Learner Handbook

RTO-I-250

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Welcome to Railtrain

Congratulations and thank you for choosing Railtrain Pty Ltd to support your learning and career journey.

At Railtrain, we are committed to developing the skills and knowledge of existing and future rail workers.

We pride ourselves on delivering high-quality, industry-focused and compliant training and assessment services that support Learners to achieve their goals and build successful careers.

Our Learners benefit from training delivered by highly experienced industry professionals who are qualified trainers and assessors, bringing extensive rail expertise and real-world knowledge to every training program.

This Learner handbook forms part of your induction and has been designed to support you throughout your training. It will help you to:

- Feel welcomed and supported throughout your learning journey
- Understand Railtrain business, values and commitment to quality.
- Become familiar with our training products and support services.
- Understand our policies, procedures and expectations,
- Learn about your rights, responsibilities and obligations as a Learner.
- Make the most of your learning experience with us.

This handbook is intended to be an ongoing reference throughout your enrolment with Railtrain. Please keep it in a safe place and refer to it whenever needed.

If you require assistance at any stage of your training, our friendly and knowledgeable team is available to support you. We encourage you to contact us whenever you need guidance, information or assistance.

We look forward to supporting you in achieving your learning and career goals.

Contact Information

RTO Code	52221
Phone Number	08 9470 4999
Email	training@railtrain.com.au
Website	www.railtrain.com.au

About Railtrain Pty Ltd

Railtrain Pty Ltd is a Registered Training Organisation established in 2010, specialising in rail industry training, assessment and recognition. As part of the Railtrain Group Pty Ltd, we support the development of a skilled, capable and job-ready rail workforce.

Our training is delivered by experienced rail industry professionals who are qualified trainers and assessors, providing Learners with practical, industry-relevant learning experiences.

Through nationally recognised training and assessment, we support individuals and employers to develop, enhance and formally recognise the skills and knowledge required to work safely and effectively within the rail industry.

Railtrain offers nationally recognised qualifications, skill sets, accredited and non-accredited training, customised workforce development solutions and Recognition of Prior Learning (RPL).

We are committed to providing training and assessment that is relevant to Learner and industry needs and supports meaningful workplace capability.

As a Registered Training Organisation, Railtrain operates in accordance with the Standards for Registered Training Organisations 2025, the National Vocational Education and Training Regulator Act 2011 and other applicable regulatory requirements.

Your Rights and Responsibilities

Code of Conduct

Railtrain Pty Ltd is committed to maintaining the highest standards of ethical behaviour, professionalism and integrity. Our Code of Conduct outlines the standards Learners, staff, trainers, employers and other stakeholders can expect from us, as well as the behaviours we expect in return.

At Railtrain, we foster a culture that is safe, respectful, inclusive and free from discrimination, harassment, bullying and unsafe behaviour. We do not tolerate conduct that may offend, intimidate, humiliate, discriminate against, harass or place another person at risk, nor behaviour that may damage the reputation of Railtrain or the VET sector.

We expect all members of our learning community to act honestly, ethically and professionally in their interactions and decision-making. This includes complying with applicable laws, respecting the rights of others, and contributing to a positive and productive learning environment.

Acting with integrity means:

- Treating others with respect, fairness and professionalism.
- Following Railtrain's policies, procedures and values.
- Avoiding, declaring and appropriately managing any conflicts of interest.
- Acting honestly and responsibly in all training and assessment activities.
- Reporting and helping prevent fraudulent, unethical or inappropriate behaviour.
- Taking responsibility for your actions and contributing to a culture of accountability and good governance.

By enrolling with Railtrain, Learners agree to uphold these standards and contribute to a positive learning environment that supports the success, safety and wellbeing of all Learners.

Learner Rights:

- Receive all information necessary to make an informed decision about their training including duration, delivery mode, assessment requirements, entry requirements, licensing outcomes, fees and Learner obligations prior to enrolment.
- Be treated fairly, respectfully and professionally by Railtrain staff, trainers, assessors and fellow Learners.
- Learn in a safe, inclusive and supportive environment free from discrimination, harassment, bullying and victimisation.
- Receive quality training, assessment and support services to assist them in achieving their learning outcomes.
- Have their personal information collected, stored and managed in accordance with applicable privacy legislation.
- Be informed of any relevant government funding, training entitlement or subsidy arrangements that apply to their enrolment.
- Access Railtrain's complaints, appeals and consumer protection processes.
- Be advised of all fees, charges and any additional resources or equipment required to complete their training.
- Be consulted in the development of training plans where applicable and receive updates throughout their training.
- Have the opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT).
- Receive information regarding withdrawal, deferral or changes to their enrolment.
- Receive an AQF certification document, such as a Certificate or Statement of Attainment, upon successful completion of training and assessment requirements.
- Receive a refund in accordance with Railtrain's Fees and Refunds Policy where services are not delivered or a course is discontinued before completion.

Learner Responsibilities:

To support a safe, respectful and productive learning environment, all Learners are expected to:

- Treat Railtrain staff, trainers, assessors, fellow Learners and members of the public with respect, fairness and courtesy.
- Provide accurate and truthful information throughout their enrolment and promptly advise Railtrain of any changes to their personal details.
- Provide a valid Unique Student Identifier (USI) upon enrolment
- Meet all agreed financial obligations, including the payment of applicable fees by the due date.
- Comply with all Work Health and Safety (WHS) requirements and follow reasonable safety instructions at all training and assessment locations.
- Act honestly, ethically and responsibly at all times.
- Attend scheduled training and assessment activities and be punctual.
- Complete assessment requirements within agreed timeframes and actively participate in their learning.
- Maintain academic integrity by ensuring all submitted work is their own and by not engaging in plagiarism, collusion, cheating or other forms of academic misconduct.

- Respect Railtrain property, facilities, equipment and resources and refrain from causing damage or misuse.
- Use Railtrain information technology systems appropriately and not install unauthorised software, copy software illegally or introduce malicious software or viruses.
- Not attend or participate in training or assessment while under the influence of alcohol, illegal drugs or any substance that may impair their ability to participate safely.
- Use mobile phones, social media and other personal devices responsibly and only where permitted during training and assessment activities.
- Obtain permission before taking photographs, video recordings or audio recordings of any person.
- Refrain from behaviour that is intimidating, threatening, abusive, discriminatory, harassing or otherwise inappropriate.
- Not use offensive or inappropriate language, litter, smoke in non-designated areas, or engage in conduct that disrupts learning or impacts the safety and wellbeing of others.

Learner Agreement

By enrolling with Railtrain, you must agree to comply with all policies, procedures, Code of Conduct and all conditions outlined in this handbook.

Breaches of Learner Responsibilities

Where a Learner fails to meet their responsibilities or breaches Railtrain's Code of Conduct, appropriate action may be taken. The response will depend on the nature, seriousness and frequency of the behaviour and may include, but is not limited to:

- Verbal or written warnings.
- Formal disciplinary action.
- Temporary suspension from training and assessment activities.
- Requirement to compensate Railtrain for any loss or damage caused to property, equipment or resources.
- Cancellation of enrolment, with any refund entitlement determined in accordance with Railtrain's Fees and Refunds Policy, the services already provided and applicable consumer law.
- Removal from training premises or worksites where safety or wellbeing may be impacted.
- Referral of the matter to relevant authorities, including law enforcement agencies, where required.

Railtrain will manage all disciplinary matters fairly, consistently and in accordance with its policies, procedures and applicable legislation.

Railtrain Pty Ltd Responsibilities

Railtrain is responsible for:

- Providing a safe, supportive and inclusive learning environment that enables Learners to develop their skills and achieve their training goals.
- Delivering training and assessment services that support Learners to successfully complete their course requirements.
- Ensuring any changes to training delivery, schedules, locations, fees or services are made in the best interests of Learners and communicated as soon as practicable.
- Advising Learners of any alternative arrangements where changes may affect their training.
- Maintaining the safety and wellbeing of all Learners, staff, children and vulnerable persons who may be involved in training, workplace learning, work experience or industry-based activities.
- Complying with all legislative, regulatory and safeguarding obligations, including requesting declarations where required regarding a Learner's suitability to engage with vulnerable people.
- Providing accurate information, appropriate support services, and access to fair and equitable training and assessment practices.
- Maintaining compliance with the Standards for RTOs and all applicable requirements of the VET Quality Framework.

Where there are any changes to agreed services, we will advise Learners as soon as practicable, including in relation to any new or existing third-party arrangements, cancellation of courses, transition for a qualification or other changes to course/enrolments.

Where a qualification or skill set is superseded, Railtrain will advise Learners of any impact on their training and available transition arrangements.

Trainer and Assessor Responsibilities:

Railtrain Trainers and Assessors are responsible for:

- Delivering competency-based training and assessment in accordance with relevant training package requirements and training strategies.
- Applying the Principles of Assessment and Rules of Evidence.
- Processing assessment outcomes and Learner documentation in a timely manner.
- Identifying and supporting Learner foundation skill needs.
- Providing fair, consistent and industry-relevant training and assessment services.

Before You Enrol

Course Information

Courses will be advertised on our website where course information will be made available to Learners prior to their enrolment.

Duration

The duration of your program depends on several factors, including your commitment to your learning and to submitting assessments regularly and on time. Your study load (i.e., full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications can also contribute to the length of your program.

Further, the level and complexity of the qualification you are studying will impact on course duration. The AQF summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Entry Requirements

Some of our learning programs may have entry requirements prior to enrolling. When you enrol into one of our programs, the entry requirements are clearly displayed in the course information on our website.

These entry requirements are the minimum qualifications, knowledge, skills, experience and/or attributes that a Learner must hold to be considered for entry into some courses.

Entry requirements may relate to things such as:

- Previous work experience or education.
- Specific levels of language, literacy and numeracy (LLN) skills.
- Access to a relevant workplace where required competencies can be practiced.
- Access to a computer, software and the capacity to access online materials.
- Access to an internet connection with enough capacity to download course materials.
- Access to specific materials such as personal protective equipment (PPE) or other tools of trade.

Prerequisites

Some training products have specific prerequisite or entry requirements that must be met before enrolment. These may include:

- Holding specified units of competency or qualifications.
- Meeting rail safety, fitness for work or medical requirements.
- Holding relevant licences or other regulatory requirements.
- Meeting any other mandatory requirements specified for the training product.

Any prerequisites or entry requirements will be identified in the course information provided before enrolment.

Learners must provide evidence that they meet any mandatory prerequisites before being accepted into the relevant course.

Fees

Course fees and any additional charges will be provided to Learners before enrolment so they can make an informed decision about their training.

Fees may vary depending on:

- The course or training program.
- Eligibility for government funding, subsidies or concessions.
- Recognition of Prior Learning (RPL) or Credit Transfer, where applicable.
- Any additional resources or services required.

Learners will be advised of the applicable fees, payment arrangements and refund conditions before enrolment.

Fee Protection

Railtrain protects Learner fees by ensuring that no individual Learner is required to prepay more than $1,500 for the same VET course at any time.

Fees are structured and invoiced in line with the delivery of training and assessment services.

If Railtrain is unable to deliver agreed training or assessment services, Learners will be entitled to a refund for services not delivered or may be offered an appropriate alternative training arrangement.

Payment Options

Payment may be made using the payment methods advised by Railtrain. Approved clients may also pay by direct deposit in accordance with agreed invoicing arrangements.

Where funded or subsidised training is available, Learners will be advised of relevant eligibility requirements and any fees they are required to pay.

Learners experiencing difficulty meeting their payment obligations are encouraged to contact Railtrain to discuss available payment arrangements.

Failure to Make Payment

Fees and charges must be paid by the applicable due date. Failure to meet payment obligations may affect a Learner's continued enrolment, participation in training or assessment, or the issuing of certification documentation, in accordance with Railtrain's applicable policies and agreed payment terms.

Consumer Protection

Railtrain is committed to providing current and prospective Learners with clear, accurate and transparent information about our training and assessment services so they can make informed decisions.

This includes information about course requirements, fees and charges, delivery and assessment arrangements, Learner support, third-party arrangements and Learner rights and responsibilities.

Railtrain is responsible for ensuring that services provided on our behalf, including those provided by third parties, meet applicable requirements and protect the interests of Learners.

Consumer Protection Complaints

If you have concerns about Railtrain's marketing, enrolment, fees, training services or services provided by a third party on our behalf, you can raise these concerns through Railtrain's Complaints and Appeals process.

You may discuss your concern with a Railtrain representative or submit a complaint to the Compliance Manager at quality@railtrain.com.au.

Third-Party Arrangements

Railtrain remains responsible for the quality and compliance of services delivered on its behalf by a third party. Where a third party is involved in your training, assessment or learner support, you will be informed before those services commence.

Enrolment and Commencement

Enrolment

Before being accepted into a course, Learners must complete the required enrolment information and meet any applicable entry, eligibility or prerequisite requirements.

As part of the enrolment process, you will be required to:

- Provide identification and a valid Unique Student Identifier (USI).
- Complete a Language, Literacy, Numeracy and Digital (LLND)/foundation skills assessment where required, to identify any support needs and determine whether the training is suitable.
- Provide evidence of any required qualifications, licences, units of competency or relevant experience.
- Provide information required to determine eligibility for funded or subsidised training, where applicable.
- Advise Railtrain of any learning or support needs that may assist you to participate successfully in training and assessment.
- Meet any applicable course fees and payment requirements.
- Have access to any required clothing, Personal Protective Equipment (PPE), equipment or other resources.

Learners must bring valid photo identification when attending training.

Any course-specific requirements will be communicated to you before your training commences.

Before confirming enrolment, Railtrain will consider whether the selected training product is suitable for the learner, taking into account their existing skills and knowledge, LLND skills, support needs, intended outcomes and ability to meet course and workplace requirements.

Where the selected course is not considered suitable, Railtrain will explain the reasons and, where possible, provide information about alternative training, foundation-skill development or appropriate referral options. A learner may access Railtrain's complaints and appeals process if they are dissatisfied with a suitability decision.

Once the required enrolment information has been received and applicable requirements have been met, your enrolment will be confirmed.

You will be emailed confirmation of acceptance which may include information on your classroom sessions and log-in details so you can access the Learner portal. Where your course requires workplace visits or practical placement, your trainer will advise you of the details.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is required for Learners undertaking nationally recognised training in Australia. Your USI provides access to a secure record of your nationally recognised training.

You must provide Railtrain with a valid and verified USI as part of your enrolment. Railtrain cannot issue

your Certificate or Statement of Attainment without a verified USI.

You can create or find your USI through the USI website. If you need assistance, please contact Railtrain or the USI Office.

Skills Recognition and Credit Transfer

Railtrain offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to eligible Learners. Learners are encouraged to discuss RPL or Credit Transfer during the enrolment process and provide the required supporting evidence.

Recognition of Prior Learning (RPL)

RPL is an assessment process that recognises the skills and knowledge you have already gained through previous training, employment, industry experience or other relevant experience.

If you believe you already have the skills and knowledge required for one or more units of competency, you may apply for RPL.

You will be required to provide sufficient evidence to demonstrate your competency against the requirements of the relevant unit(s). Additional assessment may be required where further evidence is needed.

RPL applications are assessed individually, and applicable fees will be advised before proceeding.

Credit Transfer (CT)

Credit Transfer recognises units of competency you have already successfully completed through a nationally recognised training provider.

To apply for Credit Transfer, you will need to provide suitable evidence of your previous achievement. Railtrain will review and verify the evidence before Credit Transfer can be granted for the relevant unit(s).

Credit Transfer applications attract a $50 administration fee.

Learner Support and Wellbeing

Learner Support

Learners are encouraged to advise Railtrain of any learning, accessibility, wellbeing or other support needs during enrolment or at any stage of their training.

Support needs may also be identified through LLND or foundation skills assessment, discussions with the Learner, trainer observations, attendance and participation, assessment outcomes or Learner feedback.

Where a support need is identified, Railtrain will discuss appropriate support options with the Learner. This may include reasonable adjustment, additional learning support, changes to training arrangements or referral to an appropriate external service.

Reasonable Adjustment

Railtrain recognises that Learners may require reasonable adjustments to participate effectively in training and assessment.

Reasonable adjustments are considered in consultation with the Learner and may include:

- Additional time or support.
- Alternative methods of presenting information.
- Oral rather than written responses where appropriate.
- Adjusted learning materials or formats.
- Use of assistive technology or support persons.
- Adjustments to training or assessment arrangements.

Any adjustment must maintain the requirements and integrity of the relevant training product and must not compromise the skills and knowledge required to demonstrate competency.

Learners should discuss reasonable adjustment requirements with Railtrain as early as possible. Support needs can also be raised at any stage during training.

Learning and Study Support

Depending on individual Learner needs, support may include:

- Language, Literacy, Numeracy and Digital (LLND) support or referral.
- Additional learning resources and practice activities.
- Additional support from trainers and assessors where appropriate.
- Digital literacy or technical support.
- Alternative or accessible learning materials where appropriate.
- Reasonable adjustments to training and assessment.

Equipment and Resources

- Provision of specialised equipment, learning resources and support programs in a variety of formats to promote access and participation for Learners with disability and others requiring additional support.
- Ensuring learning environments, facilities and resources are accessible, inclusive and supportive for all Learners.

Depending on the Learner's needs, the training product and what is reasonable in the circumstances, Railtrain may provide or arrange accessible resources, assistive technology, alternative formats or other support.

Support for First Nations Learners

- Railtrain is committed to providing culturally safe, respectful and inclusive learning environments for Aboriginal and Torres Strait Islander Learners.
- Learners may access additional support services and resources to assist their participation, engagement and success in training.
- Where appropriate, referrals may be made to culturally appropriate support services, community organisations, mentoring programs or external assistance networks.
- Training and assessment staff will seek to understand and respond to cultural considerations that may affect a Learner's participation and learning outcomes.
- Railtrain will promote respect for Aboriginal and Torres Strait Islander cultures, knowledges and perspectives within its learning environment.
- Opportunities for reasonable adjustments and flexible learning arrangements will be considered in consultation with the Learner to support successful completion of training.

Support for Learners with Disabilities

Railtrain is committed to supporting Learners with disability to access and participate in training and assessment. Appropriate support and reasonable adjustments will be considered in consultation with the Learner, while maintaining the requirements of the relevant training product.

Wellbeing Support

Railtrain recognises that personal circumstances and wellbeing may affect a Learner's ability to participate successfully in training.

Where appropriate, Railtrain may assist Learners to identify and access relevant external wellbeing, counselling, financial or community support services.

Learners are encouraged to speak with a Railtrain representative if they require assistance accessing support.

External Services

If a Learner is experiencing difficulties and/or requires counselling or personal support, or if Railtrain is not able to provide appropriate support to meet the Learner's individual needs, Railtrain will refer the Learners to an external support network. Referral services include:

Support and Wellbeing Service	Contact Details
Alcohol and Drug Foundation	P: 1300 858 584 W: www.adf.org.au
Beyond Blue	P: 1300 224 636 W: www.beyondblue.org.au
Centrelink Learner Support	P: 1800 132 317 W: www.servicesaustralia.gov.au
Elder Abuse Help Line	P: 1300 651 192 W: www.eapu.com.au
Financial Counselling Australia	P: 1800 007 007 W: www.financialcounsellingaustralia.org.au
Kids Helpline	P: 1800 551 800 W: www.kidshelpline.com.au
Lifeline	P: 13 11 14 W: www.lifeline.org.au
Reading and Writing Hotline	P: 1300 655 506 W: www.readingwritinghotline.edu.au
1800RESPECT	P: 1800737 732 W: www.1800respect.org.au
Men's Referral Services	P: 1300 766 491 W: www.ntv.org.au/get-help
MensLine Australia	P: 1300 789 978 W: www.mensline.org.au
13 Yarn	P: 13 92 76 W: www.13yarn.org.au

Monitoring Learner Needs

Railtrain may identify Learner support needs throughout training through:

- Learners requesting assistance or identifying support needs.
- Trainer and assessor observations.
- Attendance and participation.
- Assessment outcomes.
- Learner feedback and discussions.

Learners are encouraged to advise Railtrain of any support or reasonable adjustment needs that may affect their participation in training and assessment.

Where a support need is identified, Railtrain will work with the Learner to determine appropriate support or referral options.

Health, Safety and Learner Conduct

Work Health and Safety

Railtrain committed to providing a safe and healthy learning environment for Learners, staff and visitors.

Learners are expected to:

- Follow all safety instructions, procedures and site requirements.
- Take reasonable care for their own health and safety and that of others.
- Use required Personal Protective Equipment (PPE).
- Report hazards, incidents, injuries or safety concerns as soon as possible.
- Follow emergency and evacuation instructions.

Learners will receive relevant safety information at the commencement of training, including emergency arrangements and any site-specific safety requirements.

Smoking, Drugs and Alcohol

Railtrain is committed to maintaining a safe learning and training environment.

- Smoking is only permitted in designated areas.
- Learners must not attend or participate in training or assessment while affected by alcohol, illegal drugs or any other substance that may impair their ability to participate safely.
- Learners taking prescription medication should ensure that it does not affect their ability to participate safely in training or assessment and should raise any safety concerns where appropriate.
- Learners must comply with any additional drug and alcohol requirements that apply at workplace or client sites.

Access and Equity

Railtrain is committed to providing fair and equitable access to training and assessment and an inclusive learning environment that respects the diverse needs and circumstances of Learners.

Railtrain will:

- Provide Learners with fair access to training, assessment and support services.
- Identify and respond to individual Learner needs where appropriate.
- Consider reasonable adjustments to support participation while maintaining the requirements of the training product.
- Provide a learning environment that supports inclusion, cultural safety and respect.
- Ensure Learners are not unfairly disadvantaged in accessing or participating in training and assessment.

Learners who experience barriers to participation are encouraged to discuss their needs with Railtrain so that appropriate support options can be considered.

Discrimination, Harassment, Vilification and Victimisation

Railtrain is committed to providing a safe, respectful and inclusive learning environment. Discrimination, harassment, bullying, vilification, victimisation and other inappropriate behaviour will not be tolerated.

This applies to behaviour during training and assessment, workplace-based activities and interactions through digital or online platforms.

Learners are expected to:

- Treat others with dignity, fairness and respect.
- Behave in a way that supports a safe and inclusive learning environment.
- Not engage in discriminatory, harassing, bullying, threatening or intimidating behaviour.
- Not victimise or disadvantage a person for raising a concern, making a complaint or participating in a complaint process.

Reporting Concerns

Learners who experience or witness inappropriate behaviour are encouraged to raise the matter with Railtrain as soon as possible.

Concerns will be managed fairly, appropriately and in accordance with Railtrain's Complaints and Appeals Policy and Procedure.

Serious or repeated breaches may result in action including warnings, removal from training or assessment activities, suspension or cancellation of enrolment, or referral to external authorities where required.

Training and Assessment

Competency-Based Assessment

Railtrain uses competency-based training and assessment for nationally recognised training. This means you will be assessed against the skills and knowledge required by the relevant unit of competency and the standard expected in the workplace.

Assessment may include:

- Practical demonstrations and observations.
- Written or verbal questions.
- Workplace tasks or activities.
- Projects, scenarios or case studies.
- Portfolios or other supporting evidence.
- A combination of assessment methods.

Your assessor will provide instructions about what you need to demonstrate and the evidence required.

Assessment tasks may be recorded as Satisfactory (S) or Not Yet Satisfactory (NYS). Once all requirements of a unit of competency have been successfully demonstrated, the final unit outcome may be recorded as Competent (C). Where competency has not yet been demonstrated, an outcome of Not Yet Competent (NYC) may be recorded.

Where further evidence or skill development is required, your assessor will provide feedback and explain the next steps, which may include additional training, support or reassessment.

Flexible Learning and Assessment

Railtrain recognises that Learners have different needs and circumstances. Training and assessment approaches may be adjusted where appropriate, provided the requirements and integrity of the training product are maintained.

Learners who require additional support or reasonable adjustment are encouraged to discuss this with Railtrain.

Submitting Assessments

Learners are responsible for completing and submitting assessment tasks within the timeframes advised by their trainer or assessor.

You will be provided with instructions explaining the requirements of each assessment task and will receive feedback on your assessment outcomes.

Academic Integrity

Learners are expected to complete and submit their own work and act honestly in all assessment activities.

Plagiarism

Plagiarism occurs when you present another person's words, ideas or work as your own without appropriate acknowledgement. This may include:

- Copying or using another person's work without acknowledgement.
- Copying information from websites or other sources without referencing it.
- Presenting group or collaborative work as your own individual work.
- Using text, images, ideas or other material without acknowledging the source.

Learners must ensure that assessment work submitted to Railtrain is their own and appropriately acknowledges information obtained from other sources.

Use of Artificial Intelligence

Artificial Intelligence (AI) tools may only be used where permitted by Railtrain or the assessment instructions. Learners must not use AI to generate assessment responses or evidence that misrepresents their own knowledge, skills or competency. Where AI use is permitted, Learners must:

- Follow the instructions provided for the assessment.
- Ensure the submitted work reflects their own understanding and ability.
- Check the accuracy of AI-generated information.
- Acknowledge or declare their use of AI where required.
- Be able to explain and demonstrate the knowledge or skills presented.
- Not enter personal, confidential, workplace-sensitive or assessment information into an AI tool without approval.

Unauthorised or undisclosed use of AI may be treated as academic misconduct and may require the Learner to provide further evidence or undertake additional assessment to confirm authenticity.

Resubmissions and Reassessment

If an assessment task is assessed as Not Yet Satisfactory (NYS), you will receive feedback and an opportunity to address the identified gaps.

Learners are provided with:

- One original assessment attempt.
- Up to two resubmissions, where required.

A resubmission may involve providing additional evidence, correcting identified gaps or demonstrating the task again.

Where a satisfactory outcome has not been achieved following the available assessment attempts, the trainer and assessor will discuss the next steps with the Learner. This may include:

- Additional training or learning support.
- Reasonable adjustment, where appropriate.

- Further assessment or re-enrolment, where applicable.

A final unit outcome of Not Yet Competent (NYC) may be recorded where the Learner has not demonstrated all requirements of the unit of competency.

Assessment Feedback

Learners will receive clear and constructive feedback on their assessment outcomes.

Feedback may include:

- The outcome of the assessment.
- Areas successfully demonstrated.
- Any gaps that need to be addressed.
- Further evidence or training required.

Information about resubmission, reassessment or appeal options, where applicable.

Feedback may be provided verbally or in writing. Learners are encouraged to speak with their assessor if they have questions about an assessment decision or feedback.

Changes to your Enrolment

Cancellation or Transfer

The following fees apply where written notice of cancellation or transfer is received:

- More than 5 working days before the course: No cancellation fee.
- 2–5 working days before the course: 50% of the course fee.
- Less than 2 working days before the course: 100% of the course fee.

Exceptional circumstances may be considered on a case-by-case basis.

Exceptional Circumstances

Railtrain recognises that unexpected circumstances may affect a Learner's ability to attend or continue training.

Exceptional circumstances may include serious illness or injury, bereavement, significant personal hardship or other circumstances outside the Learner's reasonable control.

Requests will be considered on a case-by-case basis, and Learners may be asked to provide supporting information where appropriate.

Deferral

Learners may request to defer their training by contacting Railtrain in writing.

Where a deferral is approved, Railtrain will advise the Learner of the applicable conditions, timeframe and any impact on fees or their enrolment.

Cancellation by Railtrain

If Railtrain cancels a course or is unable to provide the agreed training or assessment services, affected Learners will be advised as soon as practicable.

Learners may be offered an alternative training arrangement or a refund of fees paid for services not delivered, as applicable.

Transfer or Substitution

Learners may request to transfer to another available course date. An alternative Learner may also be substituted before a course commences, where appropriate.

Completion

Issuing Certificates

Railtrain will issue AQF certification documentation within 30 calendar days of a Learner being assessed as meeting all requirements of the training product, provided the Learner has a verified USI and has met any applicable fee requirements.

Learner certification documentation will only be provided to the Learner or to another party where the Learner has provided appropriate authorisation.

Re-issue of Transcripts

Learners may request replacement or reissued certification documentation, including:

- Statements of Attainment.
- Testamurs.
- Records of Results.

An administration fee may apply. Learners will be advised of the applicable fee when requesting replacement documentation.

Access to Records

Learners may request access to their personal records held by Railtrain.

Access will be provided in accordance with Railtrain's privacy and records management requirements. Information relating to another person will not be provided where doing so would breach their privacy.

Feedback, Complaints and Appeals

Learner Feedback

Railtrain values Learner feedback and uses it to review and improve training, assessment, Learner support and other services.

Learners may be invited to provide feedback through surveys, evaluations or other feedback activities during or following their training.

Feedback may also be requested by government agencies or VET regulators.

Complaints

Learners have the right to raise concerns or complaints about Railtrain, including training and assessment, administration, staff or contractor conduct or services provided by third parties on Railtrain's behalf or another Learner.

Complaints may be made verbally or in writing. Learners are encouraged to use the Complaints and Appeals Form where possible and may submit written complaints to quality@railtrain.com.au.

Railtrain will:

- Manage complaints fairly, impartially and confidentially.
- Apply procedural fairness throughout the process.
- Acknowledge complaints within five business days.
- Aim to provide an outcome within 30 calendar days, where practicable.
- Keep the complainant informed where additional time is required.
- Ensure Learners are not disadvantaged for making a complaint.

Learners may be assisted by a support person when making a complaint or appeal and during any related meeting, subject to reasonable confidentiality and safety requirements. Railtrain can assist learners to understand the process, access the required form or submit their matter in an accessible format.

Complaints Process

Step 1 – Raise the concern

Where appropriate, Learners may seek to resolve the matter informally with the person concerned or a Railtrain representative.

Step 2 – Formal complaint

A Learner may lodge a formal complaint where informal resolution is unsuccessful, inappropriate or the Learner prefers to proceed formally.

Step 3 – Review and investigation

The complaint will be reviewed by an appropriate and impartial person. Further information may be requested where required.

Step 4 – Outcome

The Learner will be advised of the outcome and reasons for the decision.

Step 5 – Review

If dissatisfied with the outcome, the Learner may request a review in accordance with Railtrain's Complaints and Appeals Policy and Procedure.

Appeals

Learners have the right to appeal a decision made by Railtrain Pty Ltd or a third party acting on its behalf where the decision adversely affects them.

This may include decisions relating to:

- Assessment outcomes.
- Recognition of Prior Learning (RPL) or Credit Transfer.
- Enrolment, suspension or cancellation.
- Fees or refunds.
- Learner support or reasonable adjustment.
- Disciplinary action.
- Other decisions affecting the Learner's training or enrolment.

Learners wishing to appeal a decision should submit a Complaints and Appeals Form or contact Railtrain for assistance.

Appeals will be managed fairly, impartially and in accordance with procedural fairness. Learners will be given an opportunity to provide relevant information and will not be disadvantaged for exercising their right to appeal.

The decision will be reviewed by an appropriate and impartial person, and the Learner will be advised of the outcome and reasons for the decision.

Where a Learner is dissatisfied with the outcome of the internal appeal process, they may request access to an independent review process in accordance with Railtrain's Complaints and Appeals Policy and Procedure.

External Review Options

Where a complaint or appeal cannot be resolved through Railtrain's internal processes, Learners may seek assistance from an appropriate external body, depending on the nature of the matter.

This may include:

- Consumer protection or fair trading authorities for consumer, fee or contractual matters.
- ASQA for matters relating to RTO regulatory requirements.
- The relevant WHS regulator for work health and safety matters.
- State or Territory training authorities for applicable funded training, apprenticeship or traineeship matters.

Continuous Improvement

Railtrain uses Learner feedback, complaints, appeals and other quality information to identify opportunities to improve its training, assessment and Learner services.

Privacy and Information

Railtrain Pty Ltd is committed to protecting the privacy and confidentiality of Learner information. Personal information is collected, used, stored and disclosed in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), applicable VET legislation and data reporting requirements.

Railtrain collects and uses personal information for purposes associated with enrolment, training and assessment, learner support, certification, regulatory reporting, government funding and the administration of its services.

Learner information may be disclosed to authorised government agencies and other bodies where required or authorised by law. This may include the National Centre for Vocational Education Research (NCVER), relevant Commonwealth, State or Territory authorities, VET regulators and other authorised bodies. The handbook's detailed Privacy Notice already explains these NCVER and government disclosures.

Railtrain will only use or disclose personal information for the purpose for which it was collected, with the Learner's consent, where the Learner would reasonably expect the use or disclosure, or where required or authorised by law.

Learners may request access to, or correction of, personal information held about them and may raise concerns about how their personal information has been handled.

Please refer to the Privacy Notice at the back of this handbook for further information.

Records and Information Management

Railtrain is committed to maintaining accurate, current and secure Learner records and protecting information from misuse, interference, loss, unauthorised access, modification or disclosure.

Learner records are stored securely using appropriate physical and electronic safeguards. Access to personal information is limited to authorised persons who require access for legitimate business, training, assessment, regulatory or reporting purposes.

Records are retained for the periods required by applicable legislation, regulatory requirements and Railtrain's records management requirements. When personal information is no longer required to be retained, it is securely destroyed or de-identified where appropriate.

Learners may request access to, or correction of, their personal information in accordance with Railtrain's privacy and records management requirements.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We may be required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National Centre for Vocational Education Research Ltd (NCVER). NCVER is the National VET Data Custodian responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

How the NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act),the NVETR Act and the Learner Identifiers Regulation 2014. NCVER may use and disclose your personal information for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER may disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), other relevant Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes for which the legislation above permits.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. NCVER does not intend to disclose your personal information to any overseas recipients.

Data submitted through a VET data system may undergo validation and quality assurance checks, which involve checking the submitted data against data held in other information systems, for example, the Unique Student Identifier Registry or the Australian Business Register.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil its functions and activities, including:

- administration of VET, such as program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates for policy, workforce planning and consumer information.

DEWR may be authorised by law to share 'public sector data' with third parties, including under the Data Availability and Transparency Act 2022 (Cth) (DAT Act). 'Public sector data' is defined in the DAT Act to mean "data lawfully collected, created or held by or on behalf of a Commonwealth body…" and therefore includes any data collected by the department as part of performing VET related functions.

For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at https://www.dewr.gov.au/national-vet-data/vet-privacy-notice

Surveys

You may receive a Learner survey from a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Railtrain Pty Ltd:

- request access to your personal information,
- correct your personal information,
- make a complaint about how your personal information has been handled,
- ask a question about this Privacy Notice.