



# Learner Information Handbook

## Unit of Competency

Revision History			
Document No:	HAND077A	Revision No:	6
		Approval Date:	01/04/2025
Doc. Owner:	Linfox Operational Training	Review Date:	01/04/2027
Approved by:	Manager Operations Training		
This document cannot be modified without the approval of the HR Senior Administrator.			

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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.

## Code of Conduct

The Linfox Way explains Linfox's code of conduct and the standards of behaviour that are expected when you work and shine with us. LOT have expectations that you will display these standards at all times. This will include, but not limited to:

- Complying with all reasonable requests and instructions given by the Linfox Operational Training Team (LOT)
- Complying with current LOT and Linfox's policies and procedures which are provided in this handout and in the workplace.
- Conducting yourself in a manner that will provide a safe and rewarding learning environment for all.
- Treating all individuals with respect and dignity, including LOT trainers, fellow co-workers and your employer.
- Acting appropriately when, and if, any conflict of interest arises between yourself and the LOT trainer or your employer.



- Have a duty of care to ensure you do not allow personal relationships to affect your professional relationships.
- Avoiding the improper use of LOT training resources for private gain or for the benefit of a third party.
- Not accept or give gratuities, gifts or special favours to LOT trainers, the LOT team or your employers.

## Legislative Information

Linfox ensures it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. Our operations are subject to a variety of legislation related to training and assessment, as well as general business practice.

This includes, but is not limited to, compliance with:

- The National Vocational Education and Training Regulator Act 2011, and the legislative instruments it enables;
- Workplace health and safety legislation and regulations;
- Anti-discrimination legislation and regulations; and
- Consumer protection requirements
- Anti-discrimination and Equal Opportunity legislation
- Privacy legislation

Linfox ensures our employees and clients are informed of any changes to legislative and regulatory requirements that affect services delivered, through internal communication activities.



## 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.

## Change of Personal Information

Please inform Linfox Operational Training via email, of any changes to personal details such as name, address, telephone number etc. This will ensure that any Certificates or Statements of Attainment that are issued will have the correct information and will be sent to the correct email address.





## Access to Records

Records and information relating to each learner enrolled are held in confidence. Should access to these records and information be required by the learner, disclosure can be granted upon application.

The statistical information collected on your enrolment form will be used at a state and national level to enable the accurate, reliable and consistent measurement of activity in the Vocational Education and Training sector. Strict privacy and confidentiality precautions are taken by the relevant State Training Authority and NCVET to ensure no collected data can be associated with an individual.

## 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.

## Refunds & Cancellations

Please refer to <https://www.linfox.com/operational-training/logistics-training-courses/> for details on the refund and cancellations policy

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.

## 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.

## 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, 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 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.

Additional Support Services:

- Lifeline  
13 11 14  
<https://lifeline.org.au>
- Beyond Blue  
1300 224 636  
<https://www.beyondblue.org.au/>
- Domestic and family violence counselling  
1800 737 732  
<https://www.1800respect.org.au/>
- Nurse on call  
1300 606 024  
<https://www.healthdirect.gov.au/nurse-on-call>

## Language, Literacy, Numeracy and Digital

During your sign-up meeting your Language, Literacy, Numeracy and Digital (LLND) 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 LLND 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. This is what is referred to as reasonable adjustment.

Additional Support Services:

- **The Reading and Writing Hotline**  
The Reading Writing Hotline (the Hotline) provides a national service for adults seeking English language, literacy and numeracy information, advice and support. The Hotline provides information on:



- Adult reading, writing and numeracy classes held locally across Australia or via correspondence.
- Becoming a literacy volunteer.
- Adult LLN teaching and learning resources.
- Commonwealth-funded programs for Centrelink clients.
- Commonwealth-funded English as an additional language programs for migrants.
- Literacy and numeracy in the workplace for employers.

Further information is available at the Reading Writing Hotline website:  
<https://www.readingwritinghotline.edu.au/> or phone 1300 6 555 06.

- **Commonwealth**

The Australian government provides a wide variety of assistance programs to adults in literacy and numeracy which may include:

- Free English lessons
- Programs to improve basic speaking, reading, writing and math skills.
- Practitioner scholarships. Further information is available at their website:  
<https://info.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

- **The Australian Federation of SPELD Associations**

The Australian Federation of SPELD Associations (AUSPELD) provides support to people with specific learning disabilities, such as dyslexia, and those who care for, teach and work with them. They assist people through the dissemination of information, advocacy, research and support. Further information is available at the AUSPELD website (<http://auspeld.org.au/>) or phone (08) 9217 2500. Fitzroy, Victoria 3068 (03) 9489 4344 [spelduic@bigpond.com.au](mailto:spelduic@bigpond.com.au)

## Access and Equity

Applications and selection processes will comply with access and equity principles. Linfox is legally required to comply with the Equal Opportunity Act 2010 (Vic), the Disability Discrimination Act 1992 (Cth), and the Disability Standards for Education 2005 (Cth) by making reasonable adjustments to support learners with disabilities. These obligations apply to all learners with disabilities. Both state and Commonwealth laws mandate that Linfox must provide 'reasonable adjustments' whenever possible to ensure learners with disabilities can access education and training on an equal basis with their peers. Adjustments are measures or actions designed to facilitate full participation in learning. Every learner has the right to an inclusive learning environment that fosters their educational growth and meaningful engagement.



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.

Learners will receive written notification of all reasonable adjustment approvals and declines, along with the reasons for the decision. If a learner is dissatisfied with the outcome, they may submit an appeal through the appeals process.

## 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)



# Feedback and Complaints

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

- Complying with the requirements of the Workplace Health and Safety Act 2011 (WHS).
- 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 the 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.



## Surveys

### **Linfox Operational Training (LOT) Surveys**

To assist LOT in providing an ongoing, efficient service, learners may be asked to complete a survey at various stages of the training program. The results of these surveys are used to provide valuable feedback on the services we provide. They assist LOT in meeting a range of quality standards that we aim for, and which are required of Registered Training Organisations. Your feedback, obtained through the completion of such surveys, further helps us to improve our level of service and maximise the opportunities and benefits for learners.

### **NCVER Surveys**

There is also a possibility you will receive a survey by the National Centre for Vocational Education and Research (NCVER) which collects data to enable the accurate, reliable and consistent measurement of activity in the Vocational Education and Training sector. The NCVER may also invite you to participate in a department-endorsed project or you may be contacted by the Department (or authorised persons) for audit purposes.

### **State and Federal Government Surveys**

You may also be selected to complete an annual government survey issued either via a state or federal Government Body.

## 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/>.

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.

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/operational-training/contact-linfox-operational-training/> / By submitting a complaint/appeal online, you will have the option to submit this anonymously.

Once the complaint is lodged the Business Unit Training Leads 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.



# Feedback and Complaints

Appeals in relation to a copy of all supporting 60 days of the original

assessment outcomes or the RPL process must be documented and case evidence must be sent to the appropriate Training Partner within assessment.

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

- No change to assessment outcome
- Where substantiated, the outcome of the 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 not satisfied with the outcome, you will be provided with the name of an appropriate authority that can be approached for further advice.

The Training Partner Lead will be the second escalation point when a resolution is not met with the Training Partner.

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

Toll-Free Number: 1800 677 226 (Monday to Friday: 8 am to 5 pm)

LOT strives to respond to all inquiries within 48 business hours.

LOT Offices: State	Address	Phone	Email
Victoria	15-23 Link Way, Laverton North 3028	(03) 8379 7600	<a href="mailto:LOT_VIC@linfox.com">LOT_VIC@linfox.com</a>
New South Wales	65 Lenore Road, Erskine Park 2759	(02) 8882 5010	<a href="mailto:LOT_NSW@linfox.com">LOT_NSW@linfox.com</a>





# Feedback and Complaints

Queensland	280 Sherbrooke Road, Willawong 4110	(07) 3727 4717	<u><a href="mailto:LOT_QLD@linfox.com">LOT_QLD@linfox.com</a></u>
Western Australia	36 Stockyards Lane, Hazelmere 6055	(08) 6274 5190	<u><a href="mailto:LOT_WA@Linfox.com">LOT_WA@Linfox.com</a></u>
South Australia	565 Grand Junction Road Wingfield 5013	(08) 8304 7103	<u><a href="mailto:LOT_SA@Linfox.com">LOT_SA@Linfox.com</a></u>



## 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

