

PARTICIPANT HANDBOOK



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Disclaimer

Railtrain Pty Ltd has taken every action possible to ensure the information published in the Learner Handbook is accurate and current at the time of publishing. To ensure the information remains accurate and current Railtrain Pty Ltd reserves the right to make changes where necessary. The latest version will be made available on our website and/or through other means of technology including print. This publication may not contain all relevant information please refer to our website for further information about Railtrain Pty Ltd services. Our website: www.railtrain.com.au

Message from the General Manager

You have selected a career pathway that will ultimately improve the future for the nation.

Rail is a major industry in Australia employing more than 110,000 people. The Rail industry is experiencing a period of expansion, so there is no better time to become a skilled and knowledgeable rail worker.

Welcome to Railtrain Pty Ltd (RTO ID: 52221), because 'all we do is rail', and as a result our Registered Training Organisation (RTO) is unique. Railtrain Pty Ltd is part of the Railtrain Group Pty Ltd.

Passionate about the rail industry, Railtrain works closely with rail industry groups and associations to help grow its future workforce by investing in strategies such as training. We believe the experience, knowledge and skills of specialised rail workers must be transferred to new workers. Our qualified trainers and assessors are all experienced rail workers who are specialist in their fields. So, you can be assured you'll receive the very best training and assessment services from our professional RTO team.

The safety of everyone is of primary importance in all activities carried out by our organisation. Railtrain's RTO is committed to implementing, maintaining and continuously improving health and safety in the workplace and at our training venues, hence our trademarked: Think safe + Work safe = Home safe.

This responsibility, obligation and involvement in safety is transferred to all staff to ensure a safe and healthy workplace is maintained. All training learners have a duty of care to follow instructions for safe working practices and to work and, behave in ways which are safe and do not endanger the health and safety of others.

This Learner Handbook has been created for you. We encourage you to read through its entirety before you enrol in a course with Railtrain. This handbook will answer questions about our service, your rights and responsibilities as well as what you can expect from competency-based training and assessment. Make sure you visit our website for further information about career pathways and our services.

Welcome to the world of Rail – a career that can take you places.



Graham Butler

General Manager Railtrain Pty Ltd

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Growing Australia on Rail

Dedicated to supporting and growing the rail industry, Railtrain Pty Ltd established its Registered Training Organisation (RTO) to ensure a future workforce of viable and skilled rail workers. Railtrain Pty Ltd is part of the Railtrain Group Pty Ltd

As a private RTO we are committed to developing the skills and knowledge of existing and future rail workers. Learners will learn from the best, our trainers and assessors are highly experienced subject matter experts and qualified trainers/assessors.

Qualified rail workers are valuable workers whose task related competencies can be recognised through a formal training and/or assessment process resulting in a rail and/or AQF qualifications.

Railtrain RTO offer the following nationally recognised rail qualifications:

-  TLI21315 Certificate II in Rail Infrastructure
-  TLI22015 Certificate II in Shunting
-  TLI21918 Certificate II in Track Protection
-  TLI32515 Certificate III in Rail Infrastructure
-  TLI42615 Certificate IV in Train Driving



Additionally, Railtrain offers training programs to meet network needs; such as skill sets and customised programs.





Mostly, our learners are either employees of the Railtrain Group or Railtrain's clients using our services to develop and/or recognise the knowledge and skills of their own workforce. However, Railtrain does offer some 'fee for service' programs to the public from time to time.

We provide a workforce development consultative service to employers electing to align their workforce to nationally endorsed standards. This may result in a full or partial qualification training and assessment conducted through various methods including recognition of prior learning.

Our services are offered as Fee for Service or under a government funded program such as Futureskills WA funding for rail traineeships. Please view our website for further information about apprenticeships, traineeships and funding sources.

Quality assurance is important. As a regulated organisation the RTO conducts systematic internal audits and is audited by the regulator, Australian Skills Quality Authority. Railtrain is ISO 9001 Quality Management System and AS4801 Quality Safety Management System accredited.

Our training philosophy

-  Deliver high quality, innovative and interesting training
-  Deliver training and assess outcomes "on the job" wherever possible
-  Preserve our relationships with our training learners and their employer
-  Recognise and service future rail industry trends and needs

 Strive to continually provide training services that produce competent and confident workers that benefit employers, the Rail Industry and our communities

Career Pathway

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications and is the national policy for regulating qualifications in the Australian education and training system.




One of the key objectives of the AQF is to facilitate pathways to and through, formal qualifications. A career pathway defines a sequence of learning or experience that leads to a competency and or qualification.


Qualification Entry Requirements


Entry requirements into a unit of competency or qualification can be expressed in knowledge, skills, statement of attainment, qualification or vocational experience which must be demonstrated prior to commencing a qualification.

To enrol in the following qualification/s with Railtrain Pty Ltd, you are required to be employed to perform the tasks in the occupation, and be working on a rail network. As a public enrolment you may enrol in a learning program with Railtrain RTO where on-the-job experience is arranged by the RTO.

Below are general qualifications for a person engaged in entry level operations within the rail infrastructure environment undertaking a range of task involving known routines and procedures and taking some responsibility for the quality of work outcomes.






-  TLI21315 Certificate II in Rail Infrastructure
-  TLI21918 Certificate II in Track Protection
-  TLI22015 Certificate II in Shunting

-  TLI32515 Certificate III in Rail Infrastructure - This qualification is for a person engaged in the rail infrastructure environment who performs tasks involving a broad range of skilled applications in a wide variety of context. It may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others. The entry requirement for this qualification is TLI21315 Certificate II in Rail Infrastructure.

-  TLI42615 Certificate IV in Train Driving - This qualification is for a person engaged in rail operations and train driving functions. It involves a broad range of specialised knowledge and skills in varied context to undertake skilled work within a train driving environment. It may include skills and knowledge required for specialised tasks or functions in known or changing context with responsibility for own functions and outputs.

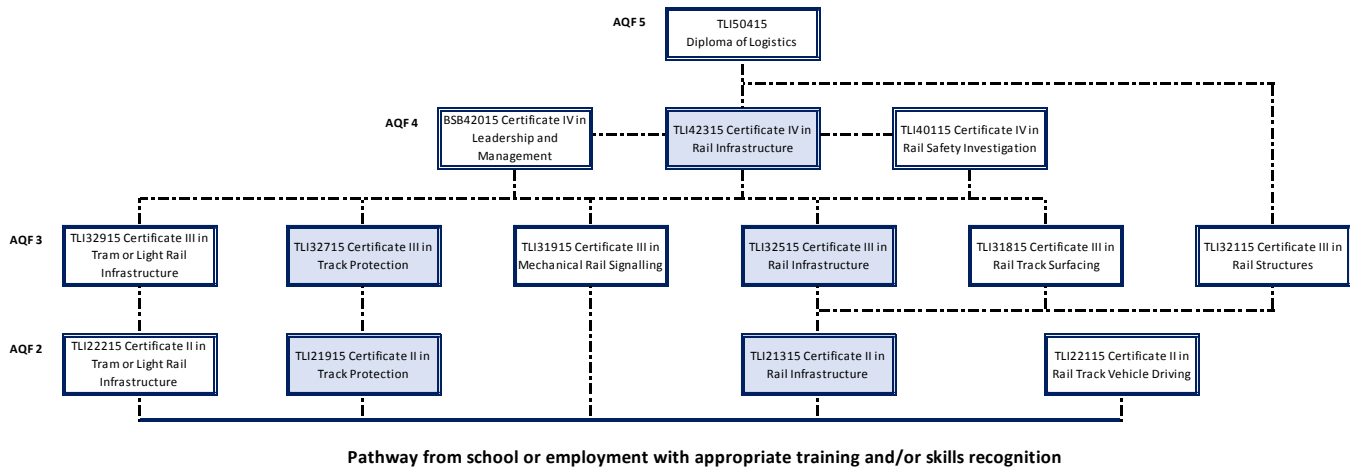
Medical Pre-requisites

In some instances, a rail category 3 medical assessment may be required for TLI21315 Certificate II in Rail Infrastructure. Generally, a rail category 1 medical assessment is required for the following:

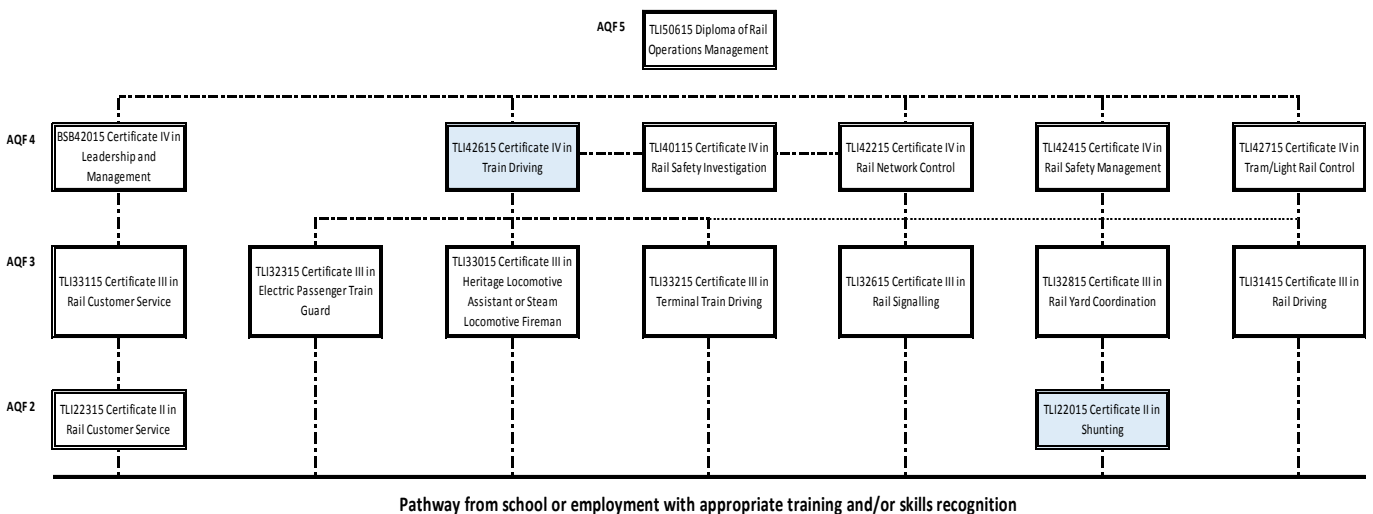
-  TLI21315 Certificate II in Rail Infrastructure
-  TLI21918 Certificate II in Track Protection
-  TLI22015 Certificate II in Shunting
-  TLI32515 Certificate III in Rail Infrastructure
-  TLI42615 Certificate IV in Train Driving.

Below is the career pathway for Rail Infrastructure and Rail Operations. You can find out more about rail career pathways and qualifications by going to our website railtrain.com.au

Pathway to further qualification and careers in Rail Infrastructure and Logistics Management



Pathway to further qualification and careers in Logistics and Rail Operations Management



Getting Started

Enrolment

Before completing your enrolment form read this Handbook in its entirety.

You can find an enrolment form by going to our website, contacting our office 08 9470 4999 or sending a request to training@railtrain.com.au

- 📄 If you are an employee of the Railtrain Group, you'll complete an Employee Enrolment Form
- 📄 If you are an employee of a Client you'll complete a Client Enrolment Form
- 📄 If you are an individual (a public enrolment) you'll complete a program specific Enrolment Form

Information about each qualification and their pre-requisite can be found on our website. We recommend that you speak with our training team to ensure the most relevant training plan is developed for you, your employer (if applicable) and industry needs.

Unique Student Identification

In 2015 the Australian Government introduced the Unique Student Identifier (USI). Anyone enrolling in a nationally recognised training must have a USI before an RTO is permitted to issue a certificate or statement of attainment. If you do not have a USI you must obtain one and provide it to Railtrain RTO. You can create your USI by following this link <https://www.usi.gov.au/> Simply follow the instructions.

Once you have created a USI you will have secure access to your training records online - forever. The USI is a reference number made up of 10 digits consisting of numbers and/or letters:

- 📄 creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- 📄 will give you access to your training records and transcripts (available in 2016)
- 📄 can be accessed online, anytime and anywhere
- 📄 is free and easy to create.

Training Plan

A training plan will be developed in consultation with you and your employer where applicable. The training plan is a flexible, working document that can be updated as required to meet your, the employer and industry needs.

An informative document, the training plan lists the following:





- 📄 units of competency to be achieved
- 📄 start and end date for each unit and entire program
- 📄 training and assessment methods and delivery modes
- 📄 trainer and assessor's name
- 📄 credit transfer – if applicable
- 📄 name of the qualification or program enrolled
- 📄 other specific information related to your program.

You and your employer will be required to sign the training plan. You are required to return a signed copy of the training plan and maintain a copy for yourself and your employer.

Issuance

You will be issued with a certificate or statement of attainment within 30 days of successfully completing your training and/or after all fees, costs and/or bond is paid. You will be issued a certificate and statement of results or a statement of attainment depending on your outcome. A progress report of your results is available at any time free of charge.





A certificate or statement of attainment will be issued on completion if:

-  you have been assessed as competent in part of, or all of the agreed training and assessment
-  your training and assessment fee is paid
-  your administration fee, resource fees and/or bond is paid
-  if unique student identifier received.

Cancellation

We recommend that you discuss your desire to cancel any training with your trainer/assessor or supervisor in the first instance. You can find a Cancellation Request Form by going to our website or requesting one via email to training@railtrain.com.au

A certificate or statement of attainment will be issued on cancellation if:

-  you have been assessed as competent in part of, or all of the agreed training and assessment
-  your training and assessment fee is paid
-  your administration fee, resource fees and/or bond is paid
-  if unique student identifier received.

Railtrain Group Employee Fees and Charges

If your employer is part of the Railtrain Group and the employer has agreed to pay the cost of your training and assessment, you may be required to pay an administration cost or bond for the issuance of the original certificate or statement of attainment. The cost or bond of training and assessment programs will be outlined in either your letter of offer (LOO) for employment and/or a training agreement where-by you enter into a training program agreement before or during your employment.

Where you are offered recognition of prior learning (RPL) prior to your employment the administration cost or bond is outlined in your enrolment form.

You can request statement of attainment/qualification at any time, however your certificate will not be released to you until all fee obligations have been fulfilled.

Public Fee for Service (individual)

As a public enrolment you will have engaged Railtrain to deliver training and/or assessment services. Prior to your enrolment you will have received information outlining the full cost of your training and/or assessment services and any other costs that you are responsible for such as resources, accommodation, travel expenses and meals where applicable.

You are required to pay course fees as per the fee schedule provided to you prior to your enrolment regardless of mode of delivery, including training that is 100% on the job.

If you wish to withdraw or cancel your enrolment, we recommend that you discuss your desire to cancel any training with your trainer/assessor in the first instance then Railtrain RTO Manager. You can find a Cancellation Request Form by going to our website or requesting a cancellation request form via email to training@railtrain.com.au

Public Fee for Service Program Deferred Fees and Charges

Where you have agreed to participate in a program or similar training and assessment program such as a Track Crew Program, a Protection Officer Program, a Second Person Program or a DA to Driver Program etc.; Railtrain may agree to defer the cost of all fees and charges related to the Programs or recognition of prior learning until after the successful completion of the Program. Where you are offered employment by the Railtrain Group after a period of continuous employment the deferred fees, administration costs or bond debt will be cleared by the Railtrain Group. However, should you require the original certificate or statement of attainment where a) you were not offered employment with Railtrain, b) you refused employment offered by Railtrain, c) your employment commences, but is terminated due to your own poor performance or d) you wish to attain your training records for your own purposes and you were not/have not been employed by Railtrain for a period of 6 or 12 continuous months (as per LOO) you will be required to pay any deferred fee, administrative costs or bond debt outstanding.

Client Fee for Service (employee)

Your employer has engaged Railtrain to deliver training services and has agreed to pay the entire cost of your training and assessment in relation to this enrolment. Employers in this instance are required to pay course fees regardless of mode of delivery and/or training outcome, including training that is 100% on the job. Your employer may also pay all travel and accommodation costs of Railtrain's trainers and assessors where travel to site is required. Your employer and Railtrain enter into an agreement on the terms and conditions of the fees to be charged for any service.

If you wish to withdraw or cancel your enrolment, we recommend that you discuss your desire to cancel any training with your supervisor in the first instance. You can find a Cancellation Request Form by going to our website or requesting a cancellation request form via email to training@railtrain.com.au

Requesting Your Certificate

If you require your certificate and/or statement of attainment, you can complete a Testamur Issue Request Form (located at www.railtrain.com.au) and send it to training@railtrain.com.au, however your certificate will not be released to you until all fee obligations have been fulfilled.

Funded Courses and Traineeship Fees and Charges

For Australian State/Territory and Federally funded learner places; including Traineeship fees and charges the RTO must charge learners fees where compulsory fees apply. Where a course offered by Railtrain Pty Ltd has been awarded state/territory and/or federal government funding, all compulsory fees and resource costs are provided on our website with the specific qualification's course information. Minimising the collection of fees or offering inducements that could be viewed as seeking a competitive advantage is prohibited. For an understanding of VET Fees and Charges

RAILTRAIN - 'Grow Australia on Rail'

please view the document located here: Western Australia:

<http://www.futureskillswa.wa.gov.au/fees/Documents/VET%20Fees%20and%20Charges%20Policy.pdf>



Training and Assessment

As an approved RTO Railtrain Pty Ltd is authorised to train, assess and issue certificates within the Australian Qualification Framework (AQF). A number of qualifications sit within a Training Package and each qualification is made up of different units of competency.

Each qualification has a set of packaging rules which dictate which units of competency can be combined to make up the qualification. The packaging rules must be followed to ensure the integrity of nationally recognised qualifications when issued.

For example, you must successfully complete 16 units of competency to gain a Certificate II in Rail Infrastructure (TLI21315).

Two of those units of competency are:

-  TLIB1028 Maintain and use hand tools
-  TLIF2080 Safely access the rail corridor

What is competency-based training?

Competency based training means that a person is trained against a set of performance and knowledge criteria in a range of different situations and environments to an industry standard expected in the workplace.









Competency based training does not compare the training outcomes between learners. Learners are assessed against the requirements of a training product.

Competency Based Training




Within a unit of competency are competency standards for performing tasks at an acceptable level for the workplace. The competency standards form a benchmark from which the training program is designed.

Your training plan is tailored to meet the competency standards of each unit of competency. You will learn the skills and knowledge required to competently perform the task required for your rail position. Your training plan has been developed to contribute to vocational requirements. Therefore, you can be assured that Railtrain's training program meets the benchmark of each unit of competency and each qualification meets the packaging rules.

You will learn through the following delivery methods:

- | | |
|---|--|
|  reading your learner guide |  role playing |
|  observing |  practicals in classroom/simulated area |
|  practical activities on-the-job |  self-directed learning activities |
|  trainer instruction |  subject matter expert demonstration |

As a general rule the following training (or volume of learning) and assessment duration apply when completing a full qualification:

-  Certificate II up to 12 months
-  Certificate III between 6 to 12 months
-  Certificate IV between 12 to 36 months.

Competency Based Assessment

Participating in training will prepare you for assessment. You may be assessed during and/or at the end of your training. Your assessor will explain the assessment process to you.

Your needs are considered in the assessment process and where appropriate, reasonable adjustments are applied to take into account your needs.

A judgement decision will be made by your assessor against the competency standards and by applying the principles of assessment and rules of evidence.









Using the competency standard as a benchmark the assessor will determine what and how much evidence is required to make an assessment judgement.

What is competency-based assessment?

Competency based assessment is the process of collecting evidence and making judgements on whether the individual has achieved the competence.

The judgement decision made by a qualified assessor confirms that the individual can perform to the standard expected in the workplace thus meeting the competency standards within the unit of competency.

You may be assessed by the following assessment methods:

- | | |
|---|--|
|  written assessment |  role playing |
|  observing |  practicals in classroom/simulated area |
|  practical activities on-the-job |  case study |
|  log book of activities |  evidence portfolio |

Recognised Prior Learning

If you believe you perform tasks competently and to workplace standards, then perhaps RPL is for you.

The first step is to determine your level of competence to participate in a RPL assessment. You will be interviewed by an assessor who will ask specific questions. After successfully completing the interview you'll be asked to perform several activities while being observed. This process is assessing your knowledge and skills in relation to the unit/s of competency that you are enrolled in.

Additionally, you may be asked to provide further evidence. This may include third party declarations, photos, videos and work-related forms/documents. This process demonstrates your ability to competently use your knowledge and skills in various situation and different environments.

You can apply for RPL of a full qualification or one or more units of competency.

What is recognised prior learning?

RPL is a form of assessment to determine if you are competent against the competency standards.

If you are not competent you will be required to attend training to develop the competencies before being assessed again.

You can apply for RPL on your enrolment form. You will receive an easy to follow RPL Application which includes your assessment interview, practical activities and other required documents.

The duration of a RPL assessment is dependent on the unit of competency and/or qualification. Generally speaking, a unit of competency can take 4 to 7 hours and a qualification can take 1 to 2 full days.

Credit Transfer

So, how does Credit Transfer work, you ask?

All National Vet Regulator approved RTOs are required to recognise current or equivalent qualifications or statement of attainments.

A qualification will have a code and title and on a Statement of Attainment are one or more listed unit/s of competency with a code and title.

For example, let's say you enrol into TLI21315 Certificate II in Rail Infrastructure. You already have a Statement of Attainment for TLIF2080A Safely access the rail corridor.

Although TLIF2080A Safely access the rail corridor has now been superseded by TLIF2080 Safely access the rail corridor the Training Package states it is equivalent therefore you can be granted a Credit Transfer for this unit. Meaning, you are not required to attend training and/or assessment for this unit of competency.

Is recognised prior learning and credit transfer the same?

No.

RPL is an assessment process to determine your competency level.

Credit Transfer is the recognition of 'Equivalency' for a Qualification or Statement of Attainment you already possess.

Where equivalent a credit transfer reduces the amount of training and assessment required to achieve the outcome.

Generally, a credit transfer is granted for the same 'code and title' however, in some instances these may differ and an extensive mapping exercise must occur to ensure competency standards are met. An example of this may be an international qualification or university degree. Another example is when a unit of competency has a new code or title which means significant outcomes have been changed. In this situation it may be possible to train and assess the 'gaps' between the old and new.

In order for Railtrain RTO to grant a credit transfer we are obliged by the Regulator to ensure that the document is authentic. Therefore, the copy of the original must be certified as a 'true copy of the original' by a Pharmacist, Authorised Bank Clerk, Justice of the Peace or other authorised person.

The following link explains original document certification in Australia

<https://www.education.gov.au/guidelines-certification-documents>.

Railtrain RTO requires all copies of relevant qualifications and statements of attainment to be certified prior to granting a Credit Transfer. A record of achievement print out from your USI account is also an acceptable form of evidence.

General Information

Changing Your Personal Details

It is important that we maintain your current contact details. Your certificate or statement of attainment will be sent to the postal address you specify on your enrolment form. You can download a Change of Contact Details form from our website or request one by sending an email to training@railtrain.com.au

Privacy

Under the *Data Provision Requirements 2012*, Railtrain Pty Ltd (RTO Code 52221) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Railtrain Pty Ltd for statistical, regulatory and research purposes. Railtrain Pty Ltd may disclose your personal information for these purposes to third parties, including:

School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship; Employer – if you are enrolled in training paid by your employer; Commonwealth and State or Territory government departments and authorised agencies; NCVER; Organisations conducting student surveys; and Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;

- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Testamur Re-issue

If you have previously been issued your certificate or statement of attainment and require a re-issue the cost will be \$50.00 plus GST.

You can make a re-issue request by going to our website and downloading the Testamur Re-Issue Form and sending it to training@railtrain.com.au

Core and Foundation Skills

If you experience any difficulty with language, literacy or numeracy and reading, writing and oral communication please request assistance. We have several resources to assist you achieve a successful outcome and improve your employability skills at the same time. You can find out more about core and foundations skills by going to our website www.railtrain.com.au

Plagiarism & Collusion

Plagiarism is when a person closely imitates the language and thoughts of another author without authorisation. When submitting any written work such as practical activities, assignments and assessments including Take 5, JHA and other forms you are expected to maintain a high academic integrity and behave ethically. All work presented as an activity or assessment MUST be your own work.

Collusion is when a person uses another person/students work and takes ownership of that work. An example of this would be using a fellow student or co-workers JHA form and submitting it as your own work.

When you complete and sign your enrolment form you are declaring that you will not commit plagiarism and that all work you submit will be your own work.

If you are experiencing any difficulty completing your own work speak with your trainer and assessor.

Complaint and Appeal Process

Railtrain RTO endeavour to provide a fair and just service for all persons. The RTO provides a complaints process. The process manages and responds to allegations involving the conduct of the RTO, its trainers, assessors or other staff as well as the behaviour of other learners.

Additionally, our appeals process manages the requests for a review of decisions, including assessment decisions, made by the RTO.

We believe our complaints and appeals policy ensures the principles of natural justice and procedural fairness are adopted. All complaints and requests for an appeal are acknowledged in writing and finalised efficiently.

You can review our policy and the process by going to our website. You can download a complaint and appeal form from www.railtrain.com.au Anyone can complete a complaint and appeal form.

Rights, Responsibilities and Obligations

You can download the required forms, policy or procedures at www.railtrain.com.au

The Learner has the right to:

1. Request a certificate, record of results and/or statement of attainment on completion of assessment where the Learner is found competent
2. Request recognised prior learning (RPL) assessment option
3. Request a credit transfer
4. Make a complaint using the RTO Complaint and Appeals process
5. Make an appeal against an assessment decision using the RTO Complaint and Appeals process
6. Request Language, Literacy and Numeracy (LLN) assistance
7. Request assistance at any time during the training and assessment process if experiencing difficulty understanding or completing tasks
8. Cancel enrolment at any time using the RTO Cancellation Process.

The Learner is obliged to:

1. Sign the Training Plan and return to the RTO in a timely manner
2. Retain a copy of the Training Plan
3. Provide the RTO with copies of certificates or statement of attainment which have been certified as 'A true copy of the original document' and signed by the Authorised Person when requesting a credit transfer
4. Complete the RPL assessment in accordance with the RPL assessment guide process including participating in an interview and task related activities
5. Inform the RTO of any changes including contact details
6. Collect and provide the RTO with relevant evidence as requested
7. Provide the RTO with their Unique Student Identifier
8. Actively undertake training and assessment activities
9. Access information provided by the RTO to inform themselves about the RTO services and their obligations as a Learner
10. Pay applicable administrative costs, fees or bonds associated with the issuing of your certificate or statement of attainment as agreed
11. Pay the re-issuance fee of \$50.00 if a second issuance of your original document is required.

The Employer is responsible for:

1. Signing the Training Plan together with the Learner and returning it to the RTO in a timely manner
2. Retaining a copy of the Training Plan for record keeping
3. Providing a safe environment where training and assessment is conducted
4. Assisting the RTO to perform training and assessment where required
5. Informing the RTO of any changes to the training and assessment strategy
6. Informing the RTO if the Learner leaves their place of employment
7. Providing a real-worksite location where the Learner can develop skills and knowledge.

The Registered Training Organisation is responsible for:

1. Providing information for the Learner and/or employer about the RTO services
2. Providing a safe training and assessment environment
3. Providing quality driven, competency based training and assessment
4. Providing the Learner with current and validated training and assessment resources
5. Informing the Learner and/or employer of any changes to the training and assessment plan
6. Not issuing a certificate or statement of attainment to a Learner and/or employer without first receiving and validating the learners Unique Student Identifier
7. Ensuring other certificates and statement of attainment are authenticated before granting a Credit Transfer
8. Offering the Learner an RPL assessment process prior to enrolment or at course commencement whichever comes first
9. Delivering training and assessment that is relevant to the Learner, workplace and industry.

The Trainer and Assessor is responsible for:

1. Providing competency-based training and assessment in accordance with the Training Package and Delivery and Assessment Strategy
2. Adhering to the Rules of Evidence and Assessment Principles. The rules of evidence being valid, sufficient, authentic and current and assessment principles being valid, reliable, flexible and fair
3. Processing training and assessment documents in a timely manner
4. Identifying and assisting a Learner with core and foundation skill needs.

Welcome, we hope you enjoy your learning experience