

TTC STUDENT HANDBOOK.

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**Transport Training Centre
(TTC)**

'excellence in training'


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All of the fee-for-service items can be purchased and are available to the general public wishing to fulfill a personal learning requirement. For further information contact a Transport Training Centre representative.	13

The Purpose and Benefit of this Booklet

The purpose of this booklet is to advise new, existing and potential clients about the service provision at the Transport Training Centre (TTC) facilities either in South Australia or Western Australia. TTC is a Quality Endorsed Training Organisation operating under both the Australian Quality Training Framework as well as the Australian Standards ISO 9001:2000.





*"It's the start that
stops most
people."*

Dear Student,

Thank you for considering the Transport Training Centre (TTC) for your studies. Our centre is dedicated to making your study experience as happy and rewarding as possible. You will discover that all the personnel at TTC are dedicated people wanting you, the student, to succeed and gain your training outcomes.

We will assist you on and off-site where possible to ensure you enjoy your study / training experience to successfully achieve the highest outcomes possible.

We thank you for choosing TTC to earn your qualifications, and shall endeavour to assist when you need help and support while you are undertaking your study and as we are industry focused we shall also endeavor to assist you within the workplace as well.

We have put together this information package to enable you in making this very important decision that will have a major impact on your future career success. We welcome your feedback on how useful this information handbook has been in helping you to choose the right career path from your studies.

Richard Staniford
Chief Executive Officer
Transport Training Centre

About the Transport Training Centre

Transport Training Centre has been in operation for over twenty years; it was set up by the Transport Industry to service the training needs of the Industry and currently operates across South Australia, Western Australia and Northern Territory.

The directions that TTC takes are overseen by a board of management. The board is drawn from within the industry. To this end all trainers are industry based personnel committed to improving training access and career pathways within the Industry.

This information is designed to provide the basis for good practice for the marketing, provision of training and financing and administration of education and training services by Transport Training Centre.

For the purpose of this document the term "trainee" or "participant" refers to any person, participating in education or training delivered by Transport Training Centre representatives.

The Transport Training Centre is a Registered Training Organisation that provides training and assessment services that meet if not, exceed the Australian Quality Training Framework Standards. Training may be conducted either at the work site or at the premises of the Transport Training Centre (TTC) or a combination of both depending on the requirements of the trainee, the employer and the selected curriculum.

QUALITY POLICY

The Transport Training Centre has made a commitment to pursue quality excellence in all aspects of the Centre's services. TTC has established a Quality System encompassing all activities to attain the following objectives:

- To achieve and sustain the quality of service and product to continually meet our client's stated or implied needs.
- To provide confidence to our clients that the intended quality is and will continue to be achieved in the delivered service or product.
- To abide by the Australian Quality Training Framework (AQTF) standards set by the Vocational Education And Training (VET) department.
- The Quality System shall provide the basis for working in a systematic manner, through formalised procedures and processes designed to minimise the occurrence of deficiencies.

As part of TTC's structure and culture, each employee and contractor, on appointment, agrees to accept and maintain the responsibility of ensuring work quality is consistently maintained.

In order to achieve these objectives TTC has established a Quality Management System which is in accordance with the Australian/International Standard:

AS/NZS ISO 9001 : 2000

In the event of any Quality problems occurring, irrespective of their severity, they must be addressed and corrected without delay with the appropriate expertise and efficiency as provided for within TTC's structure.

A quote is presented within a white rounded rectangular box with a black border. This box is set against a larger, olive-green rounded rectangular background that has a slight 3D effect with a shadow. The quote itself is in an italicized serif font.

*'The Limits of Learning Are
Mostly Self Imposed.'*

ACCESS AND EQUITY

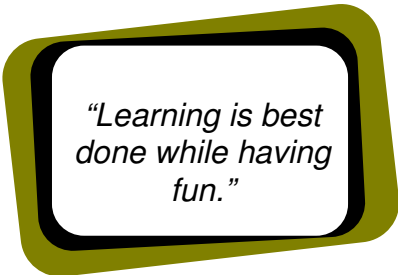
The Transport Training Centre is committed to the principles of access and equity within its scope of education and training. TTC commits to the skills and knowledge criteria as set out in the Australian Quality Training Framework guidelines, tailoring our training to achieve the same outcome by all participants.

All staff at the Transport Training Centre is committed to achieving best practice in the provision of vocational education and training. The Transport Training Centre acknowledges that this policy is dependent on non-discriminatory access to services provided and that outcomes by all groups in society will be comparable. The provision of accessible and equitable vocational education and training will enable participants to develop skills and knowledge to enhance life and work opportunities.

SUPPORTIVE TRAINING ENVIRONMENT

People work best in a setting marked by mutual respect, personal dignity and support which utilises one's skills and abilities, and encourages further learning. Students and all members of TTC personnel, therefore, may reasonably expect to pursue their work and studies in a safe and civil environment, free from discrimination, harassment, sexual harassment, threatening or violent conduct, or offences against property.

TTC are able to assist participants whom experience learning difficulties. TTC is able to assist participants with physical disabilities. Please advise one of our friendly staff if you need to bring either of these to our attention prior to attending a course to enable TTC to service your requirements more effectively and efficiently.



"Learning is best done while having fun."

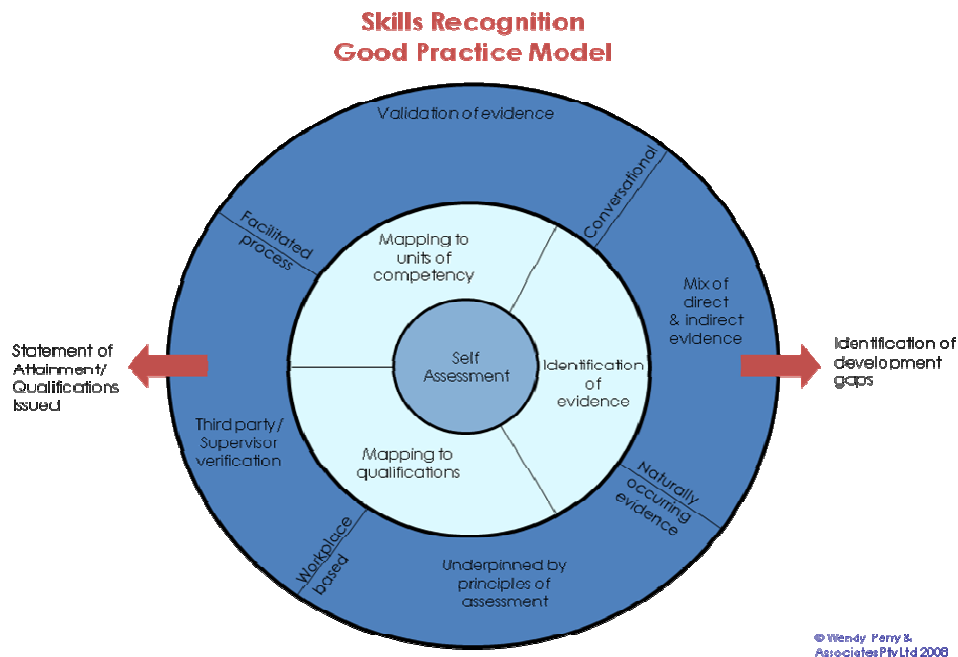
RECOGNITION OF PRIOR LEARNING

'Recognition of Prior Learning' (RPL), refers to the collation of evidence and / or assessment of the skills and knowledge of a learner, that may enable them to gain exemption from studying all or part of that course and be granted competency in specific performance criteria, units or full qualifications.

Competencies may have been gained through experience in the workplace or in social circumstances, through formal or informal training.

RPL is a form of assessment which treats each person individually, taking into account his or her background, relevant previous experience, skills and knowledge.

RPL generally relates to formal learning, but may also include informal learning, such as a result of work or life experiences. RPL applications need to be validated by substantial documentation / proof of competency.



APPLYING FOR RPL

If you wish for your skill(s) to be considered for recognition through TTC, please request to submit an application for RPL at TTC reception.

MUTUAL RECOGNITION

TTC staff is aware of the requirements for mutual recognition under the Australian Qualifications Training Framework (AQTF) standards for recognition of previously issued AQF qualifications and Statements of Attainment awarded by other RTO's.

PARTICIPANT REQUIREMENTS

TTC shall advise participants prior to course commencement of any specific course attendance requirements such as:

- Lunch Facilities.
- Clothing ~ Closed in shoes.
- External Resources ~ logbooks etc.

COURSE ATTENDANCE

TTC recommends that participants are on site at the training venue ten minutes prior to course commencement.

COLLECTION OF INFORMATION

As a Registered Training Organisation, Transport Training Centre is obligated to comply with external reporting bodies such as the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). The Transport Training Centre in its capacity to collate personal data has a responsibility to maintain privacy wherever possible.

Only information that is essential for company use is collected from individuals. Records of personal information are stored in a secure place, and access limited to those employees that require the information for the purpose of conducting their duties.

Except where required by law, and TTC requirements under AQTF Standards, all personal information will be destroyed as soon as its purpose has expired.

Personal information is accessible to the person to whom it relates and will be provided upon written request.

All forms used for the collection of personal information contain the TTC Privacy Statement.

TTC Privacy Statement

Transport Training Centre uses information collected only for the services we provide. Staff and client information is shared only with the Commonwealth Department of Further Education, Employment, Science and Training. If staff or client information is required by a third party (other than an employer whom has authorised and paid fees for the training to be conducted), written consent will be sought from the relevant staff or client prior to release of any information. Should staff or clients seek access to their information to review and/or correct any information, we have a documented procedure, requiring authorisation before this can occur.

OCCUPATIONAL HEALTH, SAFETY & WELFARE

It is the policy of Transport Training Centre that all work activities shall be undertaken with all reasonably practicable measures implemented to avoid or minimise risks to the health and safety of employees and any other persons who may be affected.

All employees, contractors and other authorised personnel on the premises of Transport Training Centre are required to comply with this policy. Accordingly they are required to follow safe work practices and must ensure that their own work is carried out without risks to themselves or others.

The Health and Safety Policy statement is displayed prominently on our sites and other workplaces under the Centre's control and is brought to the attention of clients, suppliers, contractors and visitors.

Compliance with this policy is a condition of access to the Transport Training Centre.

COMPLAINTS HANDLING / APPEALS POLICY

The Transport Training Centre will ensure that trainees have access to a fair and equitable process for dealing with grievances, should they occur. It is stressed that throughout the process every attempt is to be made to resolve the grievance, fairly and equitably at the appropriate level.

Step One:

Discuss your concerns informally with the staff member or client involved or those who have direct responsibility such as the course coordinator.

Step Two:

If the matter cannot be resolved informally then you may lodge a written complaint with the TTC Human Resource Manager, who may suggest a mediation process involving a mutually agreeable third party to assist with reaching a resolution.

Step Three:

If the matter has still not reached an acceptable outcome a formal complaint may be lodged with the State Registration Authority as listed below.

Department of Further Education, Employment, Science and Technology Quality Branch:
Ph: (08) 8226 3065, Facsimile: (08) 8226 0429 or email: dfest.quality@saugov.sa.gov.au

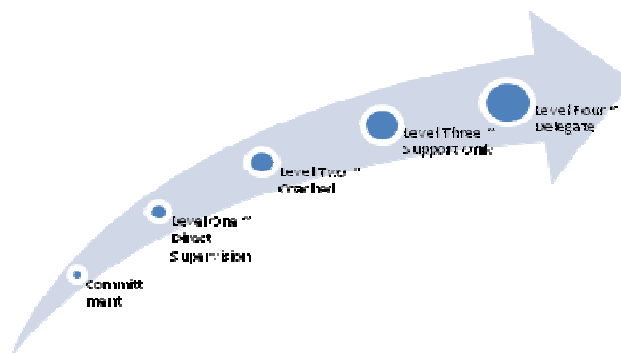
Should your problem be with regard to a traineeship, please follow steps one to three as above. If a resolution cannot be found, you can contact a Traineeship and Apprenticeship Management (TAM) consultant for assistance. Freecall: 1800 673 097 or email: dete.TAM@saugov.sa.gov.au

FLEXIBLE LEARNING

TTC is committed to applying the concept of flexible learning where possible to create and share knowledge throughout industries. Training and or assessment can be carried out either at the participants' workplace or at TTC premises in a simulated environment. TTC is currently working towards units of competency being available via the internet for distance learning. Ultimately, by making TTC more flexible and accessible, the organisation is contributing significantly to becoming a leader in education and industry.

TRAINEESHIPS

New Apprenticeship Support Services are located throughout metropolitan and rural Australia. They provide New Apprenticeship information and services to employers and people interested in becoming a New Apprentice.



For information on User Choice or Fee for service funding availability for traineeships, please contact an appropriate New Apprenticeship Support Service office.

HOW TO GET THE MOST OUT OF YOUR TRAINING

Your training is for YOU and its success rests largely with you.

Enter into discussions ENTHUSIASTICALLY.

GIVE FREELY of your experiences.

CONFINE your discussion to the problem.

Say what you THINK.

Only ONE PERSON should talk at a time.

AVOID private conversations while someone else is speaking.

LISTEN ALERTLY to the discussion.

BE PATIENT with other students.

APPRECIATE the other person's point of view.

BE PROMPT and REGULAR in attendance.

FINANCIAL STANDARDS

The Transport Training Centre will ensure that the contractual and financial relationship between the trainee and Transport Training Centre is fully and properly documented, and that copies of the documentation are made available to the trainee.

Documentation shall include: the rights and responsibilities of trainees, costs of training, payment and arrangements, refund conditions and any other matters that place obligations on trainees.

Payment Terms and Conditions:

The Transport Training Centre can accept cash, cheque, EFTPOS, Visa, Mastercard or Direct Debit from your bank or credit union. Alternatively, subject to Transport Training Centre's approval, an employer may arrange an official Company Purchase Order.

Transport Training Centre is committed to meeting certain fixed expenses that are non-refundable; therefore certain fees will be invoiced automatically.

Refund Policy:

In the event of bookings being made and fees paid in advance 7 (seven) days clear notice will be required for alteration or cancellation of a booking.

A non-refundable administration fee of 10% (ten percent) applies to all courses.

When fees are paid and 7 (seven) days' clear notice of a cancellation is not given a cancellation fee of 50% (fifty percent) may be retained.

When a booking is made and confirmed and fees are not pre-paid a charge may be raised (that is 50% - (fifty percent) of the agreed fee) in the event of a cancellation not giving 7 (seven) days clear notice.

In all instances every effort will be made to re-schedule training at a mutually convenient time to both the Transport Training Centre and the trainee. A 100% (100 percent) non-refundable policy will apply for cancellation with less than 48 hours notice.

In the instance of a refund being applied for a timeframe of seven (7) working days is expected for receipt of payment.

In the event of the Transport Training Centre being unable to provide such services as previously purchased, we will endeavor to direct the student to a mutual training organisation to fulfill the learning requirements or provide a refund for the proportion of the fees for which services were not received.

Note: Payment for a course must be received in full at least 7 (seven) days prior to the course commencing.

CODE OF PRACTICE

TTC Code of Practice	
Training and Assessment services	TTC management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
Issuance of Qualifications	TTC will promptly provide copies of all qualification and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.
Financial Management	TTC applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the student enrolment form)
Records and Information Management	TTC is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by TTC will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.
Access and Equity	TTC Management and staff provide assistance to all clients to identify and achieve their desired outcomes. TTC is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
RPL (Recognition of Prior Learning)	TTC management and staff are committed to supporting The RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
Client feedback	TTC is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
Provision of information	Clear and accurate advice is provided to all enrolling students at TTC. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
Legislative Compliance	TTC Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
Marketing Accuracy	TTC Management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.
Complaints and Appeals	The complaints and appeals policy of TTC shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the weekly management meeting and client feedback forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

LIST OF SERVICES

<p>LOADSHIFTING EQUIPMENT</p> <ul style="list-style-type: none"> • Forklift Driver Course • Forklift Assessment • Forklift Refresher • Elevated Work Platform (Under 11 metres) • Boom Lift Elevated Work Platform (Over 11 metres) • Order Picker • Scissor Lift • Wave • Front End Loader • Front End Loader (Skid Steer) • Excavator • Backhoe <p>TRUCK LICENCE TRAINING</p> <ul style="list-style-type: none"> • Heavy Vehicle Driver Training Licence Upgrades (Classes LR, MR, HR, HC, MC) <p>DANGEROUS GOODS</p> <ul style="list-style-type: none"> • Carriage of Dangerous Goods Licensing Course • Carriage of Dangerous Goods Refresher Course • Dangerous Goods Supervisors • Dangerous Goods Awareness • TLI D3 07D Handle Dangerous Goods & Hazardous Substances • TLI D27 07C Transport Packaged Dangerous Goods <p>PASSENGER ACCREDITATION</p> <ul style="list-style-type: none"> • Information Sessions • SP (Small Passenger) • TX (Taxi) <p>OTHER SERVICES</p> <ul style="list-style-type: none"> • Manual Handling • Load Restraint • Road Law Theory 	<p>TRAINEESHIPS</p> <ul style="list-style-type: none"> • Certificate I in Transport & Logistics Pathways • Certificate I, II, III & IV in Transport & Logistics (Road Transport, Warehousing and Logistics Operations) • Diploma of Logistics • Certificate I, II, III & IV in Business • Certificate III & IV in Business Administration • Certificate IV in Frontline Management • Diploma of Management • Certificate IV in Training & Assessment • Certificate IV in Transport & Logistics (Motor Vehicle Driving Instruction) <p>DRIVER AWARENESS</p> <ul style="list-style-type: none"> • Defensive Driving Programs ~ Basic & Advanced • Vehicle Control Programs • Highway Driving • Slow Manoeuvre • Prius Training Course • Pre Employment Drive • Driver Evaluations • Fatigue Management ~ TLI F10 07C & TLI F63 07A • Four Wheel Drive ~ Basic and Advanced • Manual Car Training <p>OH&S</p> <ul style="list-style-type: none"> • OH&S Representative Level 1 • OH&S Representative Level 2 • OH&S Continuing • OH&S Managers & Supervisors • OH&S Committee Course • OH&S Responsible Officer • Certificate III & IV in Occupational Health & Safety • OH&S Audits • OH&S Risk Assessments • Bluecard TLI F1 07C
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