

Perth Traffic Training Student Handbook



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Welcome to Perth Traffic Training

Thank you for choosing to train with Perth Traffic Training and for selecting us to help you achieve your training and career goals.

Perth Traffic Training works in partnership with Star Training and Assessing RTO 21830

Perth Traffic Training is committed to delivering exceptional training and assessment, providing the necessary skills for students, looking to gain a formal accreditation, to enter the workforce. We have the latest resources to deliver the highest quality possible training in a safe and friendly environment. We select the most knowledgeable trainers in WA to provide you with engaging learning programs and as a result, our graduates are highly sought after by industry.

This Student Handbook provides information of our key policies and procedures. Please familiarise yourself with these policies and procedures as you are required to comply with these as documented throughout this handbook.

Perth Traffic Training will ensure you receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by personnel to accommodate the training to meet your individual needs.

Contact Us

Perth Traffic Training

Head Office – 2232b Albany Hwy, Gosnells, W.A, 6110

Office hours - Monday - Friday: 8am - 4pm

Call: 0427 268 882

Email: enrolments@perthtraffictraining.com.au

Website: www.perthtraffictraining.com.au

Registered Training Organisation

A Registered Training Organisation (RTO) in Australia is a vocational education organisation providing training and assessment that, within the Australian Qualifications Framework (AQF), result in qualifications and statements of attainment. These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.

RTO Obligations

At Perth Traffic Training it is our responsibility to:

- Ensure you, as the learner, are adequately informed of the services and training you are to receive, your rights and obligations, and our responsibilities as laid out in the Standards for RTOs 2015.
- Maintain an effective learning environment. Perth Traffic Training will ensure all staff follow Equal Employment Opportunity and Anti-Discrimination principles and legislation, providing provisions for students with learning difficulties in language, literacy and numeracy and referring students to the Reading Writing Hotline <https://www.readingwritinghotline.edu.au/> or LLN help websites, if necessary.
- Provide you with a safe training environment.
- Provide as much information as possible prior to any booking or enrolment to ensure you make an informed choice

- Provide you with as much information about our terms and conditions prior to any booking
- Make the booking and enrolment process as easy as possible
- Provide quality training through knowledgeable trainers, up to date equipment and access to learning materials in an enjoyable learning environment
- Address complaints promptly
- Comply with relevant legislation and regulation and standards
- Always monitor and review training programs, gathering industry recommendations through industry engagement to provide up to date information and training
- Issue AQF certification documentation to you relevant to your enrolment and outcome

Student Obligations

Students Obligations to Perth Traffic Training include:

- Providing us with complete and accurate information about yourself
- Reading and understanding all information made available to you regarding your chosen course prior to booking or enrolling
- Disclosing, at enrolment, any disabilities you may have which may impact your participation
- Following instructions given regarding information of what you are required to bring with you for training
- Actively participating in learning and group activities
- Respecting the opinions of others and avoiding conduct which disrupts learning, or interferes with another student's performance
- Arriving at training 15 minutes prior to course commencement, to complete paperwork
- Co-operating with any health and safety requirements and instructions given by Perth Traffic Training staff regarding exits, site plans and muster points
- Not taking any audio or visual recordings of course operations and materials either indoors or outdoors without express permission in writing from Perth Traffic Training.

Changes to Personal Information

Any changes to personal information, including home and email address and phone number must be made known to the trainer and Perth Traffic Training staff to allow for updates to enrolment forms and applications. If any personal information changes are not advised the information in the original form will be used to send Statements of Attainments and Certificates.

Unique Student Identifier

From 1 January 2015, all students undertaking Nationally Recognised Training, delivered by a Registered Training Organisation (RTO) within Australia, will be required to have a Unique Student Identifier (USI). The Australian Federal Government created a database which records each student completing accredited training courses through a Unique Student Identifier number.

Statements of Attainments cannot be issued to any student who does not hold a USI. Students who do not have a USI can go to <https://www.usi.gov.au> and create one. Students who have previously created a USI but have forgotten their number or USI password can go to the website and go to 'Find my USI'.

Courses

At Perth Traffic Training we provide a variety of traffic management and related courses, designed to meet your needs. All courses require a USI number as a pre-requisite.

Construction Induction (White) Card

Construction White Card is the common name and accreditation attained for the 'Work Safely in the Construction Industry CPCWHS1001' training course. Holding a valid 'White Card' means that you have completed official, certified general construction induction training with a registered organisation within Australia.

Statement of Attainment:

- Prepare to Work Safely in the Construction Industry CPCWHS1001

Basic Worksite Traffic Management, (BWTM)

Any person or party intending to undertake an event or conduct works which may impact on traffic (including pedestrian traffic) within any part of the road reserve shall, as a condition of approval by Main Roads WA, local government, or any other authority responsible for the road, ensure that the person performing the tasks contained in [Table 26 - Main Roads' Traffic Management for Works on Roads Code of Practice](#) hold a relevant and current traffic management certificate of accreditation.

This course is designed to be an entry-level training program providing participants with the minimum requirements required to seek employment in the sector. The training conducted over 2 days, face to face in the classroom, provides participants time to develop knowledge and achieve competency.

Additionally, practical training (within the two days) ensures participants are provided the opportunity to apply newly acquired skills and knowledge to an ever-changing real work environment, under the supervision of expert trainers.

Participants who successfully complete this training program, will receive a statement of attainment in the Resources and Infrastructure Industry Training Package

Statement of Attainment:

- Unit RIIWHS302E – Implement traffic management plan
- Unit RIICOM201E – Communicate in the workplace

Traffic Control (TC)

This activity involves on site manual traffic control using a Stop-Slow bat, operating portable traffic signals systems or portable boom barriers. The traffic controller has the responsibility of directing drivers and showing them when to stop and wait, and when they can drive slowly through a work zone.

A traffic controller communicates with their fellow workers using a two-way radio system and while at work must wear Personal Protective Equipment (PPE), including high visibility clothing and suitable work footwear for safety and visibility to others.

Additionally, practical training ensures participants are provided with an opportunity to apply newly acquired skills and knowledge to an ever-changing real work environment, under the supervision of expert trainers.

Pre-requisites:

- Worksafe WA Construction Induction (White) Card
- Evidence of holding or having held a valid recognised driver's licence. Minimum probationary level.

Participants who successfully complete this training program, will receive a statement of attainment in the Resources and Infrastructure Industry Training Package

Statement of Attainment:

- Unit RIIWHS205E -Control traffic with Stop/slow bat
- Unit RIICOM201E – Communicate in the workplace

Basic Worksite Traffic Management accreditation is also required where Traffic Controllers are responsible for installing and maintaining traffic management signing and devices.

Worksite Traffic Management (WTM)

This course is aimed at personnel in a Supervisory role, who are required to carry out risk management processes in the resource and infrastructure industries.

This course provides participants with the theory and practical skills required to review TMPs prepared by a person holding an Advanced Worksite Traffic Management (AWTM) accreditation and monitoring the effectiveness of, and on-site adjustments to the Traffic Management Plan in accordance with its scope and objectives.

This includes adjusting, adding and/or removing signs and devices where the intent/objectives of the TMP and operation of the road network are not adversely impacted. Changes to the TMP/TGS shall not involve adding lane or road closures, speed limit changes, or adding any additional regulatory signs that have not been approved (note: WTMs may add repeater signs).

Pre-requisites:

- Worksafe WA Construction Induction (White) Card
- Currently holding Basic Worksite Traffic Management (BWTM) accreditation*
- documentary evidence of at least 1 year's practical experience in traffic management or
- documentary evidence of at least 2 years practical experience in road construction or maintenance.

* Exemption from holding a current BWTM accreditation may be offered for employees working in Main Roads, local government, or other approving bodies with at least 3 years' experience in traffic management, road safety, road construction/maintenance or road design that will be endorsing TMPs. Additionally, they must have previously held BWTM accreditation.

Participants who successfully complete this training program, will receive a statement of attainment in the Resources and Infrastructure Industry Training Package

Statement of Attainment:

- RIIRIS402E – Carry out the risk management process (or equivalent)

Advanced Worksite Traffic Management (AWTM)

This course provides participants with the theory and practical skills required to prepare, review, monitor and adjust Traffic Management Plans and Traffic Guidance Scheme in line with the specifications outlined in the Main Roads WA Traffic management for works on roads Code of Practice.

This level of training is suited to Traffic Planners, Project Managers or Approving Officers.

Pre-requisites:

- Worksafe WA Construction Induction (White) Card
- Evidence of holding or having held a Main Roads Western Australia accreditation in Basic Worksite Traffic Management or an Australian Qualification Frameworks compliant Statement of Attainment in 'Implement Traffic Management Plan'.
- Documentary evidence of at least 1 years' experience in traffic management, road asset management, road safety, road design, road construction or road maintenance.

Participants who successfully complete this training program, will receive a statement of attainment in the Resources and Infrastructure Industry Training Package

Statement of Attainment:

- RIIRIS402E Carry out the risk management processes
- RIICWD503E Prepare work zone traffic management

Re-accreditation

All Main Roads W.A accreditations are valid for three years, following which re-accreditation is required. Re-accreditation is subject to persons being 'refreshed' on any changes to relevant laws, regulations, standards and 'codes of practice' that may have occurred since the issue of the previous accreditation. Applicants must have achieved statements of attainment in the current units of competency prior to being re-accredited

Fees and Charges**Recognition of Prior Learning Fees**

A fee of 50% of the nominal unit fee will be payable upon any RPL applications. This payment will be credited towards the training if the student withdraws from the RPL process prior to the interview stage. This does not apply to re-accreditation courses. See Recognition of Prior Learning policy for more details

Payment Terms and Conditions

Individuals pay online www.perthtraffictraining.com.au in full at time of enrolment prior to the commencement of the course.

Course fees are to be paid in full prior to the issuing of any qualification or Statement of Attainment.

Where arrangements have been made with your employer an invoice, to approved clients, will be issued directly to them for the course. Payment can be made via the online enrolment process, credit card, Paypal, direct deposit or cash.

Learners will receive a receipt for every fee transaction they undertake with Perth Traffic Training. Current course fees can be found on our website www.perthtraffictraining.com.au.

Should the course fee exceed \$1500 Perth Traffic Training will not accept payment of more than \$1500 from an individual student prior to the commencement of the course. Perth Traffic Training will require payment of remaining fees following commencement of the course.

Perth Traffic Training understands that full course payment can be difficult. If approved, a payment plan may be agreed to through our payment plan process. A deposit of \$200 is required for this.

Other charges –

Re-print fees for cards and certificates apply. Your Certificate, transcript or Statement of Attainment can be reissued. An administrative fee of \$44.00, including GST, applies to the replacement of your ID card. Course fees may change without notice.

Refund Policy

Refunds must be requested in writing either by electronic or physical mail using the Perth Traffic Training 'Application for Refund' Form.

The full provisions of our refund policy can be found at <https://www.perthtraffictraining.com.au/refundpolicy>

Reason for Refund	Notification requirements	Refund
Client withdrawal	In writing, five (5) working days or more prior to the course commencement	100% of the course fee paid by the client
Client withdrawal	In writing, within five (5) working days prior to the course commencement.	No refund entitlement
Client withdrawal from the course by PERTH TRAFFIC TRAINING	Disruptive or inappropriate behaviour during course	No refund entitlement
Course cancelled by PERTH TRAFFIC TRAINING		100% of the course fee (paid by the client or option to reschedule to a future date
Unsuccessful completion of course		No refund entitlement

Student Support

LL&N

As a Registered Training Organisation, Perth Traffic Training are required to ensure you have the required Language Literacy and Numeracy skills to be able to successfully complete a course.

During your enrolment process, we ask the participant to advise us of any learning difficulties they may have so we can better support you during your course. It is important that all students make their trainer aware of any difficulties prior to training commencing.

If you have any difficulty in completing the enrolment form and your reading and writing skills are causing you concern, please speak to your trainer or Perth Traffic Training staff who will be able to assist with possible solutions.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/s of an individual that may have been acquired through a formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited course.

It is important to remember that RPL is an assessment process not an assumption of competence. RPL is the determination, on an individual basis, of the competencies obtained by a student through:

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

If you think you may be eligible for RPL or wish to gain some further information, please email enrolments@perthtrafficttraining.com.au and advise that you wish to be considered for the RPL process.

Credit Transfer

Perth Traffic Training will accept and provide a Credit Transfer to students who have completed Units of Competency through other RTO's that can be proven through the supply of either an AQF certification document issued by any other RTO or issuing authority for the same national competency codes as those that form part of the training and assessment program

This would mean that you would be exempt from having to participate in that unit/s of competency.

Students are required to formally apply for Credit Transfer in writing by email or physical mail.

Statements of Attainment and Certificates

The office will print and supply Statements of Attainment and Certificates to your nominated postal address within 28 days of you completing your course. Please let us know if you need your Statement of Attainment or Certificate earlier than this by contacting our office directly.

It is important to note that Perth Traffic Training will be unable to issue either a Statement of Attainment or Certificate if you have not provided your USI number.

Record Keeping

As a partner RTO, Star Training and Assessing will ensure all records are kept confidential. All records are kept in accordance with the statutory regulatory requirements.

Perth Traffic Training's RTO partner Star Training and Assessing RTO 21830 is required to keep student records for 30 years stored both electronically (VETtrak) which is password protected and filed away in secure storage.

Students results will not be made available to any other source without written permission (except for the purposes associated with RTO compliance).

In the event we cease to operate, Star Training and Assessing will assume possession of all documents.

Photo Consent

Perth Traffic Training may, from time to time, take pictures and videos of simulated environments and practical assessments. These may be used for marketing and advertising purposes. You will be asked for written consent by completing a photo consent form. Feedback and consent will be documented against each student's supporting file.

Legislation

Perth Traffic Training is subject to multiple acts and legislations regarding Training and Assessment. Perth Traffic Training continually monitor relevant legislation for changes and makes the appropriate alterations to training packages so the student is always up to date.

- Vocational Education and Training Act 2012 (WA)
- Health Act 1911 (WA)
- Road Traffic Act 2020 (WA)
- Australian Human Rights Commission Act 1986
- Racial Discrimination Act 1975
- Industrial Relations Act 1979 (WA)
- Fair Work Act 2009
- Work Health and Safety Act 2020
- Disability Standards for Education 2005
- Copyright Act 1968
- Equal Opportunity Act 1984 (WA)
- Privacy Act 1988

Copyright

Students must comply with the Copyright Act and all work submitted must be their own. Students will be asked to sign a declaration on each assessment prior to commencement. We do not permit the taking of photos and sound recordings of any of our courses either in class or on site.

Feedback

Perth Traffic Training is continuously striving to improve the quality of training and assessment. It is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your course.

If you have any further questions pertaining to your enrolment, course or learning please do not hesitate to contact any one of the dedicated, friendly training team.

Complaints and Appeals Process

Complaints

At Perth Traffic Training we take complaints seriously. If you have a concern at any time whilst you are undertaking training with us, please let us know as soon as possible.

Complaint - Where a learner raises an issue regarding the way the service was received

Types of Complaints:

- Learning and assessment material deemed inappropriate
- Training and assessment services are deemed to be inappropriate or incorrect
- Information provided is deemed to be inappropriate or incorrect
- Discrimination or being treated unfairly, unequally or harassed based on a characteristic or a presumed characteristic relating to person's sex, sexuality, marital status, race, disability or age

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

- The student should discuss the issue/complaint with the person involved to try and resolve it verbally.
- If no resolution is reached, the student should discuss the issue/complaint with their trainer to see if it can be resolved.
- If still no resolution the student should provide the following information relating to the complaint or appeal in writing

You can speak to one of our team members by phoning 0427268882, who will make sure you are listened to and that action is taken to resolve any issue that may be causing you problems. You can also go to the website and download the complaints and appeals policy and application form.

Appeals

Appeal - Where a learner disagrees with the outcome of a decision made

With all our assessments, we will grade your results as competent or not yet competent. Not yet competent simply means that you will need to supply more evidence or attempt the assessment again. With all results your trainer will provide you feedback, letting you know how you have performed and where the gaps are.

If, however, you feel that you have been unfairly assessed, please let us know.

If you would like to appeal a decision, simply email enrolments@perthtraffictraining.com.au and include your name, the unit that was undertaken, your trainers name and the best way we can contact you to discuss the resolution.

Grounds for appeal:

- Alleged wrong information regarding the assessment process from trainer
- Incorrect judgement as to whichever competency had been achieved
- Alleged lack of competency of the trainer

Covid-19 Mitigation policy

Perth Traffic Training abides by and follows current government Covid policy and health department guidelines.

Once again, thank you for choosing Perth Traffic Training. We aim to provide you with the best experience possible. If you have any further questions, please feel free to contact us.

