

General	
1. Welcome	<p>Welcome to HRD Integrated Services Rail Labourer Core Skills blended delivery. HRD Integrated Services is the Registered Training Organisation (RTO) that will be conducting this course. We're here to support and assist you with your training and assessment. We encourage you to monitor www.hrdi.com.au for VET, industry, and other information relevant to your course.</p> <p>You'll be enrolled in the Rail Labourer Core Skills course. Details of the process for each unit of competency and what is expected of you is explained in Assessment below.</p> <p>Once your enrolment is finalised, be sure to review the Rail Labourer Core Skills online course Welcome Module for a detailed explanation of how the course works and what is expected of you.</p> <p>More information about HRD's training, assessment and administration processes can be found at www.hrdi.com.au.</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.</p> <p>The blended delivery that you're undertaking asks you to apply knowledge and demonstrate skills in units of competency that are taken from the TLI21315 Certificate II in Rail Infrastructure qualification. You may wish to take the time to review the requirements of the TLI21315 qualification.</p> <p>Seven (7) core units and one (1) elective unit from the TLI21315 Certificate II in Rail Infrastructure cover the knowledge and skills needed to meet many of the common core requirements of the National Track and Civil Matrix for rail safety workers.</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. There is no charge for national recognition or credit transfer.</p>

Work Health and Safety	
4. WHS and your assessment	<p>HRD Integrated Services undertakes to comply with laws, regulations and standards relevant to a training and assessment location.</p> <p>While undertaking the practical parts of your training and assessment, you must comply with all relevant safety and security procedures at the site.</p> <p>You will be inducted into the training and assessment venue.</p> <p>PPE requirements</p> <p>Learners must supply their own safety footwear on the day of assessment. All other required personal protective equipment (PPE) will be supplied.</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 that you provide (photographic) proof of identity.</p> <p>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>

Learner Induction Information - Rail Labourer Core Skills

Your enrolment	
a. Enrolment, administration and records	HRD Integrated Services maintains a secure system for recording enrolments, attendance and completion 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).
b. Withdrawing enrolment	<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>.
c. Enrolment interview/LLN	<p>Learners may be asked to participate in an enrolment interview to discuss language, literacy and numeracy (LLN) issues. LLN concerns are identified by a short LLN activity that you will complete during enrolment.</p> <p>LLN</p> <p>All learners enrolling in the online program will 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>
d. Fees and refunds	<p>Enrolment fees</p> <p>The cost of each online learning module in the Rail Labourer Core Skills program depends on whether you are enrolling as an individual or as part of a group.</p> <p>Up-front payment is required before you can complete enrolment in a learning module. Payment of the enrolment fee for each learning module confirms your training place. Once a module is started, you must complete that module before commencing in the next. HRD recommends that you enrol in and pay for one module at a time, if undertaking more than one module.</p> <p>Assessment must be booked and paid for separately to learning modules.</p> <p>Refunds</p> <p>Once payment is made and enrolment in a module is complete, refunds will be made only in extreme circumstances. No refund will be made once you have started a learning module.</p>
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) ▪ have worked within the last 8 hours prior to attending assessment ▪ have an accident or incident whilst in a HRD training or assessment session.
7. Qualification issue and access to results	<p>Learners enrolled in the Rail Labourer Core Skills program</p> <p>You will be issued with a Statement of Attainment for the units in which you are competent :</p> <ul style="list-style-type: none"> ▪ on completion of the online training program and the practical (ie demonstration of skills) assessment, and ▪ when you have satisfied all unit of competency and HRD enrolment requirements.

Assessment	
8. Provision of assessment services	<p>HRD will ensure that assessment meets the requirements of the endorsed Training Package/units of competency.</p> <p>Interruption to assessment</p> <p>In the event that an assessment is interrupted by circumstances directly under HRD's control, HRD will make arrangements with you to reschedule assessment.</p> <p>HRD won't be responsible for events outside its immediate control that interrupt assessment. This includes if your work arrangements or personal commitments interfere with you being able to attend a demonstration of skills assessment. If this occurs HRD will make every effort to reschedule in a reasonable timeframe for you.</p>
9. Assessment	<p>Assessment must meet the standards required by the unit of competency you are undertaking. Your trainer–assessor will assess you against the units of competency agreed to in your enrolment.</p> <p>For the Rail Labourer Core Skills program, assessment of each unit of competency will require and/or include:</p> <ol style="list-style-type: none"> a) Completion of all online learning and assessment content. b) Simulated workplace practical assessment (WPA) requiring demonstration of skills and application of knowledge.

Assessment	
	<p>c) Informal, impromptu questioning and discussion with the assessor about your experiences in performing the task/skill to confirm you fully understand any safety-critical implications. The assessor will determine whether further WPA is required, based on evidence gathered during assessment,</p> <p>On completion of each WPA, HRD will provide feedback on your progress together with any assessment result.</p> <p>Information about assessment (including RPL, re-assessment and reasonable adjustment) is available on the HRD website.</p>

Policies and procedures	
10. HRD policies	<p>HRD Integrated Services aims to provide fair and equal 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 available on the HRD website www.hrdi.com.au.</p>
a. Introduction – access and equity	
b. Behaviour and misconduct	<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 upset their health, safety, privacy and welfare ▪ abide by HRD and training–assessment site WHS, security and welfare policies and procedures ▪ comply with all lawful and reasonable directions given by HRD staff while involved in a HRD–controlled 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 behaviour and not act in a way that disrupts or interferes with a HRD activity ▪ not attend a HRD activity whilst under the influence of prohibited drugs and/or intoxicating substances including alcohol. <p>Misconduct may result in sanctions such as suspension or exclusion from classes or HRD activities.</p> <p>The HRD Access, equity and conduct policy can be viewed on the HRD website.</p>
c. Participation	<p>HRD expects you to be an active and cooperative participant in the training and assessment tasks required of you.</p> <p>The HRD Learner performance policy (available on the HRD website) describes what is expected of learners during their time with HRD in the way of attendance, attitude and assessment.</p> <p>If you find it hard to meet what’s expected of you contact HRD without delay.</p>
d. Attendance	<p>Please be punctual for training and assessment. Notify your assessor if you will be late or unable to attend the assessment.</p> <p>HRD is required to monitor attendance and record and report lateness or absence.</p>
e. 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 serious breaches 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>Plagiarism and cheating includes having someone else complete online learning activities for you.</p> <p>Instances of plagiarism or cheating will be dealt with according to the HRD Plagiarism and cheating policy (view on the HRD website). Disciplinary action may include suspension from a course and, if relevant, reporting instances to your employer.</p>
f. 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>

Learner Induction Information - Rail Labourer Core Skills

Policies and procedures	
g. 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 others without your written approval.</p>

Other	
11. Support services	<p>HRD will try to provide personal support in relation to matters that directly affect or arise from your learning and assessment experience with us. If necessary, we will help you find personal counselling services to deal with personal issues.</p> <p>If you are employed and your issue relates to your workplace or work colleagues in the workplace, you should take up the matter with your supervisor or HR team.</p>
12. Quality assurance	<p>HRD Integrated Services has a quality assurance and improvement system which includes documented procedures for managing and monitoring training/assessment operations and for reviewing learner/employer satisfaction.</p>
13. 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 VET registering body for analysis.</p> <p>You may also be contacted by the National Centre for Vocational Research (NCVER) and offered the opportunity to participate in a separate national Student Outcomes Survey.</p>