

Learner Information Handbook



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1. About this Learner Information Handbook

Acknowledgement of Country

In the spirit of reconciliation, the Transport for NSW Learning and Development (TfNSW L&D) acknowledges the Traditional Custodians of country throughout New South Wales and their connections to land, sea, and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

About the Handbook

This Learner Information Book will provide you with all the information you need during your study with Transport for New South Wales Learning & Development (TfNSW L&D)

We want to make sure you are set up for success and have all the information you need to get started in your role quickly.

This Learner Information Handbook provides you with detailed information about:

- Overview of the courses and skills set we offer
- Our Registered Training Organisation (RTO) obligations
- Your Learner rights, including the support we offer to assist you along the way
- Your Learner obligations, so that you know what is expected of you
- Frequently Asked Questions (FAQ's).

2. About the courses and skills set

Welcome to the Transport for NSW Learning and Development referred to as 'TfNSW RTO.'

The TfNSW RTO is a Registered Training Organisation (RTO) designed to provide appropriate nationally recognised qualifications and skills set for its staff across all business areas.

TfNSW RTO is approved to deliver and assess the following qualifications and units of competencies as part of a skills set:

Full Qualifications

- BSB30120 Certificate III in Business
- BSB40520 Certificate IV in Leadership and Management
- TLI27121 Certificate II in Rail Infrastructure
- TLI37122 Certificate III in Rail Infrastructure
- TLI31921 Certificate III in Mechanical Rail Signalling
- UET30721 Certificate III in ESI - Rail Traction

Skill Sets

Basic Equipment Operations (BEO) Skills Set

- PUAOIL202 Use basic equipment operations for oil spill response

Shoreline Response Course (SRC) Skills Set

- PUAOIL303 Apply health, safety and risk controls when working on oiled shorelines
- PUAOIL405 Apply oiled shoreline assessment strategies in an oil spill response
- PUAOIL406 Lead a team in oiled shoreline clean up

Personal Watercraft Course (PWC) Skills Set

- SISOPWC001 Ride personal watercraft in smooth water conditions
- SISOPWC002 Ride personal watercraft in slight water conditions

Safely Access the Rail Corridor (SX52) - TLIF0020 Safely access the rail corridor

Safety Critical Communication (SCC01) - TLIF0008 Apply safety critical communications in the rail environment

Sydney Metro Skills Set

- TLIF0008 Apply safety critical communications in the rail environment
- TLIF2010 Apply fatigue management strategies

Track Protection Officer Program - Level 1

- TLIF0008 Apply safety critical communications in the rail environment
- TLIF2097 Use audible track warning devices
- TLIF0027 Perform Lookout duties
- TLIF0023 Conduct track protection assessment
- TLIL3082 Implement absolute signal blocking
- TLIW0007 Operate under track protection rules
- TLIW2037 Clip and secure points

Track Protection Officer Program - Level 2

- TLIL0010 Implement track occupancy authority (TOA)
- TLIC0025 Pilot rail traffic within work on track authority limits
- TLIL4069 Plan and coordinate protection for multiple worksites within the

Track Protection Officer Program - Level 3

- TLIL3083 Implement a track work authority and manage rail traffic through worksites

Track Protection Officer Program - Level 4

- TLIL3084 Implement a local possession authority

Ultrasonic Points and Crossings Testing (WR91) Skill Set

- TLIS3010 Test rail using ultrasonic equipment
- TLIS3011 Test rail using non-destructive testing equipment

Ballast Cleaning Operations (TMO101)

- TLIW2028 Identify the principles of ballast cleaning operations

Ballast Wagon Operations (TMO102)

- TLIS3025 Implement ballast unloading

Core Leadership Skill Set

- BSBLDR411 Demonstrate leadership in the workplace
- BSBXCM401 Apply communication strategies in the workplace
- BSBPEF502 Develop and use emotional intelligence

Leading a Team Skill Set

- BSBXTW401 Lead and facilitate a team
- BSBLDR521 Lead the development of diverse workforces
- BSBLDR413 Lead effective workplace relationships

Communicating and Influencing Skill Set

- BSBCMM412 Lead difficult conversations
- BSBPEF501 Manage personal and professional development
- BSBCMM511 Communicate with influence

Managing Work Priorities Skill Set

- BSBWHS411 Implement and monitor WHS policies, procedures, and programs
- BSBCRT411 Apply critical thinking to work practices
- BSBOPS402 Coordinate business operational plans

3. RTO obligations

The Transport for NSW Registered Training Organisation (TfNSW RTO) is responsible for the quality of the training and assessment in compliance with the *Standards for RTOs 2015* and for issuing qualifications and statements of attainment that meet the requirements of the Australian Qualification Framework (AQF). Any changes to these arrangements will be communicated directly to you.

If you have any questions or concerns relating to the Transport for NSW RTO obligations, please contact the Learning Quality and Performance Team, Transport Training Centre 2 Trafalgar Street Petersham NSW 2049 - Ph: 133 148 or email learning@transport.nsw.gov.au.

3.1 Transitional arrangements

TfNSW RTO will ensure that:

- Where a training product on our scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification is issued within one year of the date of the training product becoming superseded.

OR

- Learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.

Following the expiration of one year from the date that a qualification is superseded, TfNSW RTO will not:

- Enroll or train learners in that training product; or
- Issue a qualification or statement of attainment for that training product (except as a replacement for a previously issued qualification or statement of attainment).

3.2 Notification of changes

As an RTO under the VET Quality Framework, TfNSW L&D must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, the RTO will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable and in the unlikely event of our closure or cessation, refer you to a provider who may help you complete your training.

3.3 Refunds and Cancellation

Cancellation by TfNSW L&D

TfNSW L&D may cancel an enrolment according to BP-PR- 2.2.2.4.1e Manage Unsatisfactory Course Progress Policy for non-progression or non-submissions in the enrolled course and no refund will be provided for the learner or the agency.

Should TfNSW L&D, for any other reason, cancel a course on which a learner is enrolled; the learner will be entitled to:

- A full refund for the amount they have already paid for that course, or
- Transfer their enrolment to another (identical) course offered by TfNSW L&D
- Should TfNSW L&D be unable to deliver a course, a full or proportionate refund will be issued for training delivery that has not commenced at the time of cancellation.
- TfNSW L&D will administer a full refund to learners for contribution fees/course fees charged for training delivery that has not commenced at the time of the cancellation of enrolment.

Cancellation by Learner or the business

For employment specific qualification enrolments:

- the cancellation request must be originated by the supervisor and sent as an email request with supporting documentation to L&D via learning@transport.nsw.gov.au.

For all other enrolments,

- in the event a learner needs to withdraw or defer the registration, email the request with supporting documentation to L&D via learning@transport.nsw.gov.au prior to three (3) working days for one day courses and seven (7) working days for all other courses.

Where a learner withdraws from a Unit of Competency a proportionate refund will be calculated based on the training paid for and not received. However, where training has been provided and payment not received, the learner will be required to pay for the portion of training delivered at the time of application for withdrawal.

No Refunds/Credits/Transfers are given for late withdrawals or failure to attend. Full course fees are applied and forfeited.

The provision of refunds to employers/industry for additional charges paid beyond the learner and government contributions will also be administered according to the training paid for and not received.

3.4 Certificate issuing

The TfNSW RTO will issue certificates and statement of attainments for all successful completion of their courses within 30 days in accordance with AQF requirements.

3.5 Privacy

TfNSW is committed to complying with obligation under Privacy Act 1988, and the associated Australian Privacy Principles (APPs), specifically in the way it collects, uses, secures, and discloses personal information.

TfNSW RTO is committed to safeguarding any confidential information obtained by the RTO.

TfNSW will ensure:

- It maintains and promotes a current Privacy Policy.
- Information gathered for the express purpose of training and assessment matters will not be disclosed to a third party unless prior written consent is provided by the individual concerned, except that required by law.
- The secure storage of all records.
- The confidentiality of all information maintained on records.

For further information, please check TfNSW's Privacy Policy.

4. Learner's rights

4.1 Access and equity policy

Transport for NSW appreciates the diversity of its workforce and learners. It consistently strives to maintain a healthy and safe work environment where people feel valued and can develop to their full potential. Transport for NSW is committed to fair access and equitable treatment covering all existing and future learners.

Transport for NSW prohibits discrimination towards any groups or individuals in any form. Learners must ensure all work practices are free of discrimination and exhibit fairness, equity, and equality in compliance with Transport for NSW's Equal Employment Opportunity and anti-discrimination policies.

Transport for NSW adheres to diversity principles and the Standards for Registered Training Organisations 2015 in the provision of accessible and equitable training and assessment services.

Transport for NSW is aware of the need for inclusive teaching, learning and assessment practices. This includes providing additional support, where necessary, for learners to gain quality learning, and achieve successful outcomes.

All Transport for NSW staff and service providers involved in the design, delivery and administration of accredited courses and skills set have a responsibility to identify and deal with employee needs to ensure access and equity principles are addressed.

For you, this means:

- All learners are provided with sufficient, clear, and accurate information regarding support services available on request.
- All learners have every reasonable opportunity to complete their Course/Program.

Reasonable adjustment

The assessment process incorporates reasonable adjustment principles for a person with a disability. Reasonable adjustment may include the following

- Use of a scribe
- Paraphrasing questions
- Rest breaks
- Additional time
- Demonstration
- Oral assessment
- Calculator

If you believe you require reasonable adjustment, please notify your Facilitator as soon as possible.

4.2 Smart and Skilled Consumer Protection Strategy

Transport for NSW RTO assures that it will provide quality training and assessment that meets the requirements of the Australian Quality Framework (AQF), other legislation that is relevant to Registered Training Organisations (RTO) and in the duration and as described in our Course Handbooks.

If for whatever reason we cannot provide the training and assessment services that learner has enrolled in, we will refund learner fees in accordance with our Refund Policy.

For all learners undertaking training and assessment under the Smart and Skilled the following procedures are added to the points above:

- The relevant Learning Experience Lead will be the designated Customer Protection Officer. Their role will be to manage all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.
- The contact details of the Customer Protection Officer will be readily available to all learners on the website and in pre-enrolment information provided in the relevant course handbook.
- Details and links to the Smart and Skilled website and the contact number 1300 772 104 will be made available on the website, brochures/information downloaded from the website or printed and learner induction material.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in learner Information available on our website.
- All effort will be made to resolve learner complaints using the Complaints Policy.
- If after the Complaints Process, a learner is not satisfied with the outcome and wishes to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Learners.
- We will not offer encouragements of any kind, either directly or through agents, to promote learner enrolment.
- We will ensure that the learner meets entry requirements prior to enrolment, and we will not intentionally enroll a person who is unlikely to complete the training program successfully. Situations that may limit a person's ability to complete training are but not limited to include:
 - Disabilities
 - Language Literacy and Numeracy
 - lack of internet connection when online access is required to complete training or
 - the failure to meet any licensing requirements.
- Learner will sign to confirm they have read and understand the Consumer Protection Information. This will be included in the Declaration made by the learner when completing the enrolment form.

Contact details for the Consumer Protection Officer as follows:

Name: Jane Norris

Position: Learner Experience Lead

Contact Details:

Phone: 133 148

Email: jane.norris@transport.nsw.gov.au

For further information about Customer Protection, please visit:

Website: [Smart and Skilled Consumer Protection for Students](#)

Email: enquiries@smartandskilled.nsw.gov.au

Telephone: 1300 772 104

4.3 Language, literacy, and numeracy assistance

Transport for NSW will support learners who require assistance with English language, literacy, or numeracy skills by:

- The provision of additional Facilitator support
- Support provided by a learning “buddy”
- The selection or development of alternative learning and assessment methods
- Referral to a suitable organisation providing English language, literacy, or numeracy tuition.

Transport for NSW provides opportunities for Information Assessment Reviews/Further Evidence Requirement for assessment candidates where Language, Literacy and Numeracy (LLN), English as a Second Language (ESL) or other learning issues may have affected their understanding of the questions asked. This may include (but is not limited to) the following:

- Only items where incorrect answers were given will be re-assessed.
- The Facilitator will NOT provide coaching or re-training in the content of the course during a Formal Assessment Review.
- The Facilitator will provide assistance by re-reading questions, clarifying questions, re-phrasing questions and where necessary seek and accept verbal responses and scribe answers for the candidate.

4.4 Review

Throughout the training, you will develop a variety of skills and it is important for us to know that you understand what you are learning.

To successfully complete your training, you will be required to participate in a variety of assessment tasks.

You can show your proficiency in many ways:

- Participation in class discussions and activities
- Role playing and interacting with others appropriately
- Demonstrating skills and knowledge off- and on-the-job
- Being able to answer knowledge questions
- Active participation in structured feedback activities
- Completion of in-class and on-the-job workbooks.

You will also be provided with feedback throughout your learning:

- Feedback assists you to identify what you are doing well and areas where you can improve. You will receive feedback during your skills training.
- Remember, nobody expects you to have all the right answers or to know how to do everything while you are in training.
- By participating actively in the learning activities, you will give yourself lots of opportunities to develop your understanding, practice your skills and obtain expert advice on how you can improve.

- Transport for NSW has designed the learning experiences around the work activities that you will be performing

4.5 Accessing your training records

You can access your training records via your personal profile in Equip.

You can also request access to your personal training records by completing [Learning History Report](#) via MyTransport ticketing system.

4.6 Learning Support for learners

At TfNSW we want all our learners to have a positive experience of their learning and development with us. There are a range of reasons why learning can be challenging for us sometimes. For example, you may need help with a particular subject or skill. Maths or English is not your strong point, or you find it hard to express ideas in writing in assessments.

By letting us know that you would like some support with your learning, we can assist you by linking you with:

- Your Facilitator in the classroom
- Equipment or resources to increase your ability to perform
- Additional flexibility around the timing needed for your training
- Materials in alternate formats
- Translation support
- Your manager or assessor in the workplace
- Some great online practice and skill building tools
- Advice on extra courses
- A referral to external services
- Other reasonable adjustments or support as discussed

There is also a vast range of online tools you can practice with:

- Reading Writing Hotline – literacy and numeracy tools (<https://www.readingwritinghotline.edu.au/learner-resources/>)
- NSW Ames - English as a second language (<https://www.ames.net.au/learn-english>)
- Basic Computing Orientation (<https://www.youtube.com/watch?v=DwsKeoXOa9I>)
- TypingClub online typing tutor (<https://www.typingclub.com/>).

Employee Assistance Program (EAP)

The Employee Assistance Program provides free, confidential, and professional assistance to help you and your family resolve personal problems that may affect your health, family, or work

Employee Assistance Program (EAP)

1300 364 213

The Employee Assistance Program can assist with:

Marital or relationship issues	Workplace conflict
Emotional stress	Management issues
Gambling	Anxiety and depression
Financial issues	Care of the elderly
Parenting troubles	Balancing family and work
Poor health	Drugs and alcohol

All contact between you and the Employee Assistance Program are confidential. No information can be reported without your written consent.

In the case of workplace related issues, you can authorise your counsellor to speak directly with your manager, or you can nominate another person to help address the situation. The final decision to authorise discussion between your counsellor and your manager or representative, is up to you.

The services of the Employee Assistance Program are paid for by your Agency in Transport. There is no charge to you. If you require long-term counselling assistance, you will be referred to the most appropriately qualified health professional. Any costs associated with referred services will be your personal responsibility.

4.7 Complaints

If at any time during the training and/or assessment, you are concerned about any part of the process, you can access the complaint procedure. Transport for NSW encourages learners to raise matters of dissatisfaction with the person responsible for conducting the training or assessment in the first instance.

Following this, the relevant Learning Delivery Manager can be contacted. For further information on the complaint process, refer BP-PR-2.2.2.4.4 Manage Learner Complaints (you can request a copy of this document from your Facilitator) or phone 133 148 or email learning@transport.nsw.gov.au.

All learners undertaking nationally recognised training, can also contact

- The Australian Skills Quality Authority (ASQA) via the ASQA Info line on 1300 701 801 or online complaint form located at <http://www.asqa.gov.au/complaints/complaints.html>
- The National Training Complaints Hotline: Phone 13 38 73 (Monday to Friday 8am to 6pm) or via email at <https://www.employment.gov.au/email-complaints>

4.8 Appeals

Transport for NSW is committed to providing a fair and transparent appeals handling process. An appeal is an application by the learner for reconsideration of an unfavourable decision or finding during their time with Transport for NSW. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within seven (7) working days of the decision or finding is informed to the learner.

For further information on the appeal process, refer BP-PR-2.2.2.4.1d Managing Assessment Appeals Procedure (you can request a copy of this document from your Facilitator) or phone 133 148 or email learning@transport.nsw.gov.au.

4.9 Early closure or cessation

If TfNSW L&D closes or ceases to deliver any part of the training product that the learner is enrolled into, TfNSW L&D will advise the learner as soon as practicable.

4.10 Changes to agreed services

Where there are any changes to agreed services, TfNSW L&D will advise the learner as soon as practicable, including change in ownership or changes to existing third-party arrangements.

4.11 Useful contacts

Internal

- Transport for NSW Learning and Development
2 Trafalgar St Petersham NSW 2048
Tel: 133 148
Fax: (02) 9752 8951
- Injury Hotline
Tel: 1800 772 770

Report all incidents, including near misses
- Employee Assistance Program (EAP)
Tel: 1300 364 213
- Grievance Advisory Service
Tel: (02) 8202 3500 or 1800 015 743
- Corruption Prevention Unit
Tel: 1800 629 826 or 21960

Corruptionprevention@transport.nsw.gov.au
- Investigations Unit Hotline
Tel: (02) 8202 3187

External

- Alcohol and Drug Information Service
Tel: (02) 9361 8000
or 1800 422 599 (Outside Sydney)
- NSW Anti-Discrimination Board
Tel: (02) 9268 5555 or 1800 670 812

Website: www.lawlink.nsw.gov.au/adb
- Audit Office of NSW
If reporting serious & substantial waste

Tel: (02) 9275 7100
- Greenline Environmental Issues
Tel: 1300 656 999
- Independent Commission Against Corruption
Tel: (02) 8281 5999 or 1800 463 909

Email: icac@icac.nsw.gov.au

Website: www.icac.nsw.gov.au

5. Learner obligations

5.1 Unique Student Identifier

A **USI** - Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia.

If you are a new or continuing learner undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It is free and easy to [create your own USI](#) and will only take a few minutes of your time.

Website: www.usi.gov.au/students

5.2 Adhere to our policies and procedures

Legislative and Regulatory Responsibilities

Transport for NSW must operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Transport for NSW has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Transport for NSW RTO.

During your day-to-day work and when taking part in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <https://www.legislation.nsw.gov.au> and www.comlaw.gov.au (Federal).

The legislation that particularly affects the delivery of our services includes:

Commonwealth legislation:

- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Work Health and Safety Act. 2011
- Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010
- Competition and Consumer Act 2010
- Age Discrimination Act 2004 (Cwth)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Fair Work Act 2009

- Copyright Act 1968

NSW legislation:

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1977
- Workplace Injury Management and Workers Compensation Act 1998
- Children and Young Persons (Care and Protection) Act 1998
- Disability Services Act 1993 & Disability Services Regulation 2003
- Privacy and Personal Information Protection Act 1998
- Fair Trading Act 1987

Smart and Skilled: Learner's rights and obligations (Only for Funded Courses and Skills Set)

All consumers have the right to:

- Expect that the education and training they receive will be of a quality consistent with the national VET regulator's requirements (the Australian Skills Quality Authority) and Smart and Skilled Funding Contract requirements.
- Expect that TfNSW will meet the NSW Government's rigorous expectations in quality, ethics, accountability, and responsiveness.
- Be informed about the personal information that is collected about them and their right to review and correct that information.
- Have access to the TfNSW consumer protection complaints system.

All consumers have obligations, including but not limited to:

- Providing correct information to TfNSW.
- Behave in a responsible and ethical manner.

Safety Management System (SMS)

Safety is a priority and focus for us. Transport for NSW needs your commitment to ensure a safe workplace and a safe and effective service. The Workplace Health and Safety Act 2011 sets down legislation that employers and employees must adhere to.

The Safety Act explains how we at Transport for NSW commit to ensure the requirements of the WHS Act. Our Safety Management System (SMS) provides organisation wide safety procedures, processes, guidelines, forms, and templates. You will learn more about your role and responsibilities for safety during your training.

Code of Conduct

The Transport for NSW Code of Conduct outlines the minimum standards that are expected of each employee, contractor and consultant who works here.

Achieving and exceeding these standards will help build an organisational culture in which everyone feels respected and proud. This will in turn improve efficiency and enhance our customer's satisfaction.

The Code also provides an ethical framework to guide our decisions, actions, and behaviour whenever and wherever relevant to our work and responsibilities. While the Code cannot provide an answer to every ethical

challenge that we may face, the principles and examples provided here will assist each of us to better understand our obligations to act ethically and professionally.

Values

Making Transport for NSW a truly values-driven organisation is all about every person behaving in accordance with our values every day. Our values are:

- Customer focus – we place the customer at the centre of everything we do
- Collaboration – we value each other and create better outcomes by working together
- Integrity – we take responsibility and communicate openly
- Safety – we prioritise safety for our people and our customers
- Solutions – we deliver sustainable and innovative solutions to NSW’s transport needs.

Drug and Alcohol

- Transport for NSW is committed to looking after the health and safety of its employees and customers, and to meeting both its legal responsibilities and the safety expectations of the community. This commitment requires TfNSW and its agencies to maintain an alcohol and drug-free workplace.
- The Transport for NSW Drug Evaluation Unit conducts random alcohol and drug testing throughout the workplace. Whilst in training, you may be tested at any time.
- Any employee affected by alcohol or non-prescribed drugs when reporting for work or while on duty, or who fails an alcohol or drug test, will be subject to disciplinary action under Transport for NSW Code of Conduct and/or Police prosecution.
- Employees who believe they may have an alcohol or drug-related problem are encouraged to “self-identify” to their supervisor or HR Manager. People who self-identify will be assessed and, where appropriate, encouraged to undertake a rehabilitation program.
- Employees can obtain discreet and professional support available through the Employee Assistance Program (EAP) 1300 364 213.

Mobile Phones

The following guidelines set out the protocols about the use of mobile phones when undertaking training and assessment activities. This may include, but is not limited to:

- Training room/environment at the Transport Training Centre or other site
- Training rooms within the workplace
- Workplace training/assessment activities conducted in the workplace.
- The mobile phone protocols are:
 - You must turn off your mobile phone and ensure the phone is not visible
 - If you must receive operational critical or emergency related (e.g. urgent family related) calls you need to speak with your Facilitator/Assessor prior to the commencement of training/assessment session. If your Facilitator/Assessor gives permission, you must then:
 - Keep your mobile phone on silent/vibrate
 - Keep your mobile phone out of sight

- Leave the training room to answer the call.

Information Communication Technology (ICT)

Transport for NSW requires employees, consultants, and contractors to use ICT resources and services including computers, email, and telephone, responsibly, ethically, and professionally.

The ICT Services Access and Usage Policy and ICT Services Access and Usage Procedure outline the rules surrounding the use of ICT. You can access this Policy via the Intranet or request a copy from your Facilitator.

Maintain Professional appearance by adhering to our dress code

Personal grooming and professional dress are an important part of this role. You must reflect this standard of grooming during the training phase of your employment and beyond.

To our customers you represent TfNSW and its agencies and so it is essential that your standard of dress and appearance is always neat and clean.

A smart well-groomed appearance projects an attitude of excellence and professionalism by our frontline staff and generates confidence and loyalty in our customers.

Wearing the uniform is compulsory for all uniformed staff while on duty and is to be worn in accordance with the agreed conditions described in the Standard Operating Procedures. Once issued, you are to ensure that the uniform is maintained in a fresh and clean condition at all times.

You must always wear your uniform whilst in training. If, during training, you are unable to wear your uniform or part of your uniform for any reason, you must advise your Learning Delivery Manager as soon as possible. In the interim, neat, and appropriate business dress must be worn.

Uniform clothing and footwear supplied remain the property of TfNSW and its agencies and must be returned by the staff on termination of service or transfer to another business unit.

Plagiarism and Cheating

TfNSW L&D defines plagiarism and cheating as using any part of another person's work, writing, answers, and ideas and presenting them as evidence of your own competence and using false identification when completing or presenting assessments.

All credible allegations of plagiarism and cheating will be investigated according to BP-PR-2.2.2.4.1c Manage Academic and Behavioural Misconduct Policy and Procedure.

Investigations are managed by the Learning Quality and Compliance Team. The stakeholders to be engaged to investigate a claim will depend on the severity of the allegation and the situation, but may include you, the assessor, a Learning Delivery representative, and the learner's business unit manager.

If the investigation concludes that a breach of the Transport Code of Conduct has occurred, the [TfNSW Discipline Procedure](#) must be followed.

You will be formally notified of the outcome of the investigation and any action to be taken, in writing.

Discipline procedure

All behavioural misconducts will be investigated according to BP-PR-2.2.2.4.1c Manage Academic and Behavioural Misconduct Policy and Procedure.

If a disciplinary issue arises, Transport for NSW will undertake the following procedure:

- If off job/in training – the Facilitator will counsel the Learner by highlighting the inappropriate behaviour and the desired standard. The Facilitator will also advise the Learner's manager of the situation.

- If on job – the Manager/Supervisor will counsel the Learner by highlighting the inappropriate behaviour and the desired standard. The Transport for NSW Facilitator will also be informed.

If the inappropriate behaviour continues, the Facilitator will reinforce the desired standard and inform the Learning Delivery Manager and the relevant Human Resources representative.

If further counselling is needed, the Learning Delivery Manager and/or Human Resource representative will discuss behaviours and options to be taken with the Learner and their manager.

If inappropriate behaviours continue, the Learner will be withdrawn from the program and referred to Human Resources for appropriate action which may include termination on probation or dismissal.

Extensions and Deferrals procedure

Extensions or Deferral requested will be assessed according to BP-PR-2.2.2.4.3 Learner Extension, Deferral, Cancellation or Withdrawal Policy and Procedure.

Extensions or deferral can only be granted under special consideration for:

- Serious illness or psychological conditions for example, hospital admission, serious
- injury, severe anxiety, or depression (requires doctor's certificate)
- Bereavement
- Hardship/Trauma for example, victim of crime, sudden personal issues

In the event the learner is unable to complete the course assessments or the enrolled course within the due date, the learner must do the following prior to the **due date** or **expiry date**:

- Submit a request for with supporting documentation via email to learning@transport.nsw.gov.au.

For employment specific courses, your supervisor will have to email the extension or deferral request.

Extension approval will take into consideration the following:

- Assessment submission status (are they up to date)
- Previous extension requests for courses within L&D
- Non-progression or non-submissions in the past

Extension outcome will be communicated back to the learner and their supervisor via email. Appeals must be lodged within **seven (7)** working days of the decision is informed to the learner.

If an extension is not sought, the learner's enrolment will be cancelled by TfNSW L&D and will be notified to the learner and their supervisor as per BP-PR-2.2.2.4.1e Manage Unsatisfactory Course Progress procedure.

6. Frequently Asked Questions (FAQ's)

What is assessment?

Assessment is the process of collecting evidence and making judgments on whether an individual has achieved competence, that is, whether the individual can perform job tasks to the standard required in the workplace. Assessment is conducted by qualified assessors operating off the job and on the job.

Competence involves successful work performance. People are competent when they can apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance required in the workplace.

What does it mean to be competent?

Being competent includes:

- Showing that you can complete specific workplace tasks to the required standard
- Understanding why the task(s) should be done that way
- Being able to manage several different tasks to complete a whole work activity
- Being able to deal appropriately with problems that may occur on the job such as faulty equipment
- Being able to deal with new situations and changes in the workplace
- Dealing with the responsibilities and expectations of the work environment when undertaking a work activity such as working with others
- Complying with standard operating procedures and observing TfNSW L&D policies and procedures.

Throughout your off the job training and on the job experience, you will need to demonstrate that you can do these things, not just once, but consistently, even when things are not going smoothly.

What are competency standards?

Competency standards define the skills, knowledge and attitudes required for effective performance in the workplace.

Within the national vocational training and education (VET) system, competency standards are made up of Units of Competency which form the benchmarks for assessment and the basis for nationally recognised qualifications.

Each Unit of Competency describes a specific work activity, the conditions under which it is conducted in the workplace and the evidence that needs to be gathered to determine whether you can perform the activity in a competent manner.

TfNSW has designed training activities, on the job experience opportunities and assessment activities around the range of work activities that Infrastructure Track Workers may be performing on the job. TfNSW has then identified the Units of Competency that link to these training activities, on the job experience and assessment activities.

Will my qualification be recognised by other organisations?

AQF Qualifications and Statements of Attainment issued by RTOs are recognised nationally through Mutual Recognition.

This is the Nationally Recognised Training (NRT) logo which will be printed on your certificate. It is a guarantee that your qualification will be accepted anywhere in Australia.

*What if I have any issues or concerns about my progression?*

If you have any issues or concerns with your progression through the courses that make up the Induction Program or meeting the requirements of the Organisational Development Code of Practice, speak to your Facilitator who will pass on your concerns to the Learning Delivery Manager. The Learning Delivery Manager will endeavour to address your concerns as quickly as possible.

The “Useful Contacts” section of this document provide details.

Do I have to attend training/work on weekends and public holidays?

You will not be required to work on weekends or public holidays during the off the job component of the program. During the on-the-job component of the program, your shifts will include weekend work and working during public holidays.

Who do I contact if am unable to attend training?

If you are sick whilst undertaking your training, you need to notify your Facilitator at Petersham by calling reception on 02 9752 8949.

Can I undertake secondary employment?

Secondary employment, whether paid or unpaid, may interfere with your ability to perform your duties during training and at work. Prior to undertaking secondary employment, you must have the written approval of your manager or supervisor.

What is TfNSW assessment policy?

Transport for NSW is committed to providing quality assessment to all Learners. TfNSW’s assessment policy and procedures ensure that:

- All assessments are designed and conducted to meet relevant, industry and/or nationally recognised competency standards and are flexible, valid, reliable, and fair
- Assessments are conducted by qualified and competent people
- All learners are provided with adequate information about TfNSW’s assessment practices prior to assessment intervention
- Safety and legislative codes and practices are incorporated in assessment criteria as appropriate
- The same assessment criteria are applied to all learners at the same time
- Appropriate support is provided to learners with special needs, including language, literacy, and numeracy needs.

7. Definition of terms

Access and Equity

Access & Equity refers to the policies and procedures that ensure that training is responsive to the diverse needs of all learners. Through the implementation of these policies and procedures, the benefits of participating in vocational education and training are available to everyone on an equitable basis.

Apprenticeship

An apprentice is a combination of work experience and structured training. The standard period of an apprenticeship (the indenture) is four years. This period can be changed depending on your progress in acquiring the skills of your trade.

Assessment

Assessment is the process of collecting evidence and making judgments on whether an individual has achieved competence, that is, whether the individual can perform job tasks to the standard required in the workplace. Assessment is conducted by qualified assessors operating off the job and on the job.

Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) establishes the quality of Australian qualifications. The AQF is the national policy for regulated qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

Coaching

Coaching is a technique used to facilitate and support individual learning through one-on-one guided learning activities and skills acquisition in either a formal or informal process.

Competence

Competence involves successful work performance. People are competent when they can apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance required in the workplace.

Competency Standards

Competency standards define the skills, knowledge and attitudes required for effective performance in the workplace. Within the national vocational education and training (VET) system, competency standards are made up of Units of Competency which form the benchmarks for assessment and the basis for nationally recognised qualifications.

Elements of Competency

Elements of Competency are the basic building blocks of the Unit of Competency. They specify the critical outcomes to be achieved in demonstrating competence.

Evidence

Evidence is information gathered to support a judgment of competence against the specifications of the relevant Unit/s of Competency. Evidence can take many forms and can be gathered from several sources.

Fairness

Fairness is one of the principles of assessment. Fairness in assessment requires consideration of the individual candidate's needs and characteristics and any reasonable adjustments that should be applied; clarity of communication between the assessor and the candidate to ensure that the candidate is fully informed, participates in and consents to the assessment process; opportunities that allow the person/s being assessed to challenge assessments and with provision for reassessment are provided.

Flexibility

Flexibility is one of the principles of assessment.

To be flexible, assessment should: reflect the candidate's needs, provide for recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods appropriate to the context, competency, and candidate, and be accessible to support continuous competency development.

Foundation Skills

Foundation skills are the non-technical skills that support participation in work, in adult education and training, and in the community. Foundation Skills comprise the five core skills of the ACSF (Australian Core Skills Framework), along with the ten skill areas of the Core Skills for Work (CSfW) framework. Foundation Skills are a mandatory standard component of units of competency.

Language, Literacy & Numeracy (LLN)

Taken collectively, these are the skills to communicate in oral and written form. The term includes reading and use of written information; the ability to write appropriately, in a range of contexts and the integration of speaking, listening, and critical thinking with reading and writing. LLN includes numeracy such as the recognition and use of numbers and basic mathematical signs and symbols within text.

Learner

A learner is a person presenting for assessment.

Learning Activities

Learning activities are used to support learning.

Learning activities convey content, create meaning and support the development and transfer of skills and knowledge through practice and experience. Learning activities take many forms and may include group-based activities, role plays, written activities, case studies, simulations, audio or visual activities, practice or demonstration, individual assignments, individual group projects, workplace practice and research.

Learning Outcomes

Learning outcomes are evaluative statements which specify what is to be learned and assessed. In a competency based training system, learning outcomes are derived from competency standards.

Off The Job Training

Off the job training normally takes place at one of TfNSW Organisational Development training facilities, providing learners with opportunities to learn in a controlled classroom environment. Off the job training allows learners to gain new knowledge through participating in workshops, roleplaying, completing computer based learning activities, experiencing the reality centre, and using train simulators.

On The Job Training

On the job training takes place in the workplace where learners have access to necessary equipment. On the job training allows learners to practice and learn how to apply new skills and knowledge in the real working environment with all its complexities.

Prerequisite

A prerequisite is a successfully completed course or current set of skills or knowledge that a learner must possess and demonstrate to the satisfaction of the organisation *prior* to enrolling in a qualification program.

Probation Period

A probation period is a trial period at the beginning of a person's employment to make sure that the person suits the job and that the job suits the person. New employees undertake regular review on the job throughout their probation period. Probation period is three (3) months and may be extended if deemed necessary.

Qualification

Qualification is defined as formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs. In the vocational education and training sector, qualifications are awarded for the achievement of competencies.

Recognition of Prior Learning (RPL)

RPL involves the evaluation of existing skills and knowledge gained through formal training or through work and / or life experience to determine whether a person has achieved a Unit of Competency or Units of Competency.

Reliability

Reliability is one of the principles of assessment and refers to the consistency of the interpretation of evidence and the consistency of assessment outcomes. Reliability requires a standard benchmark of assessor competence and relevant vocational competence or access to subject matter expertise and can only be achieved when assessors share a common interpretation of the unit/s being assessed.

Review Panel

A Review Panel is a group of people who come together at key points throughout a training program to monitor the progress of learners or to deal with specific issues.

Safety Management System (SMS)

The Sydney Trains' SMS is an integrated risk-based system that deals with operational safety and WHS issues through the provision of organisation wide safety procedures, processes, guidelines, forms, and templates. This ensures consistency across the organisation and the centralisation of vital information.

Statement of Attainment

A Statement of Attainment is awarded to a candidate who has successfully completed a Unit of Competency or some Units of Competency towards a nationally recognised qualification.

Traineeship

A traineeship is a job that combines work and structured training delivered by a Registered Training Organisation (RTO). This training meets the requirements of a declared traineeship in NSW and leads to a nationally recognised qualification.

Training Program

Training programs provide learners with learning experiences designed and sequenced to ensure that they develop the skills, knowledge, attitudes, and behaviours they need to successfully undertake the work activities required in their roles. Training programs designed and delivered by RTOs such as TfNSW often incorporate Units of Competency that lead to the award of national qualifications.

Unit of Competency

Units of Competency form the benchmarks for assessment and the basis for nationally recognised qualifications. Each Unit of Competency describes a specific work activity, the conditions under which it is conducted in the workplace and the evidence that needs to be gathered to determine whether a person can perform the activity in a competent manner.

Validity

Validity is one of the principles of assessment; assessment is valid when the process assesses what it claims to assess. Validity requires that: assessment against the Units of Competency must cover the broad range of skills and knowledge that are essential to competent performance; assessment of knowledge and skills must be integrated with their practical application; judgment of competence must be based on sufficient evidence. Evidence should be gathered on several occasions and in a range of contexts, using different assessment methods. The specific evidence requirements of the units provide advice relating to sufficiency.

Work Health and Safety (WHS)

WHS refers to those activities concerned with the prevention and mitigation of work-related illness or injury.

