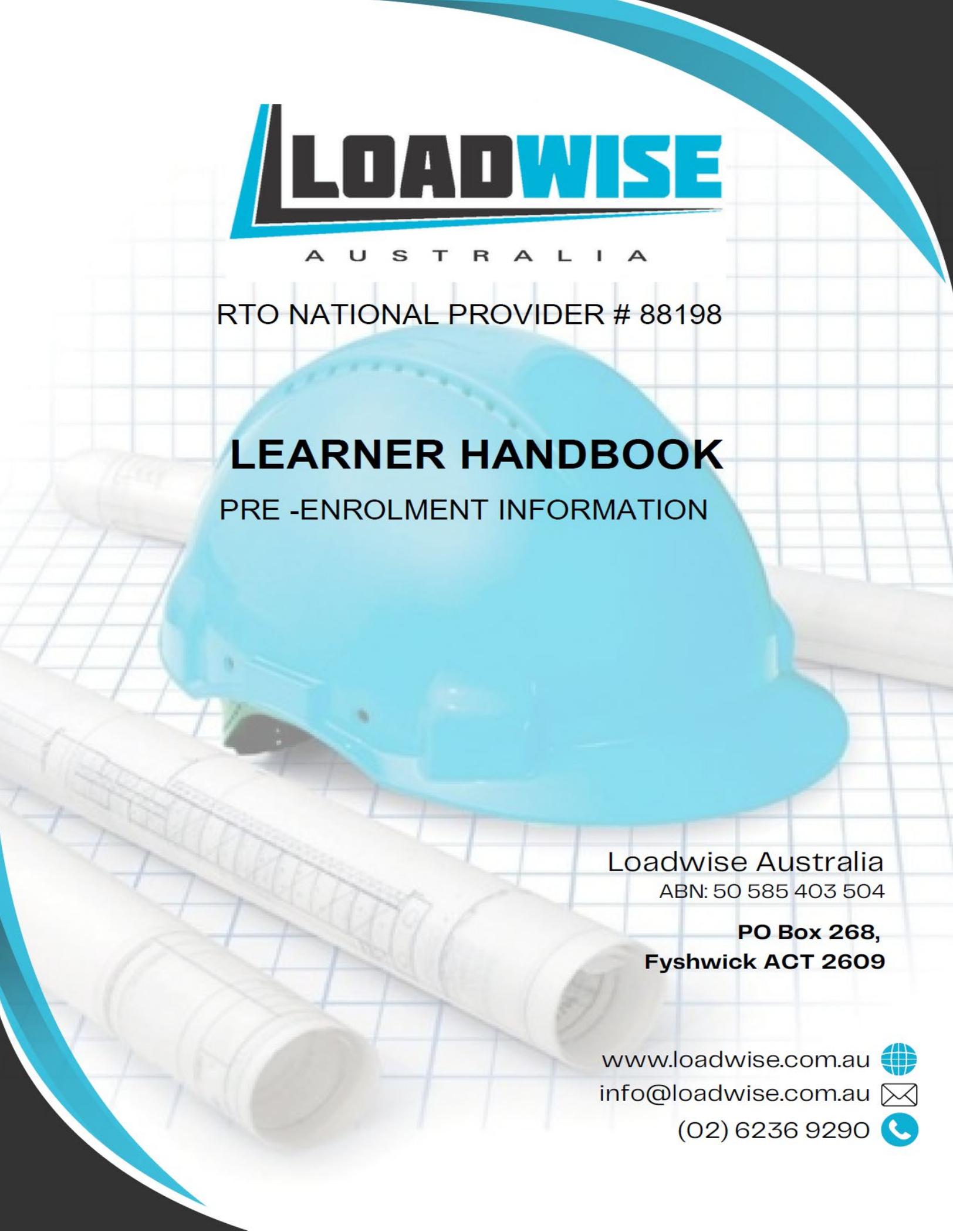




A U S T R A L I A

RTO NATIONAL PROVIDER # 88198

A blue hard hat is the central focus, resting on a white grid background. Several white markers are scattered around it, some lying horizontally and others vertically. The overall aesthetic is clean and professional, with a blue and white color scheme.

LEARNER HANDBOOK
PRE -ENROLMENT INFORMATION

Loadwise Australia

ABN: 50 585 403 504

**PO Box 268,
Fyshwick ACT 2609**

www.loadwise.com.au



info@loadwise.com.au



(02) 6236 9290



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Introduction

Welcome to Loadwise Australia, a Registered Training Organisation National Provider # 88198.

This information booklet is designed to provide you with information about the services provided by Loadwise and our approach to providing you with a safe, fair, and supported environment to participate in training and assessment. To keep in line with the Standards for Registered Training Organisations, Loadwise Australia uses the term “Learner” in all references to Learners and Learner responsibilities throughout this handbook.

This handbook forms the basis of the induction process; however, it does not provide you with specific information about a particular course offered by Loadwise. This information is contained in the Course Brochure supplied separately or can be found on our website www.loadwise.com.au.

1. ABOUT LOADWISE AUSTRALIA

Loadwise Australia commenced operations in 2010 as a Nationally Registered Training Organisation (RTO Provider No 88198) registered with the Australian Skills Quality Authority (ASQA). Loadwise Australia provides high-quality training for Learners who may be working in the construction, warehousing, and transport-related industries. Loadwise utilises modern, up-to-date equipment and resources and boasts a team of qualified and dedicated Trainers.

2. OUR MISSION

Loadwise’s mission is to deliver high-quality training that meets both the needs of learners and the industry.

Our objectives

In recognition of this mission, our objectives are:

People. We strive to attract, recruit, and retain talented, competent, and committed trainers. We promote excellent performance through leadership and professional development.

Safety & equality. We are committed to providing an environment that is safe, equitable, and that promotes a confident and productive training and assessment environment.

Integrity & ethics. We conduct ourselves following shared and agreed standards of behaviour, which hold ethical conduct and integrity as our highest priorities.

Quality committed. We aspire to deliver consistent, high-quality services and apply quality systems that support training and assessment excellence.

Learner Focused. We thrive on providing training and assessment that is learner-focused and supports lifelong learning. We respect our learners and strive to attract them time after time through high-quality training and assessment experiences.

Industry engagement. We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services that are founded on industry needs and expectations.

3. POSTAL ADDRESS

PO Box 268, Fyshwick ACT 2609

4. OFFICE CONTACT & ADDRESS

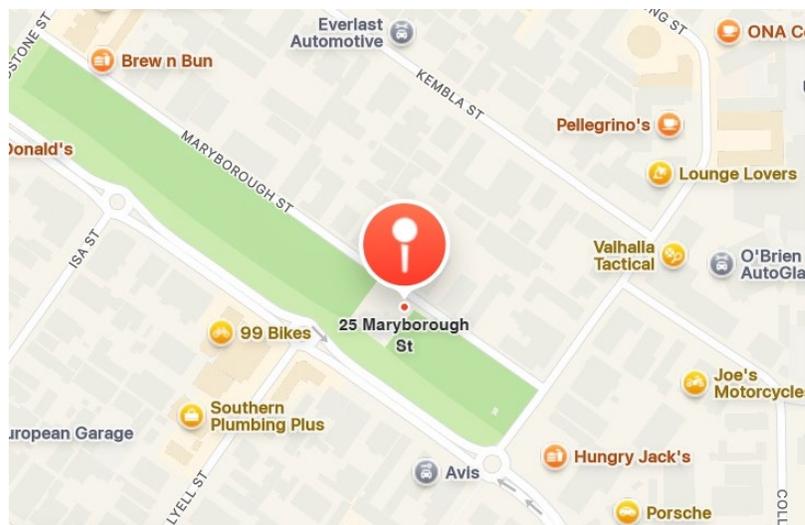
All Training enquiries P | 02 6236 9290 or E | info@loadwise.com.au

Student Support phone M | 0414 618 558

Head Office Address: 89 Macs Reef Rd, Bywong NSW 2621

5. PARKING

"While attending our on-site Elevated Work Platform course, parking is available at the public car park located at 25 Maryborough St, Fyshwick ACT."



6. PUBLIC TRANSPORT

Bus Stops are a short walk from the Loadwise training facility. Services through this bus route occur approximately every 15 minutes.

7. LUNCH OPTIONS

Lunch is not provided with our short courses; however, we do cater for tea, coffee, and biscuits.

If you are looking to buy lunch whilst at our premises in Fyshwick, there are many eateries, take-away shops, and cafes within walking distance from the facility.

You may also choose to provide your lunch and utilise our on-site fridge and microwave facilities.

8. ENROLMENT

To initiate enrolment in a course offered by Loadwise Australia, you can either call (02) 6236 9290, email info@loadwise.com.au, or use the online enrolment through our website www.loadwise.com.au, and one of our friendly staff members will contact you.

9. ELIGIBILITY CRITERIA

All Loadwise Australia courses are conducted in English. The course content involves tutorials, discussions, activities, both classroom and practical. To ensure that you can complete this course successfully, you will need to demonstrate that you can communicate in English and have the appropriate literacy levels to participate in this program. Before enrolling in this program, you may be required to complete a simple language, literacy, and numeracy test, which will provide Loadwise Australia staff with enough information to evaluate your capabilities to participate actively in this course and complete the necessary learning and assessment activities for you to gain competency in this program.

There is a legislative requirement that learners applying for a High-Risk Work licence are 18 years of age (at least on the day of assessment) and can read, comprehend, and write English to work within the required competency and perform safe work practices.

Due to the nature of the vocational training that Loadwise Australia delivers, participants are required to have an average level of fitness and have no physical disabilities that could endanger their own health and the safety of others.

Any participant identified as having a disability will be assessed on an individual basis to determine whether it is suitable for them to take part in the course, keeping in mind that this training relates to potentially high-risk situations in the workplace.

Please note: When considering enrolling in any training, it is important that you fully understand the course you are planning on enrolling in and then determine whether this course fits your needs and goals.

10. UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier or USI is a 10-character reference number made up of both numbers and letters that gives you access to an online account which keeps all your training records together, even if you move locations, change training organisations, or undertake studies at different times in your life.

If you are a student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI, you will not receive your qualification or statement of attainment.

For more information and to create your USI please visit: <https://www.usi.gov.au/> or call 1300 857 536

11. TRAINING PROGRAMS

Loadwise Australia runs a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by the Australian Skills Quality Authority (ASQA).

Accredited programs

An accredited, nationally recognised qualification is a course that is recognised and taught to the same standard all over Australia. Nationally recognised courses are VET-accredited by the Australian Skills Quality Authority (ASQA). This provides employers with the guarantee that the qualification listed on your resume is quality assured and meets the training package requirements as listed on the training register www.training.gov.au. An accredited qualification will be valuable (and recognised) nationally anywhere within Australia.

Loadwise provides training for the following Nationally Recognised current units of competency:

- TLILIC0003 Licence to operate a Forklift truck
- TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 meters or more)
- RIIWHS204E Work Safely at Heights
- RIIWHS202E Enter and Work in Confined Spaces
- MSMWHS217 Gas Test Atmospheres
- MSMWHS216 Operate breathing apparatus
- TLID0020 Shift materials safely using manual handling methods

Non-Accredited programs

Non-accredited training refers to courses that are not regulated or recognized under the Australian Qualifications Framework (AQF), meaning they don't lead to a nationally recognized qualification. These courses are often designed for personal or professional development, focusing on specific skills or knowledge areas without leading to a formal qualification. While they may not be nationally recognized, they still provide valuable learning opportunities tailored to individual needs.

Loadwise provides training for the following non-accredited courses:

- Scissor & Vertical Lift type Elevated work platform
- Hydrogen Sulphide H2S Awareness

12. COURSE DELIVERY

Delivery methods used are a combination of face-to-face lectures, online learning, practical demonstrations, group participation and discussions, PowerPoint presentations, mentoring, and participation in physical tasks related to the required competency.

All training and assessment services are delivered and assessed in English. As per the requirements of the Standards for Registered Training Organisations 2025.

All units of competency that Loadwise Australia delivers have a face-to-face component with a qualified trainer. Where Practical training and assessment are required in the Training Package, we will arrange for practical training to be completed in a simulated environment in our facility to assist you in gaining experience and training in a close-to-real situation.

13. ASSESSMENTS

The assessment process is explained on our website course pages & upon course enrolment.

All assessments are carried out per the guidelines set out in the Standards for NVR Registered Training Organisations (SNR) and, where applicable, per the WHS Regulations 2011 and the National Standard for Licensing Persons Performing High Risk Work.

All assessments conducted by us will be:

Valid – Assessment methods will be valid, that is, they will assess what they claim to assess.

Reliable – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context.

Fair – Assessment procedures will be fair, so as not to disadvantage any learners.

- Equitable – culturally and linguistically appropriate; involves procedures in which criteria for judging performance are made clear to all learners.
- Employ a participatory approach.
- Provide for learners to undertake assessments at appropriate times and, where required, in appropriate locations; and

• **Flexible** – Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We achieve this through:

- Careful design of the assessments.
- Validation and moderation of the assessment materials is conducted according to our validation schedule, and
- An understanding of the definition and practical application of the above definitions.

14. ASSESSMENT METHODS

The following provides a brief explanation of the primary assessment methods that may be utilised:

Written or Online Knowledge Assessment: The Learner is required to provide a written or online response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.

Observation: The Learner will be observed performing specific practical tasks relevant to the units of competency being assessed during workplace activities or simulated activities performed at the training centre. The Learner will be briefed on all observation activities before being assessed.

Workplace Logbook: The Learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks, which are pre-designed for the Learner to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

Supervisor Feedback: The assessor will periodically engage with workplace supervisors to seek their feedback about the Learner's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face-to-face. Feedback from a supervisor is recorded in the assessment record.

15. RECOGNITION OF PRIOR LEARNING (RPL / RCC)

Recognition of Prior Learning Policy

In most instances, Loadwise Australia does not offer Recognition of Prior Learning (RPL) to its students. This decision is based on the following considerations:

- The practical nature of our training delivery of individual units and the high level of Performance Skills.
- Industry feedback has highlighted the necessity for students to comprehend safe work practices and possess a thorough, demonstrable understanding of current practical skills before application in the workplace.
- Many units that we deliver are high risk and/or require the operation of heavy plant and equipment, which for safety reasons, requires direct observation of current skills by the assessor.
- Licensing and reaccreditation training products, such as TLILIC0003 Licence to operate a Forklift truck & TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 meters or more), do not allow for recognition.
- Most courses consist of the delivery of one unit of competency, and the timeframe and cost for gathering and assessing evidence for RPL is relatively time-consuming and costly for both ourselves and the student.

When we offer a skillset or cluster multiple units into a training program, excluding high-risk or licensing units, we recognise our duty to provide Recognition. Under these circumstances, we will provide candidates with timely information about RPL and Credit Transfer by including it in our pre-enrolment information for the training program. We will encourage candidates to apply for recognition before or on enrolment to enable us to modify attendance and assessment requirements. Candidates will also be reminded of the opportunity for RPL during the training program by our trainers and assessors.

Within the contexts outlined above, we understand that candidates who can demonstrate competencies to the standard of a training product (unit) should have these competencies recognised without undertaking further training.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Evidence requirements

Where a client/Learner requests assessment through the Recognition of Prior Learning (RPL) or the Recognition of Current Competencies, that client is required to supply the appropriate evidence to undergo assessment. A checklist of evidence will be developed for the required Unit of Competency.

The RPL/RCC process is generally a combination of written/oral questions, practical demonstrations, log books, letters from direct supervisors, photo or video evidence and a detailed work history.

Where there is a gap in the required knowledge as set out in the Unit of Competency, the trainer and client can establish a training program to fill those gaps.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Recognition of prior learning may only be awarded for whole units of competence.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the Learner down a more efficient path to competence.
- Learners may not apply for recognition for units of competence or a qualification which are not included in Loadwise's scope of registration.
- RPL application forms can be accessed from the Loadwise Aust website at www.loadwise.com.au under Polices / RPL tab.

16. OUR TRAINERS

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Loadwise, we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with Loadwise, your Trainer Assessor will always be there to assist you throughout your course. You can either attend a classroom training environment or receive job visits and even phone or email your Trainer Assessor for advice, which means you get the support you need when you need it.

Loadwise trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

17. OUR OBLIGATIONS AND COMMITMENT

- To ensure the Health and Safety and Welfare of all staff and learners.
- To support individual, personal and development needs of our participants to ensure a positive learning experience.
- Provide clean and properly maintained facilities and equipment.
- Continuous improvement developed from monitoring, reviewing, and acting on learners' & stakeholders' feedback to provide best practice and service.
- Providing professional, specialist, and skilled Trainers/Assessors with relevant qualifications.
- Provide current and best practice information and skills.

18. OUR EXPECTATIONS OF LEARNERS

- To comply with the Loadwise site rules, policies & instructions and act safely at all times.
- Report all accidents, injuries & near misses immediately to Loadwise Australia staff.
- Report of all potential hazards, unsafe equipment, etc, to Loadwise Australia staff.
- Not to be under the influence or use drugs or alcohol during training and assessment.
- Mobile phones MUST be switched off/silenced in classrooms.
- Observe hygiene standards, particularly in eating and bathroom areas.
- Know and observe details of emergency response and evacuation plans and assembly area.
- To be responsible for your learning and development by participating actively and positively.
- Respect the rights of others to be treated equitably, free from all forms of discrimination and harassment, including sexual harassment.
- Actively contribute to learning harmoniously and positively.
- To be honest.
- To respect other learners and Loadwise Australia staff members and their right to privacy and confidentiality.

19. DRESS STANDARDS

The minimum dress requirements are:

Fully enclosed (Steel-capped boots when training involves plant equipment).

No sleeveless tops. Preferably long-sleeved shirts and long pants & appropriate for the weather conditions.

Jewellery is to be kept to a minimum.

Loadwise Australia will supply appropriate Personal Protective Equipment required for specific courses, e.g. hard hats, safety glasses, gloves, high-visibility vests, earplugs, etc.

20. BEHAVIOUR & DISCIPLINARY MATTERS

Loadwise Australia will not tolerate any form of unreasonable behaviour against Loadwise staff, other learners or visitors on the premises. Due to the high-risk nature of our courses, it is a requirement that participants behave sensibly and professionally. This behaviour includes, but is not limited to, the following:

- Verbal or physical abuse.
- Refusing to participate in group activities;
- Adversely affected by alcohol and/or drugs;
- Continuous interruptions to the Assessor during delivery of the course content;
- Acting in an unsafe manner that places themselves and others at risk;
- Disrespectful or disruptive behaviour to other learners or staff;
- Cheating

- Fatigue.
- Bullying.
- Discrimination.
- Sexual harassment.

It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a Trainer/Assessor or other appropriate person if you feel you are being harassed.

Learners are to always comply with Loadwise Australia's Policy and Procedures. Loadwise Australia reserves the right to suspend a Learner from a training course if they display any of the above behaviours, or other behaviour not listed that affects staff or other learners/visitors in a threatening or intimidating way. In the event of a Learner being suspended from a training course, the Learner's employer will be contacted. Where a Learner fails to meet the behaviour requirements of the course for any reason, counselling may occur with the Learner having to explain their unwarranted behaviour. Should removal from the course occur, the Learner has the right of appeal through the Loadwise complaints procedure, and if the appeal is successful, the Learner will be rescheduled at a later training or assessment date. If the appeal process is unsuccessful, learners and or paying Employers will be liable for the full cost of the course fee.

21. LEGISLATIVE AND REGULATORY REQUIREMENTS

Loadwise is subject to a variety of legislation related to training and assessment, as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry in which we are conducting training for.

This legislation is continually being updated, and the CEO is responsible for ensuring that all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.nsw.gov.au> .

The legislation that particularly effects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

National Vocational Education and Training Regulator Act 2011

National Vocational Education and Training (Consequential Amendments) Act 2011

National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.

Standards for Registered Training Organisations 2025

Human Rights and Equal Opportunity Commission Act 1986

Disability Standards for Education 2005

Disability Discrimination Act 1992

Racial Hatred Act 1995

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Privacy Act and National Privacy Principles (2014)

Work Health and Safety Act 2011 (administered by WorkSafe ACT)

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

Age Discrimination Act 2004

Copyright Act 1968

Fair Work Act 2009

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) and www.comlaw.gov.au (Federal).

22. WORK HEALTH AND SAFETY

Loadwise is committed to providing you a safe environment in which to participate in training and assessment. To meet and maintain the provisions of the Work Health and Safety ACT 2011 & Work Health and Safety Regulations 2011, Loadwise Australia has a duty of care to provide and maintain a safe working environment for all Employees, and to take care for the health and safety of others (students & visitors) within the workplace. This includes the provisions of:

- a workplace that is safe to work in, working procedures, and adequate staff training.
- properly maintained facilities and equipment.
- a clean and suitably designed workplace with the safe storage of goods such as chemicals.

Loadwise Australia's WHS policy can be referenced from its website www.loadwise.com.au under the 'Work Health & Safety Policies' tab.

The following procedures and standards must be observed by Learners to achieve a safe working and learning environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities that may cause injury to yourself or others.
- Be responsible for your actions.
- No smoking inside the training and assessment facilities or offices.
- Report all potential hazards, accidents, and near misses to the RTO staff.
- No consumption of alcohol or non-prescription recreational drugs within training and assessment facilities or during the conduct of training and assessment.
- Keep training and assessment areas tidy at all times.
- Seek assistance if you volunteer to lift items, e.g., move furniture in a training area; and
- Observe hygiene standards, particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to Loadwise staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Loadwise will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event through pre course inductions.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents or incidents must be reported to staff.
- The accident and any aid administered must be recorded by the staff involved in the injury register.

Lifting

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Loadwise unless they do so voluntarily and take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past, do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of accidents by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb or place feet on any desks or tables.

23. ACCESS & EQUITY

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including under-represented women, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All learners have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

All learners who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to Loadwise Australia's CEO.

24. HARASSMENT AND DISCRIMINATION POLICY

Loadwise is required under Australian Law to ensure that we provide a workplace that is free from all forms of harassment (including victimisation and bullying) so that staff and participants feel valued and are treated fairly.

All Loadwise staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour

from Loadwise staff members, and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Loadwise whom they feel they can trust. This will initiate a complaint handling procedure that will be fair and transparent and will protect your rights as a complainant.

Staff and participants should be aware of the following definitions:

'Bullying' is unwelcome and offensive behavior that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behavior over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumors about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Harassment'- is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Staff' - refers to all employees of Loadwise Australia.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendos and slurs, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating the least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering, or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises, or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and Learners have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and Learners should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

25. PRIVACY

Loadwise Australia (RTO #88198) is bound by the Terms of the Privacy Act of 1988 and the Australian Privacy Principles (APP) as identified in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and is committed to respecting the privacy of individuals who receive a service through its programs.

The ten National Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and, when asked by an individual, will explain the information we hold, for what purpose, and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held, except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, Loadwise Australia will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual, such as health information, or information about the individual's racial or ethnic background, or criminal record.

We are also aware of our statutory responsibilities under the Data Provision Requirements 2011 and National VET Data Policy to meet the AVETMISS [1] requirements. This includes ensuring the data is securely retained for 30 years.

Further, we will ensure that all students are informed on enrolment about how their personal information collected by or on behalf of governments may be used. Our Enrolment Forms include a specific, legislated Privacy Notice and Student Declaration.

It is necessary for Loadwise Australia to collect personal information about you, and does so by getting you to complete the Loadwise Australia Enrolment form at your induction. The State Training Authority, NCVER, and Loadwise Australia will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell, or pass on your personal details in any way other than for the purposes stated without your consent.

Our privacy policy will be discussed during your course induction and can be viewed on the Loadwise website: www.loadwise.com.au under the Privacy Policy tab.

Anyone wanting more information regarding our privacy processes should contact the Loadwise Australia CEO on 6236 9290 and info@loadwise.com.au. (02)

26. CHILD SAFETY AND WELLBEING POLICY

As an RTO that provides training to young people under 18 we are committed to creating an environment that is safe and protects their wellbeing in accordance with the National Principles for Child Safe Organisations. We understand that, as a child-safe organisation, we must adopt and embed the following principles into our everyday actions:

- Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.

- Families and communities are informed and involved in promoting child safety and wellbeing.
- Equity is upheld and diverse needs respected in policy and practice.
- People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- Processes to respond to complaints and concerns are child focused.
- Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- Implementation of the national child safe principles is regularly reviewed and improved.
- Policies and procedures document how the organisation is safe for children and young people.

Delegated Child Support Officer

Justine Wheeler M| 0401 403 406 E| justine@loadwise.com.au

Child Support Agencies

- Beyond Blue 1300 22 4636
- Kids Help Line 1800 551 800
- Lifeline: 131 114
- ACT Drugs & alcohol help line (02) 6207 9977

27. FEES AND REFUND POLICY

Loadwise Australia is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services, and training and assessment services. We review our fee schedule regularly and endeavour to keep the cost of training down.

When And How Do I Pay?

Fees are payable when you receive notification of enrolment. Fees must be paid in full within a maximum of 14 days (or otherwise stated) of receiving notification from Loadwise Australia. We may discontinue training if the required fee is not paid. Payment methods include Visa, MasterCard, direct deposit, or cheque. Payment details are included with the invoice sent. All payments will be issued with receipts and a paid remittance.

Each course costing \$1,500.00 or less will be invoiced for 'fees payable' after a Learner has received a confirmation of course enrolment.

For a list of current fees and charges, please request a copy of the Loadwise schedule of fees and charges. Course fees are also advertised on the Loadwise Australia website and other course information flyers.

Payment of fees:

Payment can be made via several avenues:

- Cheque,
- EFTPOS,
- Direct bank deposit.
- Credit Card
- Cash (payment in cash is discouraged),

All payments will be issued with receipts and a paid remittance.

Are my fees protected in case I need a refund?

Yes - Loadwise acknowledges that it has a responsibility to protect the fees paid by students. To meet this need, we only accept payment of up to \$1,500 from each student before the course commencement. Subsequent payments to be paid will not exceed \$1,500. The subsequent payments are based on the costs of your training and assessment, which is yet to be delivered. This is like a pay-as-you-go system. If the cost of the course is less than \$1,500.00, the full amount will be requested before the program commences.

Learner cancellation

Learners who cancel their enrolment part-way through a training program must notify Loadwise in writing via email to info@loadwise.com.au at the soonest opportunity. Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Learners are advised to consider alternative options, such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of text & training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges, please refer to the Loadwise schedule of fees and charges.

Replacement Statement of Attainment and/or wallet cards:

If a replacement certificate or card is required, the individual will be required to complete an "Application for Replacement Certificate and/or Wallet Card". The completed form and associated proof of identity is required to be presented to Loadwise Australia for identity verification. A \$25.00 GST inclusive administration fee will apply for each re-print or \$50.00 GST inclusive for both.

Can I get a refund?

Full Refund

Yes - If you give notice to cancel your enrolment more than 5 days (full working days) before the commencement of a program, you will be entitled to a full (100%) refund of fees paid.

Institute-Initiated Refunds

Loadwise Australia reserves the right to cancel courses at short notice should the need arise. Should this situation occur, all payments will be refunded to the client, or the course can be rescheduled at no extra charge.

In place of a refund, Learners may elect to be enrolled (transferred) to the next available course.

Partial Refund

Clients who cancel courses between 5 - 3 working days before course commencement will be entitled to a 50% refund of the fees paid. (The amount retained by Loadwise is required to cover the costs of staff and resources, which will have already been committed based on the learner's initial intention to undertake the training.)

Sickness-related refunds:

If a Learner experiences sickness within 5 - 3 working days before their course commences, a maximum Learner-initiated refund is a 50% refund of the fees paid. Loadwise must be notified via email to info@loadwise.com.au within the 5 - 3 full working days before course commencement.

If a Learner experiences sickness within 3 working days before their course commences, a maximum Learner-initiated refund is a 25% refund of the fees paid. Loadwise must be notified via email to info@loadwise.com.au within the 3 full working days before course commencement.

If a Learner experiences sickness after course commencement, no refund will apply. Every endeavour will be made to reschedule training dates, but this may entail further course charges.

Note: Refunds for sickness will only be granted if the illness is confirmed by a medical certificate from a qualified healthcare professional.

Company Group Booking Refunds

If cancellation or rescheduling of a company group booking is required, Loadwise must be notified of changes one (1) full month before the course start date. If cancellation occurs within this period (1 month) full charges and no refund will apply.

Participant booking changes

Once a booking has been made and an invoice issued, any transfer changes to the participant's booking will incur an additional administration fee of \$20 per person / per change.

Refund payment

To obtain a refund, you are required to give written notice to cancel your enrolment and complete a Refund Request. Written notice may be in the form of an email sent to info@loadwise.com.au. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

All client requested refunds will incur an additional administration fee of \$20.00.

No Refund

- Learners who cancel their courses within 3 days before course commencement will incur 100% of the course fees. (The amount retained by Loadwise is required to cover the costs of staff and resources, which will have already been committed based on the Learner's initial intention to undertake the training).
- No refund will be given to Learners who cancel their enrolment after a training program has commenced.
- Where a Learner has purchased a text or training workbooks and subsequently cancels, Loadwise will not refund monies for the text.
- Learners who have not completed any required pre-requisite online e-learning activities will be turned away on the day of their practical workshop & will still incur 100% of the course fees.
- Learners arriving 15 minutes after the stipulated course start time will be considered as non-attendees, may be turned away from the course, and will still be invoiced for the full amount of the course fee.
- No refunds will be given if a Learner is deemed "Not Yet Competent" after the final assessment. A Learner who is determined 'Not Yet Competent' will be counselled in all areas where competency was not attained. Provisions for further retraining or reassessment will be provided for the Learner. **Note:** Additional retraining or reassessment may incur an additional fee
- No refund will be given in the event of a Learner being turned away from training as a result of breaching Loadwise Disciplinary Procedures, poor and/or non-attendance, or poor behaviour.

Substitutions

Request for an alternate Learner substitution must be made in email and forwarded to info@loadwise.com.au up to two (2) working days before the program commencement date and will incur an additional administration fee of \$20.00.

Transfers

Requests for transfers to an alternate training program can be arranged if Loadwise is advised in an email and forwarded to info@loadwise.com.au. This must be completed more than 5 working days before the program commencement date and is dependent upon availability. Any Company or Learner-initiated course transfer will incur an additional \$20.00 administration fee.

28. Training Records

Loadwise Australia is committed to implementing quality systems of records management that ensure retention, archiving, retrieval and transfer of records meet legislative requirements and the Standards.

We ensure all documents and electronic records are kept in a safe, secure, and confidential manner as required by the Privacy Act 1998.

Individual hardcopy participant records will be stored in a lockable, secure office area. Our electronic records are stored in our participant records software system (Ammonite Resources - TOMS Training Organisation Management System) and are protected by password access. We further protect our records by maintaining up-to-date virus, firewall, and spyware protection software.

The CEO is responsible for conducting a backup of our computer systems to an external drive, which is stored off-site.

If we cease to operate as an RTO, we will transfer all records to ASQA in an appropriate format and detail as specified by ASQA at the time of ceasing RTO operations

All other records, including training records, taxation records, and business and commercial records, will be retained for at least seven years.

We will ensure that any confidential information acquired by us, individuals or committees, or organisations acting on our behalf is safeguarded.

The following records will be retained

- **Student information:** to be retained for a minimum of 2 years. This includes an enrolment form, USI Privacy Notice (if applicable), correspondence, notes of meetings, fees paid, refunds made, deferrals or withdrawal requests, complaints and/or appeals records, including the outcome of the complaint/appeal.
- **Records of AQF certification documentation** issued will be retained for a period of:
 - Seven years if a student completes a training product on or after 1 January 2015
 - Thirty years if a student completes a training product before 1 January 2015
- **Completed student assessment items** (including RPL): to be retained for at least two years following the VET student's completion of the training product.
- **Third-party arrangements:** to be retained for 5 years. This includes copies of agreements or MOUs, copies of notifications to ASQA, correspondence, and evidence of monitoring of services delivered.
- **Funded programs:** data and records will be collected and retained according to the specifications and guidelines of any funded program we deliver.
- **Management and administrative records:** to be retained for a minimum of five (5) years.
- **AVETMISS Reporting Data:** Under the Data Provision Requirements 2012, we maintain the capacity to generate AVETMISS-compliant data reports annually for NCVET and upon request for ASQA. For this purpose, we utilize the 'TOMS' Training Organisation Management System.

Authorisation to access Learner training records

Access to individual Learners' training records will be limited to those required by the ASQA Standards, such as:

- Trainers and assessors to access and update the records of the participants with whom they are working with,
- Management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations.

Or those required by law, such as:

- People who are permitted by law to access these records (e.g., subpoena/search warrants / social service benefits/evidence act).

Or

- participants authorising releases of specific information to third parties in writing, the participants themselves, after making an application in writing. For example, participants seeking a replacement Statement of Attainment.
- The participant can access their training records by completing the "Participant Record Access form". Please contact the Loadwise Australia administration team on (02) 6236 9290 or via email info@loadwise.com.au.

Learners' request to access their records

- Statements of Attainment will be reissued on reasonable request with relevant fee payment, provided a USI has been provided by the student.
- Learner access to their records must be via email info@loadwise.com.au & will be arranged as soon as reasonably possible. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Loadwise reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

29. CONTINUOUS IMPROVEMENT

Loadwise is committed to the continuous improvement of our training and assessment services, Learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement. Learners are encouraged to provide feedback to Loadwise so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Loadwise for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

30. COMPLAINTS & APPEALS

Loadwise is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Loadwise in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers. Complaints can be submitted via clicking the complaints/appeals tab located on the Loadwise Australia website.

What is an appeal?

An appeal is an application by a Learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Loadwise within 28 days of the Learner being informed of the assessment decision or finding. Appeals can be submitted via clicking the complaints/appeals tab located on the Loadwise Australia website.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

Loadwise applies the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Loadwise Australia, including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint/appeal, and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Loadwise shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the Learner or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Loadwise representative is to disclose information to any person without the permission of the Loadwise Chief Executive Officer. Decisions to release information to third parties are only to be made after the complainant or person appealing has permitted for this to occur.
- Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Review by an external agency

Where the complainant or person appealing is not satisfied with the handling of the matter by Loadwise, they are to have the opportunity for a body that is independent of Loadwise to review his or her complaint or appeal following the internal completion of the complaint or appeals process.

Learners who are not satisfied with the process applied by Loadwise may refer their grievance to the following external agencies:

Unresolved complaints may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form. Learners are to be advised that ASQA will require the Learner to have exhausted all avenues through Loadwise's internal complaints handling procedure before taking this option.

Unresolved Appeals concerning consumer-related issues may be referred to the Office of Fair Trading.

31. ACCESS AND EQUITY

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. Including under-represented women, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

As outlined at the beginning of this document, there are certain prerequisite criteria outlined in accordance with current legislation that learners may need to satisfy for specific courses. All participants who meet our entry requirements will be accepted into any of our training programs.

Where possible, Loadwise Australia will make every effort to cater for any individual special needs in relation to our training programs and where further assistance is required, we will provide you with the appropriate resources and contact information. Any issues or questions regarding access and equity can be directed to the Loadwise Australia CEO.

32. LANGUAGE, LITERACY & NUMERACY (LLN) ASSISTANCE

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy, and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

We recognise that not all people can read, write, and perform calculations to the same standards. We will endeavor to help you where we can accommodate anyone with difficulties with Language, Literacy, or numeracy.

To support this approach, Loadwise will:

- Assess the learner's language, literacy, and numeracy skills during their enrolment using the Loadwise Aust. online LLN tool (<https://loadwise.com.au/resources/lln>) to ensure they have adequate skills to complete the training.
- Support learners during their study with training and assessment materials and 'reasonable adjustment' strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to learners about the details of the language, literacy, and numeracy assistance available. Loadwise generally recommends the LLN training courses provided by your local TAFE or CIT campus. These institutes have specialist teachers to support the learners' development.
- Refer learners to external language, literacy, and numeracy support services that are beyond the support available within Loadwise and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

33. LEARNER SUPPORT, WELFARE & GUIDANCE

Our support services offered to all learners include:

- Recognition of prior learning (RPL)
- Flexible learning options
- One-on-one tutoring
- Website information
- Alternative assessment strategies
- Training amenities (toilets) are accessible for people with disabilities
- Other support as required

If you are experiencing any difficulties with your studies, we would recommend that you see your trainer or another member of Loadwise Australia's staff.

Should you be experiencing any personal difficulties, you should make contact directly with the Loadwise Australia CEO, 0414 619 558, who will assist you to the full extent of our capacity.

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Wherever possible Loadwise Australia will provide a training premise which is accessible for people with disabilities. Any Learner with special needs or disabilities must be identified prior to training commencing. This ensures that proper judgement is provided (by the Training Manager) that a Learner's disability will not negatively hinder their potential to gain a successful competency outcome or jeopardise the Health and Safety of themselves & or others.

If your needs exceed Loadwise Australia's support capacity, we will refer you to an appropriate external agency.

The following contacts are provided for Learner Literacy and Numeracy Support:

- Interpreting Services: 13 14 50
- Literacy and Numeracy Support: Australian Council of Adult Literacy P| (03) 9469 2950 E| acal@pacific.net.au
- Reading writing hotline: 1300 655 506

The following contacts are provided for Learner welfare support:

- Australian Tax Office: 13 28 61
- Creditline (02) 9951 5544
- Moneycare Counselling Service (02) 9299 6744
- Welfare Rights Centre (02) 9211 5300
- Ethnic Communities Council (02) 9319 0288
- Legal Aid Help Line 1800 806 913
- Women's Legal Resource (02) 9749 5533
- Beyond Blue 1300 22 4636
- Kids help line 1800 551 800
- Lifeline: 131 114
- ACT Drugs & alcohol help line (02) 6207 9977

34. ENQUIRIES & CONTACT DETAILS

Enquiries about any information contained in this guide are available from Loadwise Australia by contacting:

Loadwise Australia,
National RTO Provider # 88198
Phone: (02) 6236 9290
Mail: PO Box 268, Fyshwick ACT 2609
Email: info@loadwise.com.au
Website: www.loadwise.com.au

34. ACKNOWLEDGMENT DECLARATION (

I acknowledge that I _____ have read and fully understand the contents of this Learner Handbook, which outlines the conditions of my rights and responsibilities as a participant of Loadwise Australia.

Signature

Date