RMS
TRAINING & RECRUITMENT

Student Handbook

2020

Registered Training Organisation

(RTO) 51105

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This handbook is designed to provide you with useful and relevant information relating to the training services that RMS provide as well as guiding you through the policies and procedures you need to be aware of to assist you in successfully completing your course and/or Qualification. If you have any queries, please contact a member of the RMS team on 9400 7500.

Version Control

Date	Version	Reason for Change/Amendment
April 2015	1.0	Development
January 2017	1.1	Review and update
January 2018	1.2	Review and update
August 2019	1.3	Review and update
August 2019	1.4	Update
January 2020	1.5	Update

Where to find us

RMS Joondalup
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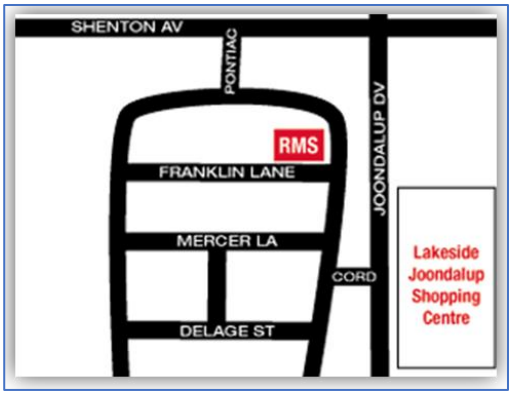

About RMS

Richards Mining Services (RMS) is a company dedicated to excellence in training and recruitment for the Mining, Transport and Civil industries. RMS is a Registered Training Organisation provider code number 51105.

RMS provides innovative training and recruitment solutions. Our services are aimed at reducing staff turnover, increasing operational efficiency and reducing costs caused by the non-optimal use of plant and equipment.

RMS specialises in providing these services to the Mining, Transport and Civil construction industries, sourcing its staff and expertise from within this realm. This ensures that RMS truly understands the needs of the industry and delivers quantifiable, highly professional results.

RMS is unique in its ability to offer a truly dynamic mix of services including;

- Training resource development
- Mobile Plant Operator training and assessing
- Training delivery under Resources and Civil Construction competencies
- Heavy vehicle driver training and licencing
- First Aid training

This comprehensive array of service capabilities makes RMS an ideal provider for training and recruitment requirements.

Our Mission

Richards Mining Services Pty Ltd TA RMS Training has a mission of becoming a leader in small business consulting by providing our clients with experienced and professional business services that help them become more successful, productive and cost effective within their business operations.

Scope

RMS offers the following training as face to face public courses, or we can customise these into on-site training for your organisation.

The following courses result in a Statement of Attainment for Nationally Recognised units of competency:

CPCCLHS3001A	Licence to operate a personnel and materials hoist
CPCCWHS1001	Prepare to work safely in the construction industry
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID003	Provide first aid
MSMWHS217	Gas test atmospheres
RIIHAN309E	Conduct telescopic materials handler operations
RIIHAN311E	Conduct operations with integrated tool carrier
RIIMPO308E	Conduct tracked dozer operations
RIIMPO317E	Conduct roller operations
RIIMPO318E	Conduct civil construction skid steer loader operations
RIIMPO319D	Conduct backhoe/loader operations
RIIMPO320E	Conduct civil construction excavator operations
RIIMPO321E	Conduct civil construction wheeled front end loader operations
RIIMPO324E	Conduct civil construction grader operations
RIIMPO326D	Conduct civil construction water cart operations
RIIMPO337D	Conduct articulated haul truck operations
RIIMPO338D	Conduct rigid haul truck operations
RIIWHS202D	Enter and work in confined spaces
RIIWHS204D	Work safely at heights
TLIC3004	Drive heavy rigid vehicle
TLILIC0003	Licence to operate a forklift truck
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
UETTDRRF06B	Perform rescue from a live LV panel

We are also scoped for Certificate IV in Transport and Logistics (Road Transport - Car Driving Instruction) and Certificate IV in Transport and Logistics (Road Transport - Heavy Vehicle Driving Instruction), however delivery of these qualifications is currently awaiting Western Australia parliamentary confirmation for licensing authorisation.

For details of the above scope please refer to: http://training.gov.au/Organisation/Details/51105

RMS also provides **Verification of Competence (VOC)** which Includes but not limited to:

- Dozer
- Excavator
- Front End Loader
- Skid Steer Loader
- Grader
- Roller
- Haul Truck
- Water Cart
- Forklift
- Elevated Work Platform
- Heavy Rigid (HR) Vehicle

RMS is also able to provide Heavy Vehicle lessons and **licence testing** (on behalf of the Department of Transport) for:

- HR

For further information about the qualifications please refer to the course outline or our website www.rmstraining.com.au.

Other Services

RMS can also provide the following services:

- Relief Mining Supervision and Management
- Training System Development
- Mining Consultancy
- Accredited Training Services (RTO 51105)
- Occupational Safety and Health Services
- Operator Training and Assessing to National Certification
- Corporate Inductions
- Training Facilitators
- Training and Meeting Room Facilities

Please refer to the relevant course outline(s) on our website for further details about the course(s) you are interested in.

Legislation

As an RTO, RMS is required to adhere to legislation designed to uphold the integrity of nationally recognized qualifications. This legislation includes:

- The Standards for Registered Training Organisations (RTO's) 2015
- The National Vocational Education and Training Regulator Act 2011

RMS also abides by a range of other State and Commonwealth requirements including, but not limited to:

- Workplace Health and Safety
- Anti-Discrimination
- Equal Employment and Opportunity
- Workplace Harassment, Victimisation and Bullying
- Confidentiality and Privacy
- Copyright
- Privacy and Personal Information Protection
- Protection of the rights of children and young people

Course Fees

RMS has developed a fair and equitable process for determining course fees, refunds and payment options.

Flexible payment options

RMS accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa card, MasterCard, American Express or Direct Deposit. Credit card payments will incur a 1.5% surcharge.

Course fees are payable in advance and enrolments are considered tentative until payment is received. Please see Appendix – for current fees and charges

Refund Policy

1. Purpose

The purpose of this policy is to ensure your monies are handled fairly, transparently and consistently. This policy assists you and our staff to clearly understand our respective, obligations, rights and options around the payment of course fees.

2. Scope

We will inform you in writing of fees prior to commencement of studies. Course fees are payable in advance and enrolments may be considered tentative until full payment or a purchase order is received by RMS. Clients will be issued with a receipt of payment on enrolment.

3. Definitions

- Working Days – RMS deem working days to be Monday to Friday
- Trucks - heavy vehicle driving
- Mobile Plant courses – Heavy equipment ie Dump Truck, Excavator, Loader etc.
- Qualification course: courses of 5 days or longer in duration
- Short Course: courses of 1- 3 days in duration

4. General Practice

Clients must advise RMS in writing of their intention to cancel enrolment, the scale of refund is determined by the amount of notice given as outlined in the table below.

5. Courses with online theory

Please note, where courses are booked giving access to theory information online, the online component is deemed to be purchased once access is given. Therefore, should cancellation of the course be required the online component cost will be deducted from the refund.

Any other refunds are made entirely at the discretion of RMS Management after taking into account the reason for request. Please note that an administration processing fee may apply to refunds.

No refund will apply where a student who participated in an RMS random drug and alcohol testing regime and a positive test has detected levels that exceed:

- A blood alcohol concentration of 0.02% for general courses
- A blood alcohol concentration of 0.00% for plant and equipment courses
- A Saliva drug screen cut off levels as specified in the Drug and Alcohol Australian Standards 4308

6. Transfers and Substitutions

Where a request to reschedule or transfer a course is made, transfer of credit will only apply when the request is made five working days (general courses) or two working days (Truck Lessons and Tests) prior to the original scheduled course date. Where notification is less than this time a request to transfer credit may only be authorised under special circumstances and only at the discretion of management.

7. Third-Party decisions

Where students undertake training that includes licencing by third parties ie Worksafe or Department of Transport, responsibility of eligibility will rest with the student. RMS will endeavour to ensure the student meets all criteria however should a third party make a decision based on the individual's circumstances and not process a licence RMS will not be held accountable as this will be out of the control of RMS. Therefore, no refund will be given post-training.

8. Related Legislation

- Drug and Alcohol Australian Standards 4308
- RMS Drug and Alcohol Policy

9. RMS Cancellation of course

Should RMS, for any reason, cancel a course on which a student is enrolled, the student will be entitled to:

- A full refund for the amount they have already paid for the course, or
- Transfer their enrolment to another (identical) course offered by RMS.

RMS will not compensate students for time, travel expenses, or accommodation expenses incurred.

Refund Schedule:

Mobile Plant Courses (with online access to theory issued)

Notice required	Administration Charge	Refund
More than 2 working days	$50.00	Course fees paid less $299 for online theory
Less than 2 working days	100% of course fee	No refund

Mobile Plant Courses (no online theory issued)

Notice required	Administration Charge	Refund
More than 2 working days	$50.00	100% of course fee
Less than 2 working days	100% of course fee	No refund

Short Courses

Notice required	Administration Charge	Refund
More than 2 working days	$20.00	100% of course fee
Less than 2 working days	100% of course fee	No refund
Failure to attend or request a cancellation on the day of training	100% of course fee	No refund

Qualification courses

Notice required	Administration Charge	Refund
More than 10 working days	$50.00	100% of course fee
More than 5 working days	10% of course fee	50% of course fee
Less than 5 working days	100% of course fee	No refund

Trucks

Notice required	Administration Charge	Refund
More than 2 working days	$20.00	100% of lesson + test fee
Less than 2 working days	100% of lesson/test fee	No refund
Failure to attend or request a cancellation on the day of training	100% of course fee	No refund

Refunds will be forwarded to students within 14 days of eligibility being agreed.

Enrolment

Enrolment to RMS courses can be made in the following simple ways:

- Enrol online at http://www.rmstraining.com.au/
- Enrol over the phone by calling 08 9400 4700
- Visit our office at 10 Franklin Lane JOONDALUP, Western Australia 6027 (during office hours)

Once your enrolment is received, you will receive an email confirmation which will include all the information you need about your enrolment and a tax receipt. It is very important that you read your confirmation email carefully as it contains important information about your course.
If you do not receive a confirmation email please contact our office on 9400 7500.

Entry Requirements

Please contact RMS to confirm any course pre-requisites required for entry to the course you are interested in. Entry requirements may include:

- Workplace experience
- Levels of language, literacy and numeracy skills.
- Minimum age requirements.
- Access to course specific personal protective equipment (PPE).

Unique Student Identifier (USI)

A USI is required by all persons undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards. As an RTO, RMS cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

Access and Equity

The purpose of this policy is to facilitate equitable access to all programs for clients irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. This includes support within reason which is practical for students with a literacy and/or numeracy impairment through:

- Assistance or modification of training programs such as a slower pace in teaching, extra tutorial sessions, a learning buddy, or a peer note-taker.
- Assistance or modification of assessment activities such as extended assessment time, verbal assessments, extra tutorials prior to assessment, extra opportunities for practice and the opportunity to re-sit assessments

RMS incorporates the principles of equity into all programs. Every client who meets the entry requirements (if applicable) as prescribed by the appropriate training package will be accepted into any training and/or assessment program. Our enrolment procedures are free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Students are asked to self-identify through the enrolment process and by the completion of a Language, Literacy and Numeracy activity:

- If they have a literacy or numeracy impairment
- If English is a second language spoken at home
- If assistance or modification is required to complete the training program they have registered for.

Please contact RMS staff on 9400 7500 if you require the LLN activity or wish to discuss any of the above.

Student Support Services

RMS has a commitment to providing equity for students and to eliminate discrimination against students in Vocational Education and Training. People with Language, Literacy and Numeracy problems, a disability and people from a non-English speaking background are encouraged to pursue their Vocational Education and Training goals through participation in the range of programs offered by RMS. We can direct you to appropriate support services or alternatively, you may contact the relevant organisation yourself from the following lists:

Reading Writing Hotline.....1300 655 506

Learning Disability: Dyslexia-SPELD Foundation.....9474 3494

IDEAS – Information on Disability - free call 1800 029 904

People with Disabilities WA.....9386 6477

Disability Services Commission.....9426 9200

Royal Society for the Blind Client Hotline 1300 134 560

The Independent Living Centre.....1300 885 886

Better Hearing Australia.....9328 7938

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL)
- Recognition of current competency (RCC)
- Credit transfer (CT)
- Mutual Recognition (MR)

All clients have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified Assessor without completing the training.

RMS believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

RMS aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Clients who consider they already possess the competencies identified in all or part of any course/qualification offered by RMS may seek recognition.

Recognition Process
Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an assessment process not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a client through:

- Previous formal training
- Work experience, and/or
- Life experience

It is important to note; the onus is on the client to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s)
- Any Regulatory requirements
- Authenticity - That it is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Sufficiency - There is sufficient evidence to make a judgment.

RMS is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Manager on 9400 7500 who will provide the information you need to complete an application.

Mutual Recognition
RMS recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). This is commonly referred to as Mutual Recognition or Credit Transfer.

Mutual recognition is applicable when a Statement of Attainment or qualification provided by a client has the same national competency codes as those that form part of the training and assessment program within which the client is enrolled or is intending to enrol. Clients are required to formally apply for Mutual Recognition. With Mutual Recognition clients are not required to undertake learning in the unit/s again.

Training and Assessment

RMS has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of our clients.
RMS maintains a learning environment that is conducive to the success of our students.
Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of our clients.

RMS monitors and assesses the performance and progress of its students. The organisation ensures that trainers are not only suitably qualified but are also sensitive to the cultural and learning needs of our students and it provides training for our staff as required. RMS ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.

The organisation is committed to access and equity principles and processes in the delivery of its services.

The RTO undertakes to:

- Provide high-quality training and assessment
- Treat students with politeness and respect
- Provide accurate and relevant information to students
- Observe occupational health and safety guidelines
- Maintain and monitor student records
- Issue relevant and valid qualifications
- Comply with legislation and regulations governing the Vocational Education and Training Sector

In turn, students are asked to:

- Actively participate in training and assessment sessions
- Complete assessment tasks as required
- Observe all occupational health and safety requirements
- Maintain a "duty of care" for themselves and others
- Treat RMS Trainers/Assessors with politeness and respect.

Assessment

All training undertaken with RMS will be formally assessed through:

- Completion of student workbooks
- Written assessments
- Formal observation of performance

All assessments will be conducted by RMS Assessors who have been formally trained in planning and conducting assessments. You will be notified of any assessments well ahead of time and will be given the opportunity to reschedule assessments if they are inconvenient or if you feel under-prepared.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

RMS is required to meet stringent quality requirements in the conduct of all assessments.
RMS has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user-friendly to clients.

Reasonable Adjustments

Clients with disabilities are encouraged to discuss with RMS any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for RMS to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	Assessment is flexible to the individual learner by: • Reflecting the learner's needs; • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	The individual learner's needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

Rules of Evidence and Assessment

RMS is required to ensure that all evidence provided by clients, as proof of their competency, meets the following "rules of evidence".

Valid	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

You are assessed against Nationally Recognised Standards. All programs assessed will be given a grade of Competent (C) or Not Yet Competent (NYC).

Where you receive a grade of NYC you will have the opportunity to undertake further training as needed and to resubmit work and be reassessed. Results for each program you undertake will also be provided to you in a timely manner.

Plagiarism, Collusion and Cheating

What is plagiarism? Plagiarism is one of the most common forms of academic misconduct. It means presenting the work or property of another person as if it was your own, without the appropriate acknowledging or referencing. It includes:

- Copying word for word the sentences or paragraphs from one or more sources which are the work of someone else. These sources include books, articles, reports, lecture notes, tapes, etc.
- Closely paraphrasing sentences, paragraphs or themes.
- Using another person's ideas, work or data without due acknowledgement.
- Submitting work which has been produced by someone else on the student's behalf as if it were the work of the student.
- Copying or submitting work that has been copied from others.

If you are in any doubt about whether what you are doing might constitute plagiarism you should discuss it with your trainer. The following guidelines will help you to avoid plagiarism:

- Whenever you copy words from any source, you must acknowledge that source by putting the direct quote in quotation marks and citing the name of the author and date of publication.
- When paraphrasing sentences, paragraphs or themes, it is best to make notes as you read and then turn those notes into sentences, rather than keep referring back to the original text. Where you have paraphrased you should cite the author and date of publication of the original text.
- Students are encouraged to co-operate, but must not copy each other's work. Students may use any sources (with referencing) other than the assignments of fellow students.

Complaints and Appeals

This policy and procedure provide clear and practical guidelines to ensure that complaints and appeals received about the RTO, about and from students, trainers, staff and/or third parties can be resolved equitably and efficiently, and in accordance with the principles of natural justice.

This complaints and appeals policy and procedure will manage allegations involving the conduct of:

- RMS and its trainers, assessors and other staff
- stakeholders and others
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff (where this may be relevant to its operations)
- a student of RMS

Definitions

Complaint - is an expression of dissatisfaction with an action or service of the Registered Training Organisation.

Appeal - is where a student or staff member or stakeholder of RMS or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by the RTO.

Complaints and appeals can arise from matters of concern relating to:

- Training delivery and assessment
- The quality of the training
- Student support
- Materials
- Discrimination
- Harassment

Natural Justice - is concerned with ensuring procedural fairness. It involves:

- Decisions and processes free from bias
- All parties having the right to be heard
- All parties having a right to know how and of what, they are involved/accused
- Investigating a matter appropriately before a decision is made
- All parties being told the decision and the reasons for the decision

Person – is the someone making the complaint (complainant or appellant) and can be an individual, a group or an entity/organisation.

Policy

RMS believes that a person, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, and without prejudice or fear of reprisal or victimisation.

The person has the right to present the complaint or appeal formally and in writing.
RMS will manage all complaints and appeals fairly, equitably and as efficiently as possible. RMS will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation.

RMS seeks to prevent complaints by ensuring high levels of satisfaction with its training and assessment, its performance as an RTO and with its public image. If a complaint should arise, all staff are expected to be fair, courteous and helpful in all dealings with the person making the complaint or lodging the appeal, and to assist or refer where they can.

Where a complaint or appeal cannot be resolved through discussion and conciliation, RMS knowledges the need for an appropriate external and independent person/party to mediate. The parties involved will be given the opportunity to formally present their case in an independent forum.

Confidentiality will be maintained throughout the process of making and resolving complaints/appeals. RMS seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.
A copy of this Policy is available to the public, all stakeholders, students and staff via the Student Handbook. Information and contact details of external authorities who may be approached is also included.

Procedure
Should a person have a complaint or appeal, the following steps are to be followed:

1. Discuss the issue directly with those involved to try and resolve it verbally.
2. If no resolution is reached, discuss the issue with CEO to see if it can be resolved.
3. If this resolves the situation, the outcomes will be put in writing and signed by both parties. One of the two copies of the outcome will be placed on file with the CEO and securely stored.
4. If there is still no resolution, the person should put the following information relating to the complaint or appeal in writing to the CEO. This written notification can be made by email, letter or over the phone (with a dictation made by the RTO representative), and must include:

    - A description of the complaint or appeal
    - A statement about whether the person wishes to formally present their case
    - Information about any prior steps taken to deal with the complaint or appeal
    - What they would like to happen to fix the problem and prevent it from happening again

5. A written acknowledgement of receipt of the complaint/appeal will be forwarded to the complainant within five working days.
6. The CEO will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within two working days from the time the CEO receives the written notification and a response/resolution must be presented within 14 working days.
7. The CEO will:

    - Undertake a preliminary enquiry to determine the nature of the complaint/appeal
    - Inform other relevant parties (if necessary)
    - Provide all parties an opportunity to present their case (with a support person and/or parent/guardian if a student is under 18 years of age)
    - Discuss with the parties any resolution and any arrangements required by the RTO
    - Record the outcome of discussion on <form>
    - Provide the outcome in writing to the person (and other parties if relevant)

8. Should the issue still not be resolved to the person's satisfaction, RMS will make arrangements for an independent party to resolve the issue and outline any costs that may be involved with this to happen, to the person. The person will be given the opportunity to formally present their case. The time frame for this process may vary but should take no longer than 14 working days.
9. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14-working day period. If the process is taking longer than 60 days from the complaint or appeal being received, the person will be notified in writing of the reason for the delay and kept informed of all progress.
10. If the person is still not happy with outcomes from the independent process, they may take their complaint to the VET Regulator - the Australian Skills Quality Authority:

    - Information about the process can be found at http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/before-you-make-a-complaint---domestic-students.html

    - or at the National Complaints Hotline at https://www.education.gov.au/NTCH

11. From any substantiated complaints and appeals, the causes will be reviewed as part of the RTO's continuous improvement processes, and appropriate corrective action will be taken to prevent or reduce the likelihood of reoccurrence.

12. Any complaint that is related to illegal activity, such as theft, assault etc., will be immediately referred to the appropriate authority.
13. All documentation relating to complaints or appeals will be stored securely.
14. The Compliance Manager will be personally responsible for the implementation and maintenance of the policy.

Record Keeping

Our organisation keeps complete and accurate records of:

- Attendance and progress of trainees
- Financial records that reflect all payments
- Charges and the balance due

Upon request, copies of these records can be provided to students (a fee may apply). Access to these records is managed in accordance with Privacy Legislation.

RMS will gain written permission from our clients before using information about that individual or organisation in any marketing materials. RMS ensures that the contractual and financial relationship between the client and the organisation is fully and properly documented.

Student Conduct

Students rights and responsibilities

Students in our courses have the right to:

- Have access to course information, our policies and procedures, prior to enrolment, to ensure that they can make an informed decision about their study
- Study in a course that meets both the current industry standards and accreditation requirements;
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular feedback on their progress;
- Be treated fairly and respected by fellow students and training staff;
- Be trained in an environment free from any form of discrimination and harassment;
- Have their personal records kept private and secure and only made available to authorised users;
- Have access to an appeals/complaints process;
- Learn in a safe and supportive environment

Students also have the responsibility:

- To manage their own learning and assessment requirements (e.g. participate in activities, complete any pre-course work that is required etc.);
- To complete all assessments within set time periods (as advised);
- To treat all training staff and other students with respect and fairness;
- Not to discriminate or harass other participants or staff;
- To follow all health and safety procedures in the learning environment;
- Not to undertake courses while under the influence of drugs or alcohol;
- To advise staff of any changes to their personal details; and
- To advise staff if they will be withdrawing from the course.

Attendance

To make the first day of your course as enjoyable as possible, please take note of the following:

- Dress code is neat casual, PPE Requirements are outlined in your confirmation email.
- Arrive 15 minutes early on day one of the course
- Please note that a Unique Student Identifier is required by all students from 1 January 2015. A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. To register for your USI visit http://www.usi.gov.au/Students/Pages/default.aspx
- Tea, coffee and water are provided.
- If you are running late or unable to attend, please contact RMS by 8.00 am either via email or phone.

Punctuality

As a courtesy to other learnings and the trainer/assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer/assessor.

What to bring

To establish your identity and for regulatory compliance, we require that you bring to all courses:

- Photo ID, (2 forms i.e. Valid driver's license, Medicare card or Passport)
- Unique Student Identifier (for checking purposes)
- Pen and notepaper
- Any pre-requisites as required by your course

As you complete a number of in-class assessments during the course, you need to attend each day (where required). If you do miss a day of the course, you will need to re-book your courses at a later date.

Students are asked to inform RMS upon enrolment of any medical conditions or support requirements. Any injuries or accidents that occur during the course should be reported to your trainer immediately. A first aid kit is available in all work vehicles and the office at all times.

Dress and hygiene requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

- Neat, comfortable clothing in the classroom environment;
- Appropriate work attire, including personal protective clothing (PPE) for training in Mobile Plant inclusive of Safety boots;
- Appropriate footwear must be worn at all times, no thongs and enclosed shoes;
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested.
- Please ensure that you do NOT wear safety boots when completing driver training – joggers or enclosed shoes must be worn.

Mobile phones

All mobile phones must be turned off during training, as a courtesy to the trainer/assessor and other students. In an emergency where you need to be contacted, please advise your trainer/assessor so that arrangements can be made.

Security

Do not leave handbags or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. RMS accepts no responsibility for any belongings which may be stolen or go missing.

Smoking, drugs and alcohol

RMS is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on RMS premises, to use RMS facilities or equipment, or to engage in any RMS activity. People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

RMS reserves the right to conduct random drug and alcohol testing on students to ensure the safety and well being of both staff, customers and the public.

Your Feedback is Important

RMS seeks feedback from our clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations. RMS is committed to a policy of continuous improvement in training, assessment and people development for both its staff and its clients. To ensure this occurs in a timely and efficient manner, the RTO will:

- Provide electronically and collect completed feedback for all clients who undergo training
- Provide electronically and collect completed feedback forms for all clients who are assessed for qualifications
- Collect feedback from management regarding the effectiveness of training in the workplace
- Analyse data collected through client feedback forms and management feedback to develop areas for improvement
- Ensure analysed data is used as the basis for system or procedural improvements in the training or assessment systems as part of the annual RTO audit
- Ensure analysed data is used in reviewing the Policies and Procedures as part of the annual internal audit.

It is important to RMS that we receive regular feedback from students. To facilitate this feedback, your Trainer will advise you of our electronic formal feedback at the completion of your course. You are also encouraged to provide informal feedback at any time throughout your experiences with RMS.

Privacy

RMS abides by the Privacy Act and respects clients, staff and trainer/assessors' right to privacy.
As an RTO, RMS is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from clients in secure client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered. All clients have access to their own records at all times.

RMS collects information from clients upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. RMS may use personal information to advise clients of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us to improve the quality of the services and training and is treated confidentially.

RMS will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

Appendix

Fees and charges for short courses

NOTE: To ensure that your enrolment is confirmed, payment is required at time of registration.
All prices are subject to change, please refer to the current price at the time of booking.
You can substitute with another participant, with no charge incurred. Please notify RMS of this change as soon as possible to ensure that registration details are altered.

Heavy Vehicle (Truck) Packages

Class	
HR - Auto	$ 799.00
HR - Synchro	$1,199
HR – Non-Synchro	$1,299
Lesson only	$240
** Fuel surcharge may apply*	

WorkSafe Tickets

Ticket	Inexperienced*[1] Experienced *[2]	WorkSafe Application Fee
Forklift	$ 299.00	$135.00 (inclusive of passport photo)
Elevated Work Platform (EWP)	$299.00	

RMS Mining Combo's

Combo	Courses included	Discounted Combo Price
Basic Mine Start	Dump Truck, Provide First Aid, Water Cart	$2,450.00
Advanced Mine Start	Dump Truck, Front End Loader, Provide First Aid, Water Cart	$3,350.00
Civil Plant	Skid-Steer Loader, Front End Loader, Excavator	$2,650.00
SW@H/CSE/GT/EWP	Safe Working at Heights, Confined Space Entry, Gas Test Atmospheres, Elevated Work Platform (EWP) – including WorkSafe Application fee for EWP	$950.00

Other Training

Course	Duration	Course Price	Wallet-size SOA*[1]
Provide First Aid	1 day	$ 99.00	Included
White Card (Safety Awareness)	½ day	$ 80.00	N/A
Confined Space Entry	½ day	$ 250.00	Included
Gas Test Atmospheres	½ day	$ 180.00	Included
Confined Space Entry /Gas Test	½ day	$ 350.00	Included
Safe Working at Heights	½ day	$ 250.00	Included
CSE/SWAH/GT	1 day	$ 450.00	Included

(Note: Corporate invoicing may incur additional fees.)

Administration fees and charges

Certificate or Statement of Attainment Replacement
Replacement copies of Certificates or Statements of Attainment $ 25.00

APPLICATION FOR REFUND

This application form must be completed in accordance with the attached instructions.

Please be aware refunds will only be considered in accordance with the RMS refund policy which can be viewed on our website or alternatively identified on the reverse of your receipt.

Application for refund WILL NOT be processed unless original receipt is attached.

Receipt No: _____ Date of Receipt: _____ Amount Paid $_____

Customer's Name: _____ Ph No.: _____

Course: _____ Course Date: _____

Comments (Please detail below the reasons for your request)

_____

_____

I have read and understand the RMS terms and conditions (attached). I agree to abide by these terms and conditions.

Applicant's Name: _____Signature: _____ Date: ____/___/_____

ALL REFUNDS ARE PROCESSED ELECTRONICALLY

CREDIT CARD INFORMATION

Credit Card Number: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date: ☐☐/☐☐ CCV: ☐☐☐ ☐ Visa ☐ Mastercard

Name of Card Holder: _____ Contact Number: _____

OR BANKING DETAILS

Account Name: _____

BSB Number: ☐☐☐☐☐☐ Account Number: ☐☐☐☐☐☐☐☐☐

Office use:

Refund Register: Branch: _____ Name: _____ Sign: _____ Date: _____

Course processing: Name: _____ Sign: _____ Date: _____

(Please tick applicable) ***100%*** ☐ ***50%*** ☐ ***No Refund*** ☐ ***Amount $*** _____

Approved: YES / NO Name: _____ Sign: _____ Date: _____

Refund processed by: Name: _____ Amount: _____ Date: _____

Protection of Fees Paid in Advance

In accordance with the requirements of the Australian Quality Training Framework (AQTF) Condition 5 – Financial Management, RMS holds sufficient funds in a secure account to enable them to reimburse funds paid in advance by students should RMS be unable to complete the training delivery and assessment.

Glossary

Accredited Course
A course of training accredited by the Training Accreditation Council as meeting the requirements for National Recognition, which results in the achievement of a qualification.

Australian Quality Training Framework (AQTF)
A comprehensive policy framework, which defines all qualifications, recognised nationally in Post-compulsory education, vocational education and training, and higher education within Australia.

Competency Standards
The standards developed by industry for satisfactory performance in the workplace. Units of Competency comprise the standards.

Nominal Hours
Hours of structured training attributed to qualifications and units of competency as a basis for purchasing training.

Qualification
Formal certification issued by a Registered Training Organisation, in recognition that a person has achieved competency in line with the requirements of an endorsed Training Package or an accredited course.

Recognition of Prior Learning
The formal acknowledgment of skills, knowledge and competencies that are gained through work experience, informal training and life experience. Has the same meaning as Recognition of Current Competencies.

Registered Training Organisation (RTO)
An RTO, which is registered with the Department of Education and Training, ensures the successful operation of a trainee or apprentices agreed Training Program Outline. The RTO is responsible for the quality of training and assessment. RTO's include private training providers and TAFE Colleges.

Skills Recognition
Skills Recognition is an assessment process which matches your skills and knowledge against National industry competency standards. Recognition of Prior Learning and Recognition of Current Competencies are forms of skills recognition.

Statement of Attainment
A Statement of Attainment is a formal document listing the units of competency that a person has achieved towards a qualification under the Australian Qualifications Training Framework.

Training Contract
A Contract of Training is registered by the Department of Education and Training, between an apprentice/trainee, their legal guardian (where required), and an employer.

Training Package
Training Packages are comprehensive, integrated products which provide national benchmarks and resources for delivery, assessment and qualifications in vocational education and training.

Training Plan (TP)
A part of the Training Contract completed at the commencement of training. The Training Plan details the negotiated training and assessment arrangements between the Registered Training Organisation, an employer and the apprentice/trainee.

Unit of Competency
A unit of competency comprises the specification of knowledge and skills and the application of that knowledge and skill to the standards of performance required in the workplace. It comprises a title, short description of its purpose and its constituent elements of competency, together with their associated performance criteria.