

Perth Traffic Training Student Handbook



TRAINING STATION
Part of the Business Station Network

Training and assessment services for courses are delivered on behalf of Training Station Australia
(RTO 45731)

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Welcome to Perth Traffic Training

Welcome to Perth Traffic Training and thank you for choosing us to support your training journey. Perth Traffic Training is committed to delivering high-quality training and assessment that equips students with the skills and knowledge needed to gain accreditation, enter the workforce, or advance their careers. We provide a safe, supportive learning environment, modern training resources, and experienced industry trainers who deliver engaging and practical training. Perth Traffic Training works in partnership with Training Station Australia (RTO 45731) to deliver nationally recognised training. This Student Handbook outlines important information, policies, and procedures that apply throughout your training. We encourage you to familiarise yourself with its contents, as all students are expected to comply with these requirements. Our team is committed to helping you achieve your training goals and reach your full potential. We will make every reasonable effort to accommodate your individual learning needs. If you have any questions or require assistance, please contact your trainer or the Perth Traffic Training administration team.

Contact Us

Perth Traffic Training

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

Office hours - Monday - Friday: 8am - 5pm

Call: 0427 268 882

Email: enrolments@perthtraffictraining.com.au

Website: www.perthtraffictraining.com.au

1. Registered Training Organisation/Training Provider Obligations

Training and assessment services for courses are delivered on behalf of Training Station Australia (RTO 45731) by Perth Traffic Training under a Third Party Agreement. Training Station Australia is responsible for the quality of training and assessment and the issuance of all Statements of Attainment and Qualifications.

At Perth Traffic Training it is our responsibility to:

- Adequately inform you, as the learner, of the services and training you will receive, your rights and obligations, and our responsibilities as laid out in the Standards for RTOs.
- 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

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- 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

2. Student Obligations

Student 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, muster points and current health requirements.
- Ensuring they are wearing appropriate clothing according to the course requirements and weather conditions.
- 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.

3. Enrolment

Enrolment is by completing the application form via the website enrolment form at www.perthtraffictraining.com.au

All details requested must be provided in full for a successful enrolment. If you are having difficulties please contact enrolments@perthtraffictraining.com.au and our team will be happy to assist you.

Once you have submitted your enrolment you will receive a confirmation with information outlining all details of your course including times, dates, location and training content required to attend the course plus any requests for additional information from the student. It is our aim to welcome all students, however some courses may have restrictions – see the course information sheets for your course of choice. Generally, across all our courses participants must be able to read, comprehend, discuss in plain English, and write simple statements.

Study options

Generally, our courses are delivered face to face.

Cessation of TRAINING PROVIDER organisation

If Perth Traffic Training ceases operations, steps will be taken to ensure all continuing students either complete their training or are placed with another TRAINING PROVIDER before the cessation of business. Perth Traffic Training will meet all its legal obligations to students and transfer records to the Regulator in the appropriate format and detail as specified by the Department at the time of Correct at time of document creation. Uncontrolled document when printed.

ceasing TRAINING PROVIDER operations. Any situation involving changes to the legal entity of an TRAINING PROVIDER, arrangements must be made for all current students to receive a copy of their student records, if not previously provided. Refer to the Policy for more specifics. Perth Traffic Training will ensure any confidential information acquired by the business, individuals, committees, or organisations acting on its behalf is securely stored.

4. 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.

5. Work Health and Safety

Perth Traffic Training is committed to providing a safe, healthy, inclusive, and respectful learning and work environment for all students, staff, contractors, and visitors. We support equal opportunity and do not tolerate bullying, discrimination, harassment, sexual harassment, victimisation, gossip, or any other inappropriate workplace behaviour.

Perth Traffic Training will:

Provide a safe training environment, equipment, and facilities.

Promote respectful behaviour and equal opportunity for all.

Manage hazards and risks, including those associated with manual handling.

Investigate incidents, injuries, hazards, and grievances promptly and fairly.

Prohibit smoking, alcohol, and illicit drugs at training venues and during training activities.

Students must:

Follow all WHS instructions and safe work practices.

Treat others with respect and professionalism at all times.

Report hazards, injuries, incidents, unsafe behaviour, or grievances to their trainer immediately.

Use equipment safely and not place themselves or others at risk.

Refrain from bullying, harassment, discrimination, victimisation, gossip, and the use of alcohol or drugs during training.

Any injury, incident, hazard, or complaint must be reported to the trainer or Perth Traffic Training administration as soon as practicable so appropriate action can be taken.

Access and Equity Policy

Perth Traffic Training is committed to providing a fair, inclusive, and supportive learning environment for all students. We promote equal opportunity and do not discriminate on the basis of age, gender, race, cultural background, disability, religion, marital status, or any other protected attribute.

We will make reasonable efforts to identify and accommodate individual learning needs to help students participate successfully in training and assessment. All students are expected to treat others with respect and contribute to a learning environment that is free from discrimination, harassment, bullying, and victimisation.

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Any student who requires additional support or believes they have been treated unfairly should contact their trainer or Perth Traffic Training administration for assistance.

6. Unique Student Identifier

All students undertaking nationally recognised training with a Registered Training Organisation (TRAINING PROVIDER) in Australia must have a Unique Student Identifier (USI).

A USI is a government-issued reference number that creates a secure online record of your nationally recognised training and qualifications. An TRAINING PROVIDER cannot issue a Statement of Attainment or Qualification to a student who does not have a valid USI.

If you do not already have a USI, you can create one at www.usi.gov.au. If you have previously created a USI but cannot remember your number or password, you can use the "Find my USI" function on the website.

7 . Perth Traffic Training Courses

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:

- Work Safely in the Construction Industry CPCWHS1001

Basic Worksite Traffic Management and Traffic Control (BWTM/TC)

This course is suitable for anyone required to work on, or near Western Australian roads, who are required to read, interpret and implement traffic management plans, handle and erect traffic management signs and devices including PTCD's and control traffic with a stop/slow bat.

Units covered:

- (RIIWH5302E) Implement a traffic management plan
- (RIIWH5205E) Control traffic with a stop/slow bat
- (RIICOM201E) Communicate in the workplace
- (RIIWH5206) Control traffic with portable traffic control devices and signs
- (RIIWH5303) Position, setup and program portable traffic control devices

The BWTM-TC is a four (4) day course, which is delivered face to face with an emphasis on practical training and assessment.

Students will learn about legal responsibilities and duty of care, Main Roads WA requirements, Work Health and Safety obligations. They will learn how to interpret traffic guidance schemes, read roadwork signage and symbols and a basic understanding of traffic management plans

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(TMPs). Students learn how to safely install and remove roadwork signs, position cones, bollards, set up pedestrian management systems and maintain safe traffic flow around worksites.

They will also develop skills in controlling live traffic using stop/slow bats, portable traffic lights and communicating with radios.

Participants require the following:

Hold the Construction Induction Training White Card / Safety Awareness Training Blue Card or equivalent.

Currently hold or have previously held a RECOGNISED drivers' licence **MINIMUM PROBATIONARY (must provide evidence of this)

Provide a Unique Student Identifier (USI)

Students need a good level of physical fitness and health as training may involve:

Lifting/moving signs and devices, (approximately 6-8kgs each)

Setting up/packing down sites

Standing for period of up to 2 hours conducting traffic control

Participants require a basic level of language, literacy and numeracy skills to enable them to meet the requirements of the course, at a minimum the ability to:

Comply with written and verbal reporting requirements and procedures

Communicate clearly and concisely with others to receive and clarify work instructions

Identify and select appropriate traffic guidance scheme and implement traffic management plans

Apply legislative requirements

Describe the effects of travel speed and vehicle mass on stopping distances

Clearly communicate on a hand held radio

Perth Traffic Training Courses

Basic Worksite Traffic Management, (BWTM) Stand alone

This accreditation is suitable for '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.'

This course is designed to be an entry-level training program providing participants who are required to work on, or near a road the training to implement a traffic management plan and traffic guidance scheme by handling and erecting traffic management signs and devices. The training is delivered over 2 days, face to face in the classroom, providing participants the opportunity 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

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They will also receive a Main Roads Certificate of Accreditation and ID Card valid for three years.

Please note: A person with only this accreditation cannot control traffic with a stop/slow bat. The Traffic Controller accreditation is also required to do that.

Traffic Control (TC) Stand alone

This accreditation course delivered over 2.5 days, provides training for someone looking to control traffic with a stop/slow bat, on a worksite. 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.

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:

- Construction Induction (White) Card
- Evidence of holding or having held a valid 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
- (RIIWHS206) Control traffic with portable traffic control devices and signs
- (RIIWHS303) Position, setup and program portable traffic control devices

They will also receive a Main Roads Certificate of Accreditation and ID Card valid for three years.

Perth Traffic Training Courses

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: WTM's may add repeater signs).

Pre-requisites:

- Worksafe WA Construction Induction (White) Card
- Currently holding Basic Worksite Traffic Management (BWTM) accreditation*

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- 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.

Participants require a basic level of language, literacy and numeracy skills to enable them to meet the requirements of the course, at a minimum the ability to:

Comply with written and verbal reporting requirements and procedures

Communicate clearly and concisely with others to receive and clarify work instructions

Identify and select appropriate traffic guidance scheme and implement traffic management plans

Apply legislative requirements

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)

Perth Traffic Training Courses

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:

- 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 require a basic level of language, literacy and numeracy skills to enable them to meet the requirements of the course, at a minimum the ability to:

Comply with written and verbal reporting requirements and procedures

Communicate clearly and concisely with others to receive and clarify work instructions

Identify and select appropriate traffic guidance scheme and implement traffic management plans

Apply legislative requirements

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

Portable Traffic Control Devices (PTCD)

This training course provides participants with the skills and knowledge required to safely position, set up, program, and operate Portable Traffic Control Devices (PTCDs) and temporary traffic signs worksites in Western Australia.

This training course aligns with Main Roads Western Australia Code of Practice for Temporary Traffic Management and the Austroads Guide to Temporary Traffic Management (AGTTM). It is designed for workers who are required to control traffic using portable traffic control devices as part of a traffic management plan on construction, maintenance or event sites.

Participants will learn to work safely in live traffic environments, follow approved traffic guidance schemes, communicate effectively with road users and work teams, and respond appropriately to changing traffic conditions and incidents. Training includes both theoretical knowledge and practical, hands-on activities using PTC equipment.

On successful completion, participants will be issued a Statement of Attainment for the units achieved.

Units covered:

(RIIWH5206) Control traffic with portable traffic control devices and signs

(RIIWH5303) Position, setup and program portable traffic control devices

Students need a good level of physical fitness and health as training may involve:

Lifting/moving signs and devices (approximately 6-8kgs each)

Setting up/packing down sites

Standing for period of up to 2 hours conducting traffic control

Participants require a basic level of language, literacy and numeracy skills to enable them to meet the requirements of the course, at a minimum the ability to:

Comply with written and verbal reporting requirements and procedures

Communicate clearly and concisely with others to receive and clarify work instructions

Identify and select appropriate traffic guidance scheme and implement traffic management plans

Apply legislative requirements

Describe the effects of travel speed and vehicle mass on stopping distances

Clearly communicate on a hand held radio

Re-accreditation/Refreshers

All Main Roads W.A accreditations are valid for three years, following which re-accreditation is required. Once an accreditation has expired a person is not able to work until the accreditation is renewed. A person has three months from expiry to sit the one day Refresher, 1.5 days for the BWTM-TC Refresher after which they must resit the full course. Students must provide certificates from their previous training including their Statement of Accreditation and Main Roads WA Certificate of Accreditation. Documentation is required by Main Roads WA, including worksites as proof of the person having worked in the industry in the past 12 months. Inability to provide the required documentation will mean a resit of the full course.

Re-accreditation is subject to persons being 'refreshed' on any changes to relevant laws, regulations, standards and 'codes of practice' which 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.

This is non-accredited training therefore a Statement of Attainment is not issued.

Students will be provided with a Main Roads WA Certificate of Accreditation and ID Card valid for three years.

9. 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 credit card (Mastercard/Visa), Paypal, direct deposit/bank transfer 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.

Course fees are in Australian Dollars (\$AUD) and are subject to change without notice.

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.

10. Refund and Cancellation 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
Course withdrawal	In writing, more than five (5) working days prior to the course commencement	100% of the course fee paid by the client
Course withdrawal	In writing, five (5) working days or less prior to the course commencement	No refund/credit entitlement
Course withdrawal	Disruptive or inappropriate behaviour during the course	No refund/credit entitlement

Cancellation by Perth Traffic Training		100% of the course fee paid by the client / or rescheduled to a future date
Unsuccessful completion of the course		No refund/credit entitlement
Failure to attend course		Payment still required

Rescheduling – Should a student require to reschedule a course due to unforeseen circumstances, Perth Traffic Training may allow the re-schedule of up to 3 months after the original enrolment date within the terms of the refund and cancellation policy.

In some circumstances Perth Traffic Training may have to cancel a course for which a full refund of what has been paid will be issued to the student or the offer to reschedule. Perth Traffic Training is not liable for any claims, such as accommodation or flights etc. because of the course cancellation other than the course refund.

11. Student Support

Perth Traffic Training is required to ensure students have the language, literacy, and numeracy skills needed to successfully complete their course.

Students are encouraged to advise Perth Traffic Training of any learning difficulties during enrolment or before training begins so appropriate support can be considered. If you need help completing your enrolment form or have concerns about reading, writing, or numeracy, please speak with your trainer or Perth Traffic Training staff.

Additional support services include the Reading and Writing Hotline, Australian Council for Adult Literacy, Adult Learning Australia, and Learning Difficulties Australia.

12. 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@perthtraffictraining.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 TRAINING PROVIDER's that can be proven through the supply of either an AQF certification document issued by any other TRAINING PROVIDER 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.

13. Statements of Attainment and Certificates

Upon successful completion and with all fees paid our office will print and supply Statements of Attainment and Certificates, as soon as possible for pick up or to your Company's or your personal nominated postal address within 28 days of you completing your course.

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 or made payment in full.

Training Station Australia (RTO 45731) has engaged Perth Traffic Training under a Third Party Agreement to deliver and assess this training. All certification will be issued by Training Station Australia.

14. Record Keeping

Perth Traffic Training is committed to protecting the privacy and confidentiality of student information. All student records are maintained in accordance with applicable legislation and regulatory requirements and are securely stored electronically and in secure record storage systems.

Student information and results will only be released with the student's written consent, except where disclosure is required for regulatory, compliance, or government reporting purposes. Perth Traffic Training is required to retain student records for the prescribed retention period under applicable training and regulatory requirements.

If Perth Traffic Training ceases to operate as a training provider, all required student records will be transferred to the appropriate regulatory authority in accordance with legislative requirements.

15. Course Day

Course participant list

Students are required to sign the daily attendance list before commencing their class. This is for safety and record keeping purposes.

Mobile phones

As a courtesy and respect for the trainer and other students we kindly request that all mobile phones/devices be turned off during class. Mobile phone calls may be taken during class breaks. Please advise your trainer on any urgent or emergency scenario where you need to be contacted.

Marketing and 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

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asked for written consent by completing a photo consent form. Feedback and consent will be documented against each student supporting file.

Security

Perth Traffic Training accepts no responsibility for the loss of any belongings or valuables that may happen to go missing or are stolen. We are in a public building, so you should not leave your belongings or any valuables unattended. This is your responsibility both at the training venue and onsite practical.

16. Copyright

Students must comply with the Copyright Act and ensure all assessment work submitted is their own. Before commencing each assessment, students will be required to sign a declaration confirming the work is their own. Photography, video recording, and audio recording of any Perth Traffic Training course, whether in the classroom or on site, is not permitted without prior approval.

17. Feedback

Perth Traffic Training is committed to continuously improving the quality of our training and assessment services. We value feedback from our students and clients and may seek your input during and after your course through evaluation and feedback forms.

If you have any questions about your enrolment, training, or assessment, please contact a member of our friendly and experienced team who will be happy to assist you.

18. Complaints and Appeals

If you have a complaint regarding training, assessment, customer service, facilities, administration or any other aspect of your course, you may first discuss the matter with Perth Traffic Training. If the matter is not resolved to your satisfaction, or if you prefer, you may lodge a formal complaint directly with Training Station Australia (RTO 45731). Training Station Australia is responsible for ensuring all complaints and appeals are handled in accordance with its Complaints and Appeals Policy.

Perth Traffic Training is committed to providing quality training and assessment services and ensuring all complaints and appeals are managed fairly, transparently, confidentially, and without disadvantage to the person raising the matter.

Policy

Perth Traffic Training recognises the right of students, staff, and stakeholders to lodge a complaint regarding any aspect of its services or to appeal an assessment decision or administrative outcome.

All complaints and appeals will be:

Treated seriously and handled professionally.

Managed fairly, objectively, and confidentially.

Addressed promptly and within a reasonable timeframe.

Investigated by an impartial person where possible.

Recorded and retained in accordance with record-keeping requirements.

Students will not be subjected to discrimination, victimisation, or any adverse treatment as a result of lodging a complaint or appeal.

Perth Traffic Training will use feedback from complaints and appeals to improve the quality of its services and operations.

Complaints and Appeals Procedure

Step 1 – Informal Resolution

Students are encouraged to discuss any concerns with the person involved or their trainer in the first instance. Many issues can be resolved quickly through open communication.

Step 2 – Formal Complaint or Appeal

If the matter cannot be resolved informally, the student may submit a complaint or appeal in writing to Perth Traffic Training. The submission should include:

Student name and contact details.

Details of the complaint or appeal.

Any supporting evidence.

The outcome sought.

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Step 3 – Investigation

Perth Traffic Training will acknowledge receipt of the complaint or appeal and investigate the matter. Additional information may be requested where necessary.

Step 4 – Outcome

The student will be advised of the outcome in writing, including any actions taken to resolve the matter.

Step 5 – Review

If the student is dissatisfied with the outcome, they may request an independent review of the decision. Perth Traffic Training will provide information regarding available external review options where applicable.

All complaints and appeals records will be maintained confidentially and securely.

19. Legislation

Perth Traffic Training is subject to multiple acts & 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

20. Thank you

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.