



PipelineTraining
A U S T R A L I A

STUDENT MANUAL



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Welcome

Pipeline Training Australia is proud to welcome you on board.

Our aim is to equip you with knowledge, skills and confidence you need to enter the workforce or further your studies.

During your time with us you will be exposed to a variety of experiences and challenges. The course will provide a mix of theory and practical skills training. We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for a competitive employment market.

Upon enrolling your rights and responsibilities as a student will be outline. Please speak with our friendly staff if you have any questions relating to this handbook or items not included.

The quality of your experience at Pipeline Training Australia depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment. Meet the challenge and we will do our very best to ensure that the benefit to you will exceed your expectations.

Wishing you the very best in all your training endeavours.

Hanna Connolly

Chief Executive Officer

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Code of Practice

Pipeline Training Australia has been established principally to provide high quality education and training to students on a sustainable commercial basis over the long-term. Pipeline Training Australia is regulated by specific legislation and the laws and regulations that apply to all Registered Training Organisations in Australia.

It is our intention to exceed the requirements of these minimum standards and provide students with high quality facilities, staff, training and support that will surpass their expectations.

All staff recognise the rights of students/clients and provide information, advice and support that is consistent with our Core Business Values and this Code of Practice.

Regardless of cultural background, gender, sexuality, disability or age you have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

If, at any time, you feel that we are not abiding by our Code of Practice then report your complaints or grievance to supervisor/trainer or equity officer, or complete our complaints and grievance form.

Access, Equity and Diversity

In line with obligations under Commonwealth legislation, Pipeline Training Australia is committed to promoting a fair and equitable environment for personnel and clients that is free from discrimination, harassment and vilification.

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access and Equity principles include:

- Equity for all individuals through the fair and appropriate allocation of resources;
- Equality of opportunity for all individuals without discrimination;
- Access for all individuals to appropriate quality training and assessment services; and
- Increased opportunity for individuals to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training:

- Individuals with a disability;
- Aboriginals and Torres Strait Islanders;
- Women;
- Individuals from non-English speaking backgrounds;
- Individuals in rural and remote areas; and
- Long term unemployed.

Discrimination

Discrimination can be direct, indirect or systemic

Direct discrimination is any action which specifically excludes a person or group of Individuals from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between Individuals.

Indirect discrimination is the outcome of rules, practices and decisions which treat Individuals equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination is system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of Individuals because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Bullying & Harassment

Bullying is repeated, unreasonable behaviour directed towards an individual or a group of individuals that creates a risk to health and safety and is unlawful. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time.

Unreasonable behaviour means behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Pipeline Training Australia is committed to providing a workplace and client services which are free from bullying, harassment and unlawful discrimination. We aim to ensure all those participating in the workplace and services are treated with respect, dignity and fairness with an aim of creating an environment which promotes positive working relationships.

Pipeline Training Australia ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents and clients engaging in our services.

If a student has a complaint under this policy resolution can be obtained via 'Learner Manual – Complaints & Appeals'.

General Information for Participants

Pipeline Training Australia is a Registered Training Organisation, a specialist provider of Vocational Education and Training programs. PTA has a proud association with industry representatives, the community and their associated colleges.

Our training programs are designed to flexibly deliver the learning outcomes and skills and knowledge required to attain the full or partial qualification, you require for your ongoing career development and advancement.

Students enrolled in our courses experience the benefits of a quality education program delivered in a state of the art environment. Our trainers and staff go the extra mile to ensure the educational experience meets and surpasses student expectations.

Our programs are mapped to the nationally recognised competencies within the following accredited training packages.

RII – Resources and Infrastructure Industry Training Package

NWP07 – Water Training Package

UET12 – Transmission, Distribution and Rail Sector Training Package

Enrolment and Induction

Information on enrolment and induction for students is contained in the relevant course outline(s) and funded program information sheets.

From 1 January 2015 all students undertaking nationally recognised training delivered by a Registered Training Organisation (RTO) will need to have a Unique Student Identifier (USI). A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015.

Each time a student enrolls to study with a new RTO their USI will need to be collected, verified and used to store training records/results. USI's can be accessed online from a computer, tablet or smart phone and gives students a centralised point to access their training records/results.

Legislation states: **Registered Training Organisations must not issue a Statement of Attainment or Qualification unless the participant has supplied a valid USI, which has been verified and recorded by the RTO.**

To create a USI or for further information visit www.usi.gov.au or alternatively contact Pipeline Training Australia for further assistance.

Fees and Charges

The amount and type of fees will depend on the training undertaken and the student's eligibility through Industry, State or Commonwealth Government.

Applicants that are ineligible for funding must refer to the Pipeline Training Australia Fees and Charges Schedule.

Funded Students

Eligible students will have their qualification/training funded by either the Department of Education, Training (DET) under the VET Investment Plan arrangements (User Choice) or Construction Skills Queensland (CSQ) for contracted annual supply of Higher Level Skills and Skills Assessment & Gap Training (SAGT) for General and Civil Construction.

For DET funded students, contribution fees apply for User Choice, Higher Level Skills and SAGT funded programs.

Eligible trainees and apprentices student contribution fees are charged at a rate determined by DET and will be invoiced to the agreed party up front quarterly for units scheduled to commence in that quarter i.e. January, April, July or October.

Enrolment Fees

Enrolment fees paid for any course service cover administrative components of service provision, and are often mandatory fees in the cases of publicly funded course services. In these cases enrolment fees are non-refundable once the course service has commenced.

Fees payable will be provided to each student prior to enrolment.

Contact Pipeline Training Australia for further information on applicable exemption categories and other funding related questions.

Refunds

From time to time a refund may be required for specific participant cases.

Refunds may be paid automatically, or you may seek and negotiate a refund on an individual basis with Pipeline Training Australia, on a case by case basis.

PTA's general refund arrangements for all course services, including the provision of refunds to employers/industry for additional charges paid beyond the participant and government contributions, are as follows:

General Refund Arrangements	
PTA is unable to commence the course for which the original enrolment and payment has been made.	<ul style="list-style-type: none"> Full refund of all fees levied or placement in an appropriate alternate course, as per the clients' preference.
<p>Participant withdrawal before course commencement and/or the 'withdrawal with no penalty cut-off date.'</p> <p><i>The 'withdrawal with no penalty cut-off date' for each unit is before 20% of the scheduled unit of competency hours for each unit has been delivered. Participants are advised that written advice (such as email) of course withdrawal is necessary to ensure that they are eligible for refunds.</i></p>	<ul style="list-style-type: none"> Full refund of course tuition fees paid. A full refund of any resource fee if the course is a Diploma or Advanced Diploma course; or 50% of any resource fee if the course is below Diploma level. <p><i>Note: In cases for subsidised participants in specific jurisdictions where a mandatory government enrolment fee is required, these fees are non-refundable once the course services have commenced.</i></p>
Recognition of Prior Learning and/or Credit Transfer has been granted.	Pro-rata refund paid based on a calculation of the number of units that have received RPL or CT results and the fees paid to date.
PTA is unable to continue to deliver the course as agreed.	Pro rata refund of unit tuition fees levied for units of competency not completed, or placement in an appropriate alternate course, as per the clients' preference.
Participant withdrawal after unit commencement beyond the 'withdrawal with no penalty cut-off date.'	No refund payable for units of competency beyond the 'withdrawal with no penalty cut-off date.'

The same refund arrangements as outlined above apply to the provision of refunds to employers/industry for any additional charges that had been paid beyond the student and government contributions.

Recognition

Pipeline Training Australia will recognise the Qualifications and Statement of Attainments issued by other Registered Training Organisations. If the student has completed prior training with another RTO and wishes to seek recognition for existing Units of Competency they will need to provide original evidence such as a Statement of Attainment, Academic Transcript or Statement of Results from their previous provider.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a formal acknowledgment that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required competency outcomes.

It has all the same requirements as other types of assessment. RPL involves collecting evidence and making judgements on whether competence has been achieved. Evidence can be collected through:

- Examination of work samples
- Examination of relevant documents
- Professional conversations
- Observation and questioning
- Formal trade tests
- Challenge tests

Please note: RPL is not applicable when someone wants credit for a previously achieved course or competency

Credit Transfer

Credit transfer applies when credit can be given for formal learning equivalent to the competency outcomes. This may include credit transfer based on formal learning that is outside the AQF.

It is a Condition of Registration as an RTO that we recognise the AQF qualifications and statements of attainment issued by any other RTOs (Condition 7).

Credit Transfer will only be granted for an entire unit of competency, **not** for individual elements of competency.

Complaints and Appeals

Pipeline Training Australia believes a student who has a complaint or appeal has the right to raise the complaint/appeal and expect every effort will be made to resolve the issue in accordance with this procedure.

Pipeline Training Australia will manage all complaints/appeals fairly. Equitably and efficiently as possible. Confidentiality will be maintained throughout the process, we will seek to protect the rights and privacy of all involved to facilitate the return to a comfortable and productive learning environment.

Should a student have a complaint or appeal, the following steps are to be followed:

Complaints

1. A complaint should first be lodged with RTO administration within 30 days of the issue arising, where practicable.
2. A written response will be provided within 21 working days.
3. Where the outcome is not satisfactory to the learner/client, the RTO Manager should be contacted in writing (mail/email), setting out:
 - The circumstances surrounding the issue
 - Who was involved
 - Why a complaint is being lodged
 - Any evidence including dates and documentation
 - The name of any witnesses who could support the case
4. Management will consider the complaint and the learner/client will be notified in writing of the outcome.
5. If the learner/client is not satisfied with the outcome, the complaint will be referred to an independent person, who is agreed to by both parties, and the learner/client will have an opportunity to formally present their case.
6. Complaint and outcome must be entered into the Complaints and Appeals Log.

Appeals

If you are unhappy with an assessment decision you should, in the first instance, discuss your concerns with the assessor. You may be able to negotiate an opportunity for reassessment based on the gaps in your evidence highlighted by the assessor.

If you wish to appeal an assessment decision based on a matter of fact, or the process that was used to conduct the assessment, you should lodge a formal appeal with the RTO Manager.

1. Where appropriate the candidate should first approach the assessor concerned within 30 days of receiving the assessment result, where practicable.
2. Where the outcome is not satisfactory to the candidate, the RTO Manager should be contacted in writing (mail/email), setting out:
 - The circumstances surrounding the issue
 - Who was involved
 - Why an appeal is being lodged
 - Any evidence including dates and documentation
 - The name of any witnesses who could support the appeal
3. Management will consider the appeal and the candidate will be notified in writing of the outcome and the reason for the decision.
4. If the candidate is not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case.
5. Appeals must be entered in the Complaints and Appeals Log.

Referrals

In the event that a student is still not satisfied with the outcome, they can contact the National Training Complaints Hotline on the following number 13 38 73 or by emailing:

NTCH@education.gov.au

Language, Literacy and Numeracy Indicators

LLN Requirements

Any student enrolling in a Full Qualification will undertake a Language, Literacy and Numeracy (LLN) assessment to determine their current level of language, literacy and numeracy. Student undertaking short course training will be asked to inform Pipeline Training Australia of any learning difficulties that may affect their progress. This will facilitate the development of an LLN support program for any student that requires it.

This formal assessment ensures student LLN needs are:

- Identified,
- Analysed
- Used to inform LLN needs and development
- Used to adjust training and assessment method to support student learning

Client Support

If a learner is experiencing difficulties for personal or study related reasons, they should firstly direct their concerns to the trainer, where appropriate, or directly to the RTO Manager.

Where study related issues are involved the trainer will assess the situation and provide support and guidance.

Where the matter is beyond the scope of our organisation, the RTO Manager may recommend an external counselling service.

Student Support Services

Where Pipeline Training Australia is unable to assist you internally and where there may exist personal circumstances or issues that affect your participation, we offer the following contact numbers. Should you feel that you are unable to contact these agencies yourself, staff at Pipeline Training will be happy to assist with any enquiries on your behalf (where possible).

Centrelink	131 021
Beyond Blue	1300 224 636
Life Line	131 114
Kids Helpline	1800 55 1800
Alcohol and Drug Information Service	QLD (07) 3236 2414 NSW (02) 9361 8000
Drug-Arm	1300 656 800
Translating and Interpreting Service	131 450
State-wide Sexual Assault Helpline	1800 010 120
Youth Emergency Accommodation Line	1800 424 830
Qld Department of Education and Training	1300 369 935
Apprenticeship Info	1800 210 210
NSW State Training Services	(02) 9561 8000
Australian Apprenticeships	133 873

Conduct

All students are expected to adhere to Pipeline Training Australia's 'Code of Behaviour'. Under this code student's:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the College property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will at all times meet the requirements, terms and conditions contained in the Student application and enrolment form including payment of fees.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified in the Student application and enrolment form.

Behaviour which is deemed inappropriate is that which potentially or otherwise may cause harm to fellow students, staff or property of Pipeline Training Australia.

All learners are expected to participate in the learning program, be respectful of others, adhere to WHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability.

In the event that a learner needs to be disciplined:

1. Take learner aside and speak to them privately, explaining the cause and the possible consequence
2. Make a note in learner's anecdotal notes
3. If the situation warrants it, report the matter the RTO Manager
4. If the situation warrants it, report the matter to workplace supervisor. In this instance record in anecdotal notes that this has been done

Workplace Health and Safety

Pipeline Training Australia is committed to providing a safe, healthy and productive training and assessment environment for all. The *Work Health and Safety Act 2011* applies to all students and staff, and includes a number of Work Health and Safety (WHS) obligations. Students will contribute significantly to meeting the obligations for WHS at Pipeline Training Australia by applying these priorities:

1. Take care of their own health and safety, do not do anything that will affect the safety of others
2. Obey safety signage and wear appropriate personal protective equipment(PPE)
3. Follow directions given by Pipeline Training Australia Staff
4. Only use property, plant and equipment for its intended use
5. Report all incidents, hazards and near misses to their teacher or other staff, or employers.

Privacy

Pipeline Training Australia understands the importance you place on your privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act 2001 and where they apply to our dealings with you, the participant.

Pipeline Training Australia maintains your personal and academic information for the purposes of registration, to monitor academic progress and as evidence to support the issuance of qualifications. Pipeline Training Australia maintains these records for the legislated period to enable retrieval of records as required. Unless previous written consent is provided by the client, Pipeline Training Australia will not release your information to a third party other than a designated authority.

In some instances, we may be required by law to make your information available to others, such as registering bodies from State or Federal Government departments. In all other instances we will seek your written permission.

A copy of Pipeline Training Australia's Privacy Policy can be accessed by contacting our office.

The relevant privacy principles are summarised as:

Collection

We will collect only the information necessary for our primary function and you will be told the purpose for which the information is being collected.

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.

Data Quality

We will take all reasonable steps to make sure that the personal information we collect, use, or disclose is accurate, complete, and up-to-date.

Security

We will take all reasonable steps to protect the personal information we hold from misuse and loss, and from unauthorised access, modification, and disclosure.

Openness

We will document how we manage personal information and when asked by an individual, will explain the information we hold, and for what purpose, and how we collect, hold, use and disclose the information.

Access & Correction

The individual will be given access to the information held about them at their request. This includes anything held on the participant's file, including assessment results and participation records. If the participant identifies errors within the information, we will correct and update to file.

Unique Identifiers

We will not assign participants unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

DOCUMENT	Rev	Creation Date	Review Date	PAGE
PTA - Student Manual 181018 (002)	1	October 2018	October 2019	19

Anonymity

Where practical we will apply the principle of anonymity unless there is a good practical or legal reason to require identification.

Trans Border Data

Flow Privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

We will seek the consent of the individual when collecting sensitive information about the individual, such as health information, information about the individual's racial or ethnic background, or criminal record.

Issuance of Qualifications and Statement of Attainments

In accordance with the Standards for Registered Training Organisations 2015 Pipeline Training Australia will ensure that all Qualifications and Statement of Attainments are awarded within thirty (30) calendar days from the student's successful final assessment being completed or existing their course, provided all fees have been paid. Certifications that can be awarded upon successful demonstration of competency include:

- Selected Unit(s) of Competency from accredited courses or Qualifications
- Qualifications
- Skill Sets from Qualifications



PipelineTraining
AUSTRALIA

Metro Excavations and Plant Hire Pty Ltd
RTO: 91431

This is to certify that
Joe Bloggs
Student No: 0001

Has fulfilled the requirements for
CPC20712
Certificate II in Drainage


Signature of
Hanna Connolly
General Manager

Date Issued: 11th January 2018
Certificate ID No: CERT105553

 Australian
Qualifications
Framework

 NATIONALLY RECOGNISED
TRAINING

This qualification is recognised within the Australian Qualifications Framework.
4/322 Annangrove Road, Rouse Hill NSW 2155 P: 02 9679 0066 F: 02 9679 0266
33/17 Cairns Street, Loganholme QLD 4129 P: 07 3806 0999 F: 07 3806 0922
www.pipelinetraining.com.au

Access to Records

Students may access their records when necessary at any time. Contact Pipeline Training Australia for further information.

For some programs the training record remains with the learner and the workplace trainer signs it as appropriate. If the training record is not immediately available to the learner, they may request a copy from either the trainer/assessor or administration, whichever is easier for them.

The learner must be provided with an up-to-date copy of their training record within 48 hours of receiving the request.

Other Records

Learners also have right of access to these records:

- Their own enrolment information
- Their own attendance records
- Their own learner file and anecdotal notes

If a learner requests access to these files they may view them on the premises, in the presence of an authorised member of staff, at a mutually agreed time. The RTO Manager must be made aware that this is being arranged.

Legislation

There is a variety of important State and Federal legislation that affects you as a student in the vocational education and training system. You should make yourself aware of this legislation and familiarise yourself with your rights and responsibilities under it. The legislation applies to you both at work in your workplace and in all aspects of your training; some legislation is outlined below.

All NSW legislation is available on line at <http://www.legislation.nsw.gov.au/>

All Commonwealth legislation can be found online at <https://www.comlaw.gov.au/>

National Vocational Education and Training Regulator Act 2011

National Vocational Education and Training Regulator Act 2011 was established as a new approach to national regulation of the vocational education and training (VET) sector in Australia.

While the approach is new, most of the regulatory requirements have not changed at all.

Part of the new approach is the creation of a national regulator, the Australian Skills Quality Authority (ASQA), which is responsible for registering training organisations and accrediting courses.

Australian Skills Quality Authority

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

On July 2011, ASQA became the regulatory body for the VET sector for the Australian Capital Territory, the Northern Territory and New South Wales. ASQA also has responsibility for regulating some RTOs in Victoria and Western Australia.

Student Identifiers Act 2014

From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

NSW Anti-Discrimination Act 1997

The Anti-Discrimination Board was set up under the *NSW Anti-Discrimination Act 1977* to administer that Act. It is the role of the board to promote anti-discrimination and equal opportunity principles and policies throughout NSW.

- Handle complaints of discrimination,
- Try to prevent discrimination from happening in the first place,
- Advise the Government.

Racial Discrimination Act 1975

An Act relating to the Eliminating of Racial and other Discrimination

Sex Discrimination Act 1984

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment

Disability Discrimination Act 1992

An Act relating to discrimination on the ground of disability

Work Health and Safety Act 2011

The objects of the *Work Health and Safety Act 2011* are to:

- secure and promote the health, safety and welfare of people at work,
- protect people against workplace health and safety risks,
- provide for consultation and cooperation between employers and workers in achieving the objects of the Act,
- ensure that risks are identified, assessed and eliminated or controlled,
- develop and promote community awareness of occupational health and safety issues,
- provide a legislative framework that allows for progressively higher standards of occupational health and safety to take account of new technologies and work practices,
- protect people against risks arising from the use of plant (ie. machinery, equipment or appliances).

Copyright Act 2006

An Act relating to copyright and the protection of certain performances, and for other purposes

Privacy Act 1988

The Privacy Act regulates how personal information is collected, stored, used and disclosed.

VET Quality Framework

Pipeline Training Australia as a Registered Training Organisation must to remain compliant as a training company to fulfil its requirements under the VET Quality Framework (VQF).

VQF is a quality system and is managed by ASQA. RTO's are audited against VQF periodically or where necessary due to non-compliance to the standards deemed.

For further information on the VQF visit:

Australian Skills Quality Authority

www.asqa.gov.au

Contact Information

Pipeline Training Australia

RTO ID: 91431

NSW Office:

4/322 Annangrove Road

Rouse Hill NSW 2155

P: 02 9679 0066

F: 02 9679 0266

E: reception@pipelinetraining.com.au

QLD Office:

33/17 Cairns Street

Loganholme QLD 4129

P: 07 3806 0999

F: 07 3806 0922

E: administration@pipelinetraining.com.au

