessment commitments ▪ at the request of your employer (if your training is employer-sponsored) or ▪ for other reasons described in the <i>HRD-Learner progress policy</i>. <p>HRD and your employer require that you meet your assessment commitments by the scheduled dates. You are also required to complete your training and assessment by the finish date stated on your training plan.</p> <p>Changing employers</p> <p>Contact HRD immediately if you change employers. You need the support of your employer to enrol/re-enrol in rail signalling training or assessment.</p>
c. Enrolment interview	<p>Learners may be required to undertake an enrolment interview to confirm their eligibility for funding and/or to discuss:</p> <ul style="list-style-type: none"> ▪ RPL/RCC ▪ language, literacy and numeracy (LLN) issues. <p>LLN</p> <p>Learners enrolling in the program may be required to undertake an LLN activity to confirm that their language, literacy and numeracy skills are at a standard that will not be a barrier to undertaking the course.</p> <p>If you are already employed by an Authorised Rail Operator and have work experience, an interview and, in some instances an LLN review, may not be required.</p>
d. Fees and charges	<p>Unless otherwise stated, your course fees are met by your employer. Note that:</p> <ul style="list-style-type: none"> ▪ your employer receives access to your individual results to monitor performance ▪ when a certificate or statement of attainment is issued, your employer will receive a copy; if you request a reissued testamur, a \$50 administrative fee applies ▪ no course fees are paid in advance; if you withdraw from the course, you are not entitled to any refund.
6. Your circumstances	<p>You must inform HRD if you:</p> <ul style="list-style-type: none"> ▪ change your personal details (eg address, phone number, etc) ▪ are considering changing your enrolment ▪ have worked within the last 8 hours prior to attending training/assessment ▪ have an accident or incident whilst in a HRD training session.
7. Individual evidence records and access to results	<p>Learner evidence records</p> <p>HRD maintains an individual electronic 'Learner evidence folder' to store documents pertinent to your training and assessment. While the learner evidence folder is available for inspection if you have a valid reason, HRD may charge an administrative fee for file retrieval.</p> <p>Results</p> <p>Results are available by contacting HRD administration: a report will be prepared and emailed to you.</p>

Training and assessment	
<p>8. Delivery of courses</p> <p>a. Accredited courses</p>	<p>Accredited training</p> <p>The course you're enrolled in is accredited training that is nationally recognised training and assessment aligned to a Training Package qualification. HRD gives you access to a:</p> <ul style="list-style-type: none"> ▪ current copy of the accredited course curriculum/endorsed Training Package/unit(s) of competency ▪ training plan, learning resources and appropriate training support. <p>HRD will also ensure that training and assessment occur according to the requirements of the accredited course/endorsed Training Package. Accredited course outcomes will meet Training Package requirements.</p> <p>Your training involves an online learning component, in-class theory learning and on-the-job application of that theory.</p> <p>Access to maintenance instructions (MIs)</p> <p>You must have access to MIs to allow you to complete in-class activities and research assignments.</p>
<p>b. Online learning</p>	<p>Online learning: HRD learning module introductory sections</p> <p>The first learning module you undertake, <i>HRD-N105 Power Supplies</i>, will involve some preparatory online learning. Subsequent learning modules may also require you to complete online introductions.</p> <p>You'll be provided a login to access learning resources via the HRD Online Learning Portal.</p> <p>It's important that you complete the online component within the allocated timeframe. Support is available if you need it by contacting admin@hrdi.com.au.</p>
<p>c. Interruptions</p>	<p>Interruption to training</p> <p>In the event that a course of training is interrupted by circumstances directly under HRD's control, HRD will make arrangements with you and your employer to reschedule training. HRD won't be responsible for events outside its immediate control that interrupt training delivery; this includes occasions when your work commitments interfere with you being able to attend classes. While HRD will make every reasonable effort to reschedule a class in a reasonable timeframe for you, you must also be aware of your obligations to yourself, your employer and to HRD.</p>
<p>9. Individual or group training plan (applies to accredited courses)</p>	<p>An individual or group training plan identifies and bundles together a number of units of competency from a selected training package. It also provides information about how, when and where training and assessment will occur.</p> <p>You and/or your employer will:</p> <ul style="list-style-type: none"> ▪ have the opportunity to discuss training plan development and implementation with HRD ▪ be asked to sign the training plan (and you will receive a copy). <p>The training plan</p> <ul style="list-style-type: none"> ▪ lists the units of competency and/or training modules you'll complete and assigns <i>anticipated</i> training/assessment dates ▪ outlines some of the responsibilities you and your employer have to your training ▪ asks both you and your employer, and HRD, to make a commitment to your training.
<p>10. Qualification</p>	<p>Once you have achieved all units of competency required by the qualification that are identified in the training plan, and provided you have met any other administrative requirements (such as providing evidence of completion of your electrical trade qualification), you'll be issued the relevant Qualification or provided with a Statement of Attainment for partial completion (for example, if you withdraw or transfer before completing the full qualification).</p> <p>Visit www.training.gov.au to view the UEE Training Package and UEE41211 qualification or the qualification you are undertaking.</p> <p>The UEE41211 qualification and rail signalling career path information is also outlined at www.hrdi.com.au.</p>

Training and assessment	
<p>11. Assessment</p>	<p>General</p> <p>Assessment must meet the standards required by the qualification or unit of competency you are undertaking. Your trainer-assessor will assess you against the units of competency stated in your training plan.</p> <p>On completion of each assessment, HRD will provide documented feedback on your progress together with your assessment result.</p> <p>Your HRD trainer-assessor is available for you to contact when you need assistance or follow-up in relation to training and assessment.</p> <p>UEE41211 assessment</p> <p>For the UEE41211 qualification, assessment of each training module/unit of competency is by:</p> <ul style="list-style-type: none"> ▪ assignment, completed in class and on-the-job (Note: assignments must be submitted on the nominated date; extensions are to be negotiated with the trainer-assessor) ▪ written theory test ▪ workplace practical assessment (WPA); you will be advised in advance of the WPA process and equipment requirements. <p>The UEE41211 assessment process is discussed in detail in the <i>HRD Learner performance policy</i> (see 13.c following). Information about assessment (including re-assessment and reasonable adjustment) is available on the HRD website.</p> <p>Learners completing qualifications other than UEE41211 should discuss the specific assessment requirements with their trainer-assessor.</p>
<p>12. RPL and RCC</p>	<p>HRD Integrated Services policy is that an individual's learning, knowledge and skills can be recognised regardless of how or where these skills are acquired and provided they are relevant to your training.</p> <p>Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) are available to eligible learners. Consider if either may apply to you so that you can discuss your situation with HRD.</p>
<p>13. Monitoring your progress</p>	<p>Both HRD and your employer have obligations in relation to the support you receive during your training and assessment, particularly where you need assistance to practice and develop your knowledge and skills.</p> <p>This includes mutual obligations to monitor and report on your workplace activities and includes an obligation you have to participate in this process.</p>

Policies and procedures	
<p>14. HRD Policies (view relevant policies at www.hrdi.com.au)</p> <p>a. Introduction – access and equity</p>	<p>HRD Integrated Services endeavours to provide fair and equitable access for all clients to the services we offer. In keeping with this aim, there are policies and procedures that guide RTO operations.</p> <p>The policies, procedures and other documents that relate to your learning experience are made available on the HRD website.</p> <p>The resources of HRD are made available to enrolled learners on an equal basis. It's expected that all learners will respect the right of equal access of all others to the learning environment.</p>
<p>b. Behaviour and misconduct</p>	<p>HRD's aim is to provide a quality learning experience for learners, and for each person to have an equal opportunity to learn in a supportive environment. In your interactions with others, it's expected that you will:</p> <ul style="list-style-type: none"> ▪ treat other learners and staff with respect and in a way that doesn't compromise their health, safety, privacy and welfare ▪ abide by HRD and RAN or other training venue WHS/OHS and welfare policies and procedures ▪ comply with all lawful and reasonable directions given by HRD staff while involved in a HRD-controlled or -sponsored activity ▪ refrain from bullying, harassing, unfairly or unlawfully discriminating against others, engaging in inappropriate conduct or using offensive language or gestures ▪ adhere to program requirements and accepted class norms and not behave in a way

Policies and procedures	
	<p>that disrupts or interferes with a HRD class or activity</p> <ul style="list-style-type: none"> ▪ not attend class or a HRD activity whilst under the influence of or adversely affected by prohibited drugs or prescription drugs and/or substances including alcohol. <p>Misconduct may result in sanctions such as suspension or exclusion from classes or HRD activities.</p> <p>The <i>HRD Access, equity and conduct policy</i> can be viewed on the HRD website.</p>
c. Learner performance and progress	<p>There are performance expectations that you must meet to ensure that you don't fall behind in your workload and so jeopardise your progression to workplace assessment and your success in the course.</p> <p>The <i>HRD Learner performance policy</i> (available on the HRD website) describes what is required of you during the course in the way of attendance, attitude, assignment submission and theory assessment results. There are sanctions for learners deemed 'at risk' of non-performance.</p> <p>Likewise, the <i>HRD Learner progress policy</i> describes the the process HRD will follow to ensure that learners complete:</p> <ul style="list-style-type: none"> ▪ within an agreed timeframe the qualification for which they are enrolled ▪ training requirements and meet employability skill requirements, training module timelines and competency requirements and qualification nominal hours as agreed.
d. Participation	<p>Your employer and HRD expect you to actively participate in the training and assessment tasks made available to you.</p> <p>It is your responsibility to:</p> <ul style="list-style-type: none"> ▪ complete and submit tasks or workbook activities relating to your training program by the agreed assessment date ▪ apply your knowledge and practise skills in the workplace ▪ attend all assessments (if applicable) with completed work as well as any other information that may assist in proving your competence in each unit. <p>It is also your responsibility to complete any trade profiling requirements that form part of your skills development. Profiling hours form part of the overall requirements for issuing your qualification.</p> <p>If you experience difficulty meeting performance expectations contact HRD without delay.</p>
e. Attendance	<p>You are regarded as being at work while you are training with HRD.</p> <p>Dress, punctuality and absences</p> <p>Where an employer is funding training, you are required to be in work uniform, including appropriate PPE.</p> <p>Your employer and HRD expect that you will arrive punctually for classes and not leave until directed to do so by your trainer.</p> <p>Please notify your trainer-assessor if you will be late or absent from class. HRD is required to monitor attendance and record and report lateness or absence.</p>
f. Plagiarism and cheating	<p>HRD strives to make learning and assessment fair and relevant. We also try to ensure that the opportunity for dishonesty is minimised.</p> <p>Plagiarism and cheating in any form are a serious breach of trust and are unacceptable.</p> <ul style="list-style-type: none"> ▪ Plagiarism is using, without acknowledgement, the work of another person or persons and representing it as your own. ▪ Cheating is knowingly misleading, deceiving or acting dishonestly for one's own gain. <p>Instances of plagiarism or cheating will be dealt with according to the <i>HRD Plagiarism and cheating policy</i> (view on the HRD website). Disciplinary action may include suspension from a course and reporting instances to your employer.</p>
g. Complaints and appeals	<p>A complaint must be made within 30 days of a person becoming dissatisfied or a grievance occurring; or if a problem is not properly resolved.</p> <p>An assessment decision must also be appealed within 30 days.</p> <p>The complaint procedure and form can be downloaded from the HRD website.</p>
h. Privacy and confidentiality	<p>All personal records are handled and stored in a way that maintains your privacy and the integrity of the records. Only you, your employer (if relevant) and HRD staff have access to your records.</p> <p>Unless required to do so by law, HRD will not allow access to your personal information by</p>

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Policies and procedures	
	<p>others without your written approval.</p> <p>HRD collects and holds learner data as required by the <i>National VET Data Policy</i> (www.education.gov.au). HRD may release that data to the National Centre for Vocational Research (NCVER) and other approved third parties for statistical and research purposes. Information about you is released pursuant to the <i>National VET Data Policy</i>. Unless required to do so by law, HRD will not allow access to your personal information by non-approved others without your written consent.</p>
Other	
15. Support services	<p>HRD will endeavour to provide personal support in relation to matters that directly affect or arise from your learning with us.</p> <p>HRD can provide referrals on request to a range of services, including personal and professional counselling, accommodation and financial services or can refer you to a professional career counselling and advisory service if required.</p> <p>If your issue relates to your workplace or interactions with colleagues in the workplace, you should take up the matter with your supervisor or HR team.</p>
16. Catering	<p>Tea and coffee facilities are available at both the RAN and the HRD training rooms.</p> <p>HRD Integrated Services may provide you with lunches/meals. If you have special dietary requirements, please inform us prior to the commencement of training.</p> <p>If the catering provided is not to your liking feel free to make your own arrangements.</p>
17. Quality assurance	<p>HRD Integrated Services has a quality assurance and improvement system which includes documented procedures for managing and monitoring training operations and for reviewing learner/employer satisfaction.</p>
18. Client satisfaction surveys	<p>To meet its obligations to collect nationally consistent client satisfaction information, you may be asked to complete a 'Learner questionnaire'. Results are reported to the registering body and/or NCVER for analysis.</p> <p>You may also be contacted randomly by the NCVER and offered the opportunity to participate in a separate national Student Outcomes Survey.</p> <p>At the end of a module or a course you may be asked to complete a post-training feedback form. These are important for continuous improvement purposes, so you are encouraged to provide considered responses that accurately reflect your learning experience.</p>