



# Learner Information Handbook

Unit of Competency

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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. You can view further details about our RTO via the link below, which includes our scope of registration.

<https://training.gov.au/Organisation/Details/103554>



To ensure high standards are met, LOT operates a certified quality management system which complies with ISO9001 standards for the design and development of Linfox mandatory training and assessment for Australian operations inclusive of the provision of approved training courses for heavy vehicle and forklift licensing in Victoria.

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

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

**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.

**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.

**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

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

**Scope of Registration** - training products that Linfox Operational Training (Logistics) Pty Ltd is approved by ASQA to deliver training and assessment and issue certification for.

**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).



## Enrolment

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

After your payment has been received you will be notified in writing that you have been enrolled and advised of the commencement dates and venue. The notification will also include any course details and any applicable learning materials. You will need to retain your invoice in the event of needing a refund and to provide proof of payment.

The classes of heavy vehicle and their corresponding unit of competency is listed below and will apply where you have elected to complete the additional training as indicated on your booking request form.

- **Heavy Rigid (HR) licence** - TLILIC2016 - Licence to drive a heavy rigid vehicle
- **Heavy Combination (HC) licence** - TLILIC3017 - Licence to drive a heavy combination vehicle
- **Multi-combination (MC) licence** - TLILIC3018 - Licence to drive a multi-combination vehicle

Learners attempting the HR – MC course will not be enrolled into a unit of competency.

Learners will be enrolled into the unit below when undertaking the forklift licencing course.

- **Forklift (LF) licence** - TLILIC0003 - Licence to operate a forklift truck

## 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, 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.

Where you have enrolled into a heavy vehicle licencing course, you will be eligible for one free re-test at a mutually agreed time. Re-assessments relating to other courses will be subject to a fee.

## Recognition Process

You can have your previous learning and work experience recognised in this course by applying for a Recognition of Prior Learning (RPL) prior to the 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 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 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 email address within 30 days from the completion date.

Statement of Attainments can be re-issued on request for a fee of \$25.00.

## 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 during 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 tutorials may be negotiated but please note that some options may incur additional costs.

## 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 component of your assessment can be assessed orally or verbally (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 referring to their website at [www.readingwritinghotline.edu.au](http://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/First Nations 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 training 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.

Where you have enrolled into a unit of competency, 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 telephone. Please respond with honesty, as this will help them to develop a profile of the services that we provide to you.

## Compliments, Complaints and Appeals

We value your input and encourage you to share any feedback you may have throughout your course. Any compliments can be provided through our online form: <https://www.linfox.com/operational-training/contact-linfox-operational-training/>.

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

Once the complaint is lodged the incident will be investigated. This will include an interview (if not set to anonymous) and all discussions will be treated confidentially. If resolved, you will be advised of the



# Refunds & Cancellation Policy

outcome in writing however if you disagree with the outcome, you can submit an appeal. Appeals are to be submitted via email to [LOT\\_Feedback@linfox.com](mailto:LOT_Feedback@linfox.com)

When submitting an appeal please include the following information:

- A description of why you are appealing.
- A statement about whether you wish to present your case formally.
- What you would like to see happen to resolve the complaint  
Provide any recommendations on preventing this from happening again.

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

- No change to assessment outcome.
- Where substantiated the outcome of assessment will be changed.
- 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 unhappy with the appeal outcome you can arrange for an independent party to resolve the issue. Any costs involved in this process will not be covered by Linfox Operational Training.

The Manager, Operations Training will be the second escalation point when a resolution is not met with the State Training Manager.

Linfox Operational Training (LOT) is 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.

## Refunds & Cancellation Policy

The following conditions apply to payment terms and conditions for all licence course participants and external customers.

**A full refund will be given under the following conditions:**

- Any cancellations by the learner greater than 14 days prior to course commencement
- LOT cancels or needs to postpone the course due to unforeseen circumstances, and it is not practical for the learner to reschedule to another date.
- Any changes made by a relevant authority after Linfox receives payment for the course and consequently, the learner is no longer eligible to attend

**A partial refund may be given under the following conditions:**

- Where the learner cancels less than 14 days but not within 24 hours of the course commencement, a fee of 50% of the original course cost will be deducted from the original course payment



## Further Information

- **For heavy vehicle licencing courses:** When a learner elects not to complete a pre-course assessment and is found at the commencement of the licence course that the learner cannot continue due to not meeting medical criteria, a refund, minus the administration fee, will be provided or if agreed to by the learner, Linfox Operational Training (LOT) will hold their funds pending a further review by a medical practitioner. When the learner intends on returning, they will need to provide a written medical exemption before they can resume the training and assessment. If the learner's medical review is unsuccessful, LOT must provide a refund minus the administration fee of \$150. This also includes if the medical review is successful, but the learner chooses not to proceed with the course

### **No refund is given under the following circumstances:**

- Unannounced no show by the learner, whether that is for the whole or part of the course
- Cancellations made by the learner within 24 hours of course commencement
- Any incorrect declarations made by the learner at the time of booking that is identified within 24 hours of the course relating to eligibility requirements reasonably ought to be known at the time of booking.
- If the learner fails any of the tests, including the eyesight test as part of the pre-course assessment
- Where the learner commits an act that could cause significant harm affecting the health and safety of themselves or others during the course
- Doesn't follow reasonable directions from their instructor, resulting in the cessation of the course or assessment

### **Other payment terms and conditions**

- Alterations to booking dates or transfers to a different course cannot be made less than seven (7) days prior to the commencement

Any variations to the refunds and cancellation terms will be at the discretion of the Manager Operations Training and may be negotiated with an individual on a case-by-case basis.

## 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



# Good Luck

Website: <https://www.linfox.com/operational-training/>

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

| State                | Address                                   | Phone          | Email  |
|----------------------|---|----------------|--|
| Victoria             | 15-23 Link Way, Laverton North<br>3028    | (03) 8379 7600 | <a href="mailto:LOT_VIC@linfox.com">LOT_VIC@linfox.com</a> |
| New South<br>Wales   | 65 Lenore Road, Erskine Park<br>2759      | (02) 8882 5010 | <a href="mailto:LOT_NSW@linfox.com">LOT_NSW@linfox.com</a> |
| Queensland           | 280 Sherbrooke Road, Willawong<br>4110    | (07) 3727 4717 | <a href="mailto:LOT_QLD@linfox.com">LOT_QLD@linfox.com</a> |
| Western<br>Australia | 36 Stockyards Lane, Hazelmere<br>6055     | (08) 6274 5190 | <a href="mailto:LOT_WA@Linfox.com">LOT_WA@Linfox.com</a>   |
| South Australia      | 565 Grand Junction Road<br>Wingfield 5013 | (08) 8304 7103 | <a href="mailto:LOT_SA@Linfox.com">LOT_SA@Linfox.com</a>   |

## Good Luck

The key to success when learning new vocational skills, is to 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!**





# Learner Information Handbook

