



Learner Information Handbook

Unit of Competency

RTO Number:103554

Linfox Operational Training

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Welcome to your Course with Linfox Operational Training

Linfox Operational Training (LOT) welcomes you to your training course.

As well as enhancing your skills in your working life, our programs are designed to give you skills that transfer into your day to day living.

The purpose of this book is to provide information on:

- The process on how the training course will be conducted
- Linfox Operational Training's obligations and policies
- Learner requirements
- Support services

Keep this book in a safe location so you can refer to it throughout your course.

We look forward to working with you.



About Linfox Operational Training



Linfox Operational Training (LOT) is a Registered Training Organisation (RTO number 103554) which enables us to provide nationally accredited training services (like this course) to Linfox employees and the general public.



To ensure high standards are met, LOT operates a certified quality management system which complies with ISO9001 standards for the design, development and provision of approved training courses for heavy vehicle and high-risk work licensing in designated states.

LOT have a highly skilled training and assessment team, with many years of relevant industry experience and skills. The LOT team have been specifically chosen by Linfox for their experience, and their ability to translate this experience and knowledge into a great learning experience for you. They will offer you timely advice and feedback as well as assist with the design of a structured learning program that meets your vocational needs.



Definitions

Registered Training Organisation is a company that is approved by the National or State VET Regulator to conduct nationally recognised training.

Competency is a broad concept that describes a person's ability to apply required knowledge and skill in the workplace.

Workplace assessment is the gathering and judging of evidence during normal work activities in order to determine whether a required standard has been achieved. Workplace assessment usually involves observation of work in progress, checking the product(s) of a work activity, and receiving oral responses to questions posed while work is in progress.

Workplace Training is training undertaken in the workplace, usually on-the-job training under normal operational conditions. It also includes face to face training which is conducted away from operations (e.g. in a training room/meeting room).

Harassment – Unwelcome behaviour of a physical, verbal, visual or written nature, including the behaviour relating to any of the *Prohibited Grounds*, that a person feels to be intimidating, threatening, humiliating, degrading or offensive where a reasonable person would anticipate that reaction in the circumstances.

Discrimination – Treatment of one person less favourably than another in relation to their employment, either directly or indirectly, for reasons including any one or more of the Prohibited Grounds; excluding limited circumstances where such treatment is justifiable by Linfox as reasonable due to the inherent requirements of the position.

Prohibited Grounds – Age; race, colour, nationality or ethnic origin; gender; sexual preference; marital status; pregnancy; parental status or family/carer responsibilities; physical or mental disability; political or religious conviction; individual activity; physical features.

Reasonable adjustment is defined as the training provider being able to accommodate the learner's needs without significantly compromising the rules of evidence and principles of assessment or without causing the training provider significant financial disadvantage



Enrolment

The information collected on enrolment is information that is required by our State and National Regulators.

You will be enrolled into the latest unit of competency, unless advised otherwise.

Unique Student Identifier

Unique Student Identifier (USI) is the learner's unique number which is made up of letters and numbers. The USI number is used to record your VET achievements in a national database. With your consent, employers and other registered training organisations can view your records.

Therefore, on enrolment Linfox Operational Training will ask you to provide your USI number in order to verify and report on your activity. Without a valid USI number your Statement of Attainment cannot be produced.

You can visit <https://www.usi.gov.au/> to create a USI number, to retrieve your USI number or for further information.

Fees and Charges

If applicable, the fees and charges will be advised prior to the commencement of the course. Where applicable, fees are to be paid prior to the course commencing.



Training and Assessment

All training and assessment will be conducted in one of our regional office facilities by a qualified Trainer and Assessor, unless advised otherwise. The time and address will be advised at the time of booking.

The learning resources will be issued to you during or prior to the course depending on the course that you have been enrolled into.

There are various assessment methods used throughout the course including but not limited to:

- Observations
- Assignments
- Practical demonstrations
- Case studies/problem solving
- Questionnaires
- Scenarios
- Interviews

There are four possible assessment outcomes:

- Competent "C"
- Not yet competent "NYC"
- Withdrawn "W"
- Not complete "NA"

Reassessment

Any learner graded NYC will be advised of the reasons for the mark and be given further opportunities for retraining and re-assessment. We will provide you with assistance to support you in achieving a competent result.

Depending on the course you have enrolled into we may be able to provide one re-test with no further cost at a mutually agreed time.

Recognition Process

You can have your competency from prior learning and work experience recognised in this course by applying for a Recognition of Prior Learning (RPL) prior to commencement of training.



By providing Linfox Operational Training (LOT) access to view your USI transcript LOT can see if you have completed any accredited training which may assist in awarding Recognition of Prior Learning (RPL) for this unit of competency.

LOT recognises that you may be able to demonstrate some of the defined competencies of the course where no formal qualification exists. These competencies may have been gained through formal study, work and life experiences, or previous non-accredited education and training undertaken.

The following action should be taken:

1. Speak to the LOT team and lodge an RPL application along with your relevant supporting documentation.

Evidence may include, but is not limited to:

- brief CV or work history and any relevant position descriptions
- certificates/results of assessment
- certificates/results of assessment - interstate/overseas
- certificates/results of assessment - universities
- results/statement of attendance/ certificates - vendor training courses
- results/statement of attendance/ certificates - in house courses
- results/statement of attendance/ certificates - workshops, seminars, symposiums, etc.
- results/statements of attendance/ certificates - club courses e.g. first aid, surf life saving
- industry awards
- membership of relevant professional associations
- minutes of industry network meetings
- references/letters from previous employers/supervisors
- hobbies/interests/special skills outside work
- any other documentation that may demonstrate industry experience (list)

You must also provide contact details for one or two referees who can confirm their industry skills.

2. An interview will be conducted which is followed up by an assessment and verification process.
3. You will be advised of the results of the assessment in writing.

You may appeal the RPL decision. Your appeal application should be lodged with LOT's Regional or State Training Manager.

Note, if you wish to apply for RPL a fee may apply.



Cheating and Plagiarism

Plagiarism is the presentation of somebody else's work as your own. This includes copying of somebody else's work without giving credit to the author or submitting someone else's work as your own. Cheating and plagiarism is not acceptable. Your enrolment can be suspended if LOT has reason to believe that the act of plagiarism or cheating has been committed.

Certificates

Once the course has been successfully completed you will be issued with a nationally recognised Statement of Attainment. This will be sent to your nominated address within 30 days from the completion date.

Statement of Attainments can be re-issued on request, but please note a fee may apply.

Learner Support, Welfare and Guidance

Linfox Operational Training (LOT) will assist all learners in their efforts to complete their course. If you are experiencing any difficulties within the duration of your course, we recommend speaking to your Trainer or another member of the LOT team.

Should you be experiencing a personal difficulty, LOT will make every attempt to accommodate your needs and offer support at this time. Additional training and / or tutorial may be negotiated but please note that some options may incur additional costs.

Linfox offers the Employee Assistance Program (EAP) which can be used at any time. EAP is a free, confidential counselling and support service, available to all Linfox employees and their immediate family.

Language, Literacy and Numeracy

During enrolment your Language, Literacy and Numeracy (LLN) level will be determined. Based on the results, and if deemed applicable, a discussion will take place to determine what assistance LOT can provide you to help address your LLN needs. This can mean delivering flexible learning and assessment procedures by tailoring the training and assessment. For example, if you struggle with written communication the written assessment can be assessed in an oral or verbal manner (unless regulatory requirements prohibit this). This is what is referred to as reasonable adjustment.

You can access information about your nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at www.readingwritinghotline.edu.au. Any costs incurred will be the responsibility of the learner.



Access and Equity

Applications and selection processes will comply with access and equity principles. You will be treated with equal merit and given equal access to all available courses applicable to your needs. This includes, but is not limited to, the following groups of people:

- people with a disability
- indigenous people
- women
- people from non- English-speaking background

You will be given every opportunity, within reason, to progress through the course and to obtain the unit of competency for which you are enrolled.

Code of Conduct

Linfox conducts its business according to the highest standards of honesty and integrity. Our code of conduct stresses the importance of treating learners fairly, ethically and with respect and dignity at all times. We have expectations that you will display similar standards.

We ask that each learner:

- Comply with all reasonable requests and instructions given by the Linfox Operational Training Team (LOT)
- Comply with current LOT policies and procedures provided in this handout and in the workplace. (You will be advised of any changes to legislation via newsletters/workplace noticeboards).
- Conduct yourself in a manner that will provide a safe and rewarding learning environment for all.
- Treat all individuals with respect and dignity, including LOT trainers, fellow co-workers and/or learners
- Act appropriately when and if any conflict of interest arises between yourself and the LOT trainer or other learners within the course.
- You have a duty of care to ensure you do not allow personal relationships to affect your professional relationships.
- Avoid the improper use of LOT training resources for private gain or for the benefit of a third party.
- You must not accept or give gratuities, gifts or special favours to LOT trainers, the LOT team or your employers.



Harassment and Discrimination

Linfox Operational Training (LOT) is required under Australian law to ensure we provide training that is free from all forms of harassment and discrimination (including victimisation and bullying) so that learners feel valued, respected and are treated fairly.

Examples of behaviours which may constitute as harassment and/or bullying are:

- jokes involving race, gender, ethnic origin, religion, sexual orientation or disability
- intimidating behaviour such as pointing, poking and shoving
- offensive gestures
- violence or threats of violence directed towards a person
- forwarding of offensive and /or explicit email
- stalking another person inside or outside of the workplace
- refusing to speak to a person
- spreading rumours or gossiping about a person

LOT will ensure that our trainers and staff understand their roles and responsibilities in creating a safe environment free from harassment and bullying. As well as being aware of the processes and procedures for addressing any form of harassment or discrimination.

Any breach of harassment / anti-discrimination policy will be considered a serious offence and immediate action will be taken to address the issue(s).

Workplace, Health and Safety (WH&S)

Linfox Operational Training (LOT) has a responsibility to provide a safe, healthy workplace for its staff, trainers and learners. It seeks to do this by:

- Complying with the requirements of the “Workplace Health and Safety Act 2011”.
- By adopting risk management systems designed to optimise risk assessment and minimise risk.
- Instilling a conscious attitude of safety through education and a review process.

Learners shall:

- Comply with any instruction given by the LOT team in matters relating to WH&S.
- Comply with site rules laid out in the Linfox site induction.
- Ensure they do not jeopardise the WH&S of anyone at the workplace.
- Misuse or abuse items or processes designed to provide WH&S in the workplace.
- Not seek to use equipment for which he/she has not been trained in.
- Seek to avoid personal injury.



Privacy

Linfox Operational Training (LOT) takes the privacy of our learners very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles.

In some cases, as required by law, and as required by Regulators, LOT will need to make learners information available to various Australian State and Territory Government Departments. In all other cases LOT will seek written approval from each learner.

Your personal information will be stored and protected on Linfox's secure server. You have the right to view your own training file and can do so on request by contacting your regional LOT office.

Learner Feedback

You will be given the opportunity to provide feedback on your experience, the service and facilities provided during your traineeship program. Linfox Operational Training encourages and welcomes honest and open feedback as we see this as an opportunity to review and improve our policies and practices and to gain insight into the training satisfaction level.

Feedback can be given at any time online using the following link <https://www.linfox.com/training/enquiries/>

You may receive a request for feedback at any time from the National VET Regulator - Australian Skills Quality Authority or another State Based VET regulator via email, or they may contact you by telephone. Please respond with honesty, as this will help them to develop a profile of the services that we provide to you.

Complaints and Appeals

Linfox Operational Training (LOT) are responsible for responding appropriately to complaints and appeals in an effective and timely manner in accordance with LOT complaints handling policy and procedure. All complaints/appeals will be actioned within 60 days and you will be kept updated with the progress.

If the agreed service is not delivered or you have a complaint/appeal that is affecting your ability to complete your course, we recommend, where appropriate, to communicate this to your Trainer or a LOT member directly. However, if verbal negotiation is not successful you can lodge a complaint online by using the following link <https://www.linfox.com/training/enquiries/> . By submitting a complaint/appeal online you will have the option to submit this anonymously.



Refund & Cancellation Policy

Once the complaint is lodged the LOT Regional or State Manager will investigate the incident. This will include an interview with the learner (if not set to anonymous) and all discussions will be treated confidentially.

If resolved, the learner will be advised of the outcome in writing however if unresolved, the learner may appeal to an independent mediation service, who will further investigate the complaint.

Appeals in relation to assessment outcomes or the RPL process, must be documented and a copy of all supporting case evidence sent to the LOT Regional Training Manager within 60 days of the original assessment.

The LOT Regional Training Manager will determine the outcome of the appeal which may result in:

- i. No change to assessment outcome.
- ii. Where substantiated the outcome of assessment will be changed.
- iii. A second assessment being undertaken independent of the original assessor where practicable. The result of this second assessment will be considered final by Linfox Operational Training, however, if you are still not satisfied by the outcome, you will be provided with the name of an appropriate authority that can be approached for further advice.

The National Training Manager will be the second escalation point when a resolution is not met with the LOT Regional Training Manager.

Refunds & Cancellation Policy

There is a lot of preparation that goes into organising a course and ensuring all required resources are available during this time. Therefore, the following applies:

- No refunds apply if you do not attend any part of your course.
- No refunds apply if you fail any part of your assessments.
- No refunds apply if cancellation is made within 24 hours of course commencement.
- Cancellations made between 1 and 7 days prior to course commencement will incur a fee of 50% of the original course cost which will be deducted from the original course payment.
- Alterations to booking dates or transfers to a different course cannot be made less than 7 days prior to the commencement of the course without incurring a fee.
- A full refund, minus any material costs, will be given for any cancellations made greater than 7 days prior to course commencement.
- A full refund or deferral will be given if Linfox Operational Training (LOT) cancels the course due to unforeseen circumstances arise or a major event. For example, the Registered Training Organisation is no longer operating or a breakdown of equipment.
- A refund or deferral, minus the administration fee, will be considered in the event the learner has an unforeseen sickness or event.



- A refund or deferral, minus the administration fee will be considered if the learner cannot continue the course due to not meeting the medical criteria (Applicable to Heavy Vehicle Licensing Courses only).

All refund requests must be made in writing, using the LOT Refund Application Form, which are obtainable from your applicable state LOT contact, seen in the listing below.



Further Information

The information provided in this handout can be discussed in further detail with the Linfox Operational Training team. Our aim is to address any issues that occur quickly, to allow you to continue to enhance your vocational skills.

Our contact details are:

Head Office – 55 English Street, Essendon Fields, Victoria 3040.

Phone: (03) 8340 1000

Website: www.linfox.com/training/

State and Regional Offices: Toll Free Number: 1800 677 226:

State	Address	Phone	Email
Victoria	15-23 Link Way, Laverton North 3028	(03) 8379 7600	LOT_VIC@linfox.com
New South Wales	65 Lenore Road, Erskine Park 2759	(02) 8882 5010	LOT_NSW@linfox.com
Queensland	152 Paradise Road, Willawong 4110	(07) 3213 1709	LOT_QLD@linfox.com
Western Australia	36 Stockyards Lane, Hazelmere 6055	(08) 6274 5190	LOT_WA@Linfox.com
South Australia	10 Produce Lane, Pooraka 5095	(08) 8304 7103	LOT_SA@Linfox.com



Good Luck

The key to success when learning new vocational skills, is use every method available and put into practice every way you can. This course is designed to enhance your vocational skills and build strong foundations for a successful future in the workforce.

GOOD LUCK with your TRAINING!



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