![Pipeline Training Australia logo]

Pipeline Training
AUSTRALIA

STUDENT HANDBOOK

Welcome

Welcome to Pipeline Training Australia.

Pipeline Training Australia was established in Sydney in 2008 with a vision of becoming a leading Training Provider for the Civil Construction Industry.

Pipeline Training Australia is a Registered Training Provider in NSW, committed to providing high quality training outcomes designed to give learners an outstanding learning experience.

Our programs focus on developing practical skills and knowledge for learners working in the Electrical, Water, Civil Construction, resources, and infrastructure giving learners the competitive edge in their chosen careers. The training provided creates upskilling and creates a safe working environment.

Our Trainers are experienced in their fields and will impart their technical knowledge and expertise to ensure all learners are given the theory and practical skills to equip them for the workplace.

This learner handbook will provide you with information about us and the training services we provide. It will guide you through your rights and responsibilities as a learner of Pipeline Training Australia and what you can and should expect from us during your time studying with us.

Before you complete your enrolment, please be sure that you have read and understood this handbook and its contents. If you have any questions, please call or email.

Yours sincerely

Kieran O'Connor

Chief Executive Officer
Pipeline Training Australia
kieran@pipelinetraining.com.au

02 9679 0066

Contents

Version control

Document: Name:	*Student Handbook*
Quality Area:	*RTO Self-assurance*
Responsibility:	*Compliance Officer*
Author:	*Pipeline Training Australia*
Status:	Approved
Version:	v1.7 Feb 2025
Approved By:	*CEO*
Approval Date:	*26/02/2025*
Review Date:	*26/07/2026 (new Standards for RTO's)*
Standards (VQF):	SRTO2015 March 2024 v2.3 (new standards due 1 July 2025)

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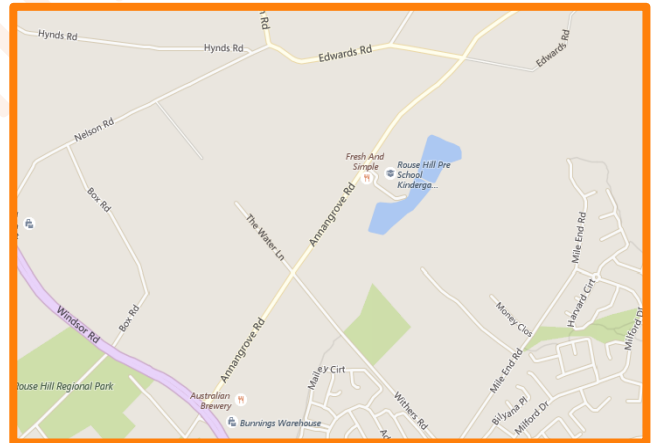
Preface

The contents of this handbook are accurate at the time of publication but are updated regularly and it is therefore necessary to ensure that the information is the latest that is available. Enquires about any information contained in this handbook is available from Pipeline Training Australia by contacting:

Pipeline Training Australia

4/322 Annangrove road

Rouse Hill NSW 2155

P: 02 9679 0066

E: reception@pipelinetraining.com.au

Web site: www.pipelinetraining.com.au

NB: Participants, candidates, and students are all referred to as learners.
The purpose of this Learner Handbook is to provide learners with information in resolving any questions that may arise during study. In this handbook learners will find information regarding:

- The structure and operations of Pipeline Training Australia
- Training & assessment services on offer
- Procedures for recognition of prior learning (RPL)
- Complaints and appeals processes
- Policies regarding safety and discrimination
- Learner services and the privacy of your information.

Please refer to this handbook to support you in your study. The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures please contact our team on 02 9679 0066.

Pipeline Training Australia take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

Training Expertise and Experience

Pipeline Training Australia has established industry expertise and is committed to workplace training and assessment of workers competencies. Pipeline Training has extensive experience in developing and facilitating quality accredited training targeted for learners working in the Electrical, Water, Civil Construction, Resources, and Infrastructure.

Quality Controlled Training

All training delivered by Pipeline Training Australia is undertaken in accordance with the Vocational Education Training (VET) Quality Framework. Further information about the VET Quality Framework can be found here: http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html. The VET Quality Framework provides a range of standards and requirements that ensure learners receive best practice in training and education.

Competency Based Training

Qualifications incorporate a complete set of units; the number of units vary from course to course. Learners must demonstrate competency in a unit to be assessed as 'Competent'. The term 'competency', describes the required application of knowledge, skills and Foundation skills needed in a specific area of work.

Competency also embodies the ability to transfer and apply skills and knowledge to new situations and environments. Qualifications comprise units and the units have imbedded employability skills including communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning and technology. These competencies provide the basis for a nationally consistent approach to the training of workers.

Pipeline Training Australia's RTO is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as an RTO, our obligations to learners, and relates to the industry 'in which we conduct training. This legislation regularly updated and all Pipeline Training Australia representatives are made aware of these changes in a timely manner.

Our courses adhere to the following legislative VET quality framework and requirements:

- Standards for Registered Training Organisations (RTOs)
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements

Additionally, Pipeline adheres to

- Smart and Skilled policies and regulations

- SafeWork NSW training requirements
- Industry focus requirements including:
  - Sydney Water
  - Metro Trains Sydney
  - Endeavour Energy
  - Ausgrid
  - Jemma Gas

Full details are provided here: https://www.asqa.gov.au/standards

National Recognition

What is a Registered Training Organisation (RTO)?

Registered Training Organisations (RTOs) are government-approved providers and assessors of nationally recognised training. This means simply that RTOs, such as Pipeline Training Australia, are recognised as providers of quality training, and are the only organisations that can issue nationally recognised qualifications or statements of attainment.

What does 'Nationally Recognised' mean?

This means that a course meets the standards required by industry and the qualification or statement of attainment you gain is recognised throughout Australia. A course is nationally recognised if it is developed under the Australian Qualifications Framework (AQF) and delivered by an RTO. It is our policy and a legislative requirement that we formally recognise all AQF qualifications and Statements of Attainment (SOA) issued by any other RTO. Please contact us should you wish to investigate and be accredited for recognition of your prior qualifications.

Nationally recognised training is sometimes referred to as accredited training.

ASQA Standards, Governance and Legislative Requirements for RTO'S

The ASQA Standards and their elements specify the key requirements to be met by each RTO. The Standards for NVR Registered Training Organisations do not specify detailed processes but explain the outcomes to be achieved through the application of each Standard. Pipeline Training Australia is able to show, through systematic approaches to management and continuous improvement, that it is focused on improving its outcomes in relation to each Standard.

Learner Protection Through Governance Arrangements

For your protection as a learner, Pipeline Training Australia maintains governance arrangements across all its operations, within its scope of operation. The CEO ensures that Pipeline Training Australia complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

This means that you are receiving training that complies with the regulated standards and that Pipeline Training Australia will continue to improve our training products and systems to maintain our registration as a reputable RTO.

In addition, Pipeline Training Australia ensures that the decision making of senior management is informed by the experiences of its trainers and feedback from learners and other stakeholders. Operating within the Australian Qualifications Framework offers Pipeline Training Australia accredited training that ranges from Certificate II through to Cert 4 in industries including allied Safety and Training, Resources, Infrastructure, Construction and Business services.

The distinguishing features of these three qualification levels are:

Certificate II	Certificate III	Certificate IV
The competencies enable an individual with this qualification to:	The competencies enable an individual with this qualification to:	The competencies enable an individual with this qualification to
- Demonstrate basic operational knowledge in a moderate range of areas - Apply a defined range of skills - Apply known solutions to limited range of predictable problems - Perform a range of tasks where choice between a limited range of options is required	- Demonstrate some relevant theoretical knowledge - Apply a range of well develop skills - Apply known solutions to a variety of predictable problems - Perform processes that require a range of well-developed skills where some discretion and judgement is required - Interpret available information, using discretion and judgement	- Demonstrate understanding of a broad knowledge base incorporating some theoretical concept - Apply solutions to a defined range of unpredictable problems - Identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas - Identify, analyse and evaluate information from a variety of sources
- Assess and record information from varied sources - Take limited responsibility for own outputs in work and learning	- Take responsibility for own outputs in work and learning - Take limited responsibility for the output of others	- Take responsibility for own outputs in relation to specified quality standards - Take limited responsibility for the quantity and quality of the output of others

Governance and Legislative Requirements

Pipeline Training Australia manages its training programs in accordance with VET state and territory legislation and regulations. As part of its training package, Pipeline Training Australia encourages all learners to be familiar with the relevant legislation, Acts, and the Licensing Authorities' requirements and how they impact on their workplace. Please check the Legislation heading listed in the contents.

Pipeline Training Australia take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

Code of Conduct

We all have a responsibility for treating each other fairly, equally and showing respect for all individuals. Pipeline Training Australia is committed to providing a training and work environment free of discrimination of any type.

Regardless of cultural or religious background, colour, gender, sexuality or transgender identity, 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 equal way while studying with us. Any discriminatory behaviour towards a person or a group of persons is unwelcomed and will not be tolerated.

All staff and course learners are expected to always follow the Code of Conduct and act in a professional manner.

Our Responsibilities:

All providers have obligations including but not limited to;

- Provide industry aligned assessments and training to allow learners to achieve competency
- Work collaboratively with learners to provide a quality training and assessment experience
- Qualified VET Teachers with relevant industry backgrounds and experience
- Appropriate learning facilities, equipment, and resources
- Provide clear and accessible feedback
- Maintain information and records
- Awards and certification will be issued within the standard 28-day period

Pipeline Training Australia will treat all reports of harassment or discrimination seriously. If, at any time, you feel that the Code of Conduct has been breached it is important that you report it either to your trainer or Pipeline Training Australia Management.

Pipeline Training Australia Centres are Drug, Alcohol and Smoke free environments.

Dress and Appearance

During all practical training sessions, it is expected that all learners will be appropriately attired for the session. The industry has certain safety requirements that must be observed. If personal protective equipment (PPE) is required to participate in or complete a practical session, you will either be advised prior to the course or it will be provided for you.

It is not acceptable for learners to attend a course or workshop wearing clothing that bears obscene, offensive, or insulting images or wording.

Learner Rights and Responsibilities

Pipeline Training Australia has an important role in providing vocational training and learning opportunities and takes seriously its responsibility to provide a duty of care to all learners. All learners are expected to abide by the Code of Conduct When you are accepted into a training program at Pipeline Training Australia you enter into an agreement that you will abide by all regulations, including the Code of Conduct which outlines your rights and responsibilities as a learner.

You have a right to:

- Be treated fairly and with respect by trainers, other staff, and learners

- Entitled to protection under all applicable Australian and NSW law, including:
  - Australian Consumer Law
  - Equal opportunity
  - Learn in an environment free form discrimination and harassment
  - Learn and work in an environment free of hazards
  - Pursue your educational goals in a supportive, stimulating, clean environment
  - Have records and personal information stored and maintained in a confidential, secure, and professional manner
  - Get regular information about assessment procedures and your progress in the training program
  - Have complaints and assessment appeals dealt with fairly, promptly, confidently and without fear of retribution

Your responsibilities:

You must:

- Make truthful statements about your identity, financial and personal status, education, and employment history
- Ensure that any details we hold about you including where you live, are kept up to date always. YOU MUST advise us if your contact details change. Please complete a Change to Learner Details form available from website and administration.
- Behave in a manner that will not bring yourself, Pipeline Training Australia, or partner providers into disrepute
- Treat people fairly and with respect
- Complete all assessment requirements by the due date
- Not disrupt other learners during their studies
- Provide encouragement and support to other learners
- Follow all reasonable instructions given to you by any staff member of Pipeline Training Australia
- Follow all Pipeline Training Australia rules
- Respect the integrity of Pipeline Training Australia and adhere to policy statements listed below and throughout this handbook.

Forgery, Misrepresentation, and Falsification of Documents

Pipeline Training Australia maintains a zero-tolerance policy toward any form of document forgery, misrepresentation, or falsification of credentials, including but not limited to certificates, Statements of Attainment, and other training records. Any attempt to create, use, or submit falsified documents is considered a serious breach of our Code of Conduct.

Disciplinary Actions for Forgery and Misrepresentation

Students or associated individuals found to have engaged in such fraudulent activities may face immediate disciplinary action. This action may include, but is not limited to, termination of enrolment, cancellation of certificates, and the right of Pipeline Training Australia to refuse future training or service provision. Additionally, such cases may be reported to relevant regulatory bodies or legal authorities as appropriate.

Fraud prevention

Pipeline utilises a secure and robust Student Management System (SMS) to safeguard the confidentiality and integrity of all student information. All genuinely issued certificates are stored in our SMS and contain unique Certificate Numbers and unique QR codes. Certificates are issued only after successful course completion has been verified and signed off by the trainer and assessor. All relevant data, including each student's Unique Student Identifier (USI), is entered, and validated by the chief administrator before the certificate is generated and printed. Since 2015 Pipeline has uploaded all graduate details to the Australian Government's USI database.

Genuine Pipeline certificates can be instantly authenticated by scanning the QR code or searching the USI database.

Learner Support and Welfare

Pipeline Training Australia is committed to ensure all learners can successfully complete their learning.

We recognise that some learners may require additional support to achieve learning outcomes. In order to identify the level of support or adjustment required we ask learners to indicate upon enrolment what support may assist them to achieve a positive learning experience and successful assessment process.

Once we are advised by a learner of their needs, we will utilise our professional judgement and industry experience to gauge any specific requirements we can offer the learner.

Language, Literacy, Numeracy, and Digital Skills (LLND) Support

Pipeline Training Australia training materials are written to the appropriate Foundation Skills of Language, Literacy, Numeracy, and Digital skills (LLND) according to the training package requirements.

For learners with LLND requirements and/or a disclosed disability, Pipeline Training Australia will aid or provide reasonable adjustments during assessment periods on a case-by-case basis.

Adjustments and assistance are provided for learners to achieve a more equitable outcome. That is, the aim is to remove unnecessary obstacles to learning. Our reasonable adjustment comprises:

- Extra support for LLND where identified
- Providing additional assessment time
- Use interpreters/translators to assist learners
- Customising resources and/or activities
- Oral testing

Language, literacy, numeracy, and Digital (LLND) skills relate to how we communicate with each other.

Learners receive a hardcopy or online LLND test at the beginning of new training sessions. This gives learners an opportunity to speak to the trainer or complete the form. The trainer can then determine and LLND issues that need to be addressed.

Language

Language relates to the words, verbal structures, and gestures we use to convey meaning. This includes communication forms such as speaking, listening, reading, writing and visual communication (such as the Australian sign language – AUSLAN). Language also encompasses industry-specific jargon, acronyms, and technical references. These can change and evolve over time. The value placed on the different communication forms of language will vary.

Literacy

Literacy means being able to read and use written information. It also means being able to change your writing in an appropriate way. Literacy involves speaking, listening and critical thinking with reading and writing. Literacy skills allow us to interact effectively with one another. Literacy requirements change over time, so we need to continually adapt and extend our literacy skills.

The Dept of Education, Employment and Workplace Relations defines literacy as '… the ability to read, write, speak and listen to language in a way that allows people to communicate with each other and to make sense of the world.'

Numeracy

Numeracy is the practical application of mathematical skills to absorb, use and critically evaluate information in numerical or graphical form. Numeracy skills include basic number skills, spatial and graphical concepts, the use of measurement and problem-solving. Numeracy and literacy are interlinked particularly when extracting mathematical information from written text.

Digital

Digital literacy covers the physical operations of digital devices and the software operations in those devices (UNESCO, 2018). It incorporates the ability to search and navigate, create, communicate and collaborate, think critically, analyse information, and address safety and wellbeing using a variety of digital technologies. These skills are essential for individuals to participate effectively in today's society.

Pipeline Training Australia training materials are written to the appropriate Foundation Skills of LLND according to the training package requirements.

An indicator LLND assessment is used which identifies personal LLND confidence and competency level. Once this indicator assessment is completed the learner we will be provided with LLND if needed.

All our standard course material contains written documentation and, in some instances, you may be required to submit written assessment items. For some courses, limited numerical calculations may also be required.

We recognise that not all people can easily read, write, and perform numerical calculations to the required standards of a course. We will endeavour to assist you to achieve your required competency level by taking into consideration any language, literacy, numeracy, or digital difficulties you may have, and accommodating these where reasonable and within our ability, e.g. replacing reading/writing with listening/speaking where appropriate.

To assist in identifying your needs we have included an LLND questionnaire in **APPENDIX 1**. It is recommended that you complete this tool.

Additional Support

Should you be experiencing personal difficulties that affect your studies please direct your concerns to your trainer in the first instance, or directly to the Compliance Officer. If your needs exceed our support capacity, we will refer you onto an appropriate external agency, you can seek immediate support by contacting:

Centrelink	131 021
Beyond Blue	1300 224 636
Life Line	131 114
Kids Helpline	1800 55 1800
Alcohol and Drug Information Service	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
Apprenticeship Info	1300 363 831
NSW State Training Services	13 28 11
Men's Line Australia	1300 789 978
Counselling online	1800 422 599
Child Protection Helpline	132 111
Fair Work	13 13 94
SafeWork NSW	13 10 50

Assessment standards/methods and process

All assessments conducted by Pipeline Training Australia comply with the assessment guidelines in the relevant nationally endorsed training packages, including trainer/assessor qualification requirements, and Working with Children (WWC) certificate.

Pipeline Training Australia courses require an assessment process to evaluate learner learning outcomes against Vocational Education and Training Standards (VET) and the Australian Quality Framework (AQF). Typically, assessment may consist of a combination of written class room, practical performance, Third Party reports and work place performance observations.

To be awarded a competent result a learner must successfully demonstrate competence in each assessable section of each unit. Competency is using your skill and knowledge to perform tasks and duties appropriately to the standard expected in the work place and by industry. Assessment task must be completed by the learner. Assistance from an external party may be granted in certain circumstances following a written request (email) to Pipeline Training Australia.

If the required standard is not achieved in the assessment process, re-assessment or re-submission can be discussed with your trainer & assessor.

Authenticity

All evidence must demonstrate the requirements of the unit beyond reasonable doubt.

It is important that all assessment submissions are reliable and authentic, and if any work submitted appears to have been completed by another party the following action will be taken.

1. The learner will be contacted and will be asked to verify the submission through verbal questioning.
2. The learner may also be asked to re-submit the section(s) in the question or unit in its entirety.

Important to remember: Plagiarism is the presentation and submission of someone else's work and claiming it as your own. This is a serious offence and fraud and penalties can apply if you take part in such activity. Please remember to be responsible for your own work submissions and if you refer to another person's ideas you must acknowledge them as the owner of the intellectual property.

Training Facilities, Resources & Materials

Pipeline Training Australia maintains safe and suitable training facilities and equipment, which comply with all relevant government regulations and are maintained and upgraded when necessary to provide an efficient training and working environment.

All learners have access to appropriate assessment facilities, equipment, and training materials to allow for a positive learning environment.

Our learning resources support the outcomes required for successful completion of assessments.

Pipeline Training Centres are Drug, Alcohol and Smoke Free environments.

Work-Site Performance Evidence Materials

Some courses require the completion and submission of a practical evidence portfolio by the learner to be awarded a Statement of Attainment. This evidence must be gathered at a work-site/on the job, often including the verification by a third-party.

Pipeline Training Australia will provide you with the appropriate documentation to allow you to collect the required evidence on the job. Learners are accountable to return their evidence to your trainer/assessor for review within a stipulated timeframe to be awarded your Certificate. Only assessments deemed competent will result in a Statement of Attainment or Certificate.

Learners are required to keep copies of their collected evidence.

Certificates, Statements of Attainment and Cards

Pipeline Training Australia will issue upon successful completion of assessment, a Statement of Attainment, Certificates, or cards dependent on your course outcomes.

Replacement documentation can be requested by contacting the office.

Application to Enroll in Courses
Pre- Enrolment/Unique Learner Identifier (USI)

All domestic learners participating in any nationally recognised training in Australia will need to have a Unique Learner Identifier (USI) as part of your enrolment requirements.

The USI is yours for life and provides ongoing access to an online record of your training completed since 1 January 2015.This can be useful when applying for a job, seeking credit transfers or when you need to disclose pre-requisites when undertaking further training.

When you register for the USI, you also need to give permission for Pipeline Training Australia to view your USI and access your records. Results from 2017 will be available in your USI account in 2018.

It is free and easy for you to create your own USI online by visiting www.usi.gov.au

Course Choice and Information

Pipeline Training Australia provides a course content information sheet, assessment requirements and support services provided for all of our national recognised courses and/or qualifications. This will allow you to make an informed decision on the learning you would like to engage in.

You can find course information and requirements on our website www.pipelinetraining.com.au Should you require further information or like to discuss certain aspects please contact one of our Training Consultants at
E: nsw@pipelinetraining.com.au P: 02 9679 0066

Entry Requirements

Some courses and/or qualification may require pre-requisites' before you can commence your learning. Please contact Pipeline Training Australia to confirm any course entry pre-requisites. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and for effective performance in the workplace in the specific job-role
- Access to a relevant workplace where the required competencies can be learned and practiced.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.
- Access to an internet connection with sufficient capacity to download course materials (e.g., broadband connection).
- Access to course specific equipment and/or materials such as personal protective equipment (PPE) or other tools of trade.

Enrolment Steps

The following steps are required to register or enrol in one of our training offerings.

1. Choose your course

- Read the Course Information carefully, for further information
- View our webpage **www.pipelinetraining.com.au** or
  NSW – E: nsw@pipelinetraining.com.au, P: 02 9679 0066
- The web has information about the course and an **ENROL** button

2. Assess your eligibility

- Are there entry requirements?
- Are you eligible for funding?
- Do you need prior work experience; or
- Evidence of previous study outcomes?
- Have you applied for your Unique Learner Identifier (USI) **www.usi.gov.au**

3. Register or Enrol

- The enrolment requirements may vary depending on your course selection, type of training and location of training.
- You can enrol online using a debit or credit card, or
- You can register your interest via our webpage **www.pipelinetraining.com.au** or contact one of our Training Consultants at:
  NSW – E: nsw@pipelinetraining.com.au P: 02 9679 0066 or
  Any email or telephone registration will require you to fill in and sign a booking form and pay the course fees before enrolment can commence.

Course fees

Smart & Skilled course fee: click here
Other course fees and listed on our web
https://pipelinetraining.com.au/

Course fees cover:

- Facility and program orientations
- Programmed Classes
- Course Materials, Training and Assessment Materials
- Copy of Qualification or Certification achieved following a successful outcome
- 1 x wallet card for nominated courses as per course outline (as required)

Additional costs not included:

- Replacement printed study guides or training and assessment materials – charged at $50 per item. Where sending as a PDF is possible there is no charge
- Replacement or copies of certificates – charged at $50 per item. Where sending as a PDF is possible there is no charge

Other costs at learners' own expense:

You should consider any other expenses that you may incur at your own cost when participating in a program, for example:

- Travel to and from location of training
- Travel to and from vocational placement facilities (if applicable).
- Daily living expenses
- Stationery (books, pens, photocopying etc.)
- Uniform/PPE requirements (i.e.: footwear, trousers, hardhat, hearing protection etc.) unless outlined as provided in course information pack
- Licence applications may apply (if applicable – consult with the relevant licensing authority in your State for details)

Course fees will be invoiced upon the confirmation of enrolment. Terms of payment will be included on the invoice. Any amendments to the terms of payment stated on the invoice after its issuance must be approved by the respective Manager upon course commencement.

If learners are experiencing financial difficulties and might be unable to pay their fees, they must contact the respective Manager as soon as practical. Pipeline Training Australia reserves the right to suspend a learner's enrolment in the program Learner Handbook.
When fees remain unpaid, we will follow legal processes for monies outstanding. Suspension of enrolment will include the removal from all courses, services.

All fees must be paid in full before Qualification or Statements of Attainment are issued.

Smart & Skilled Government Funded Programs

Pipeline Training Australia offers learners certain qualifications through various funding contracts it holds in NSW.

Smart & Skilled Apprenticeship and traineeship FULL FEE funding

These contracts enable eligible learners to access funding for

Code	Title	Qualification Price	Program
RII20920	Certificate II in Drilling Operations	$0	Entitlement A&T (Traineeships)
RII30820	Certificate III in Civil Construction Plant Operations	$0	Entitlement A&T (Apprenticeships)

Smart & Skilled FULL Qualification subsidised funding

Code	Title	Subsidised Price* First Qualification	Program
RII31820	Certificate III in Drilling Operations (Sydney, Capital, Hunter, Illawarra, Tweed-Richmond regions ONLY)	$0 $1,450	Until 31/12/2023 Entitlement Full Qual From 1/1/2024 Entitlement Full Qual
CPC20720	Certificate II in Drainage (Sydney, Hunter regions ONLY)	$0 $1,350	Until 31/12/2023 Entitlement Full Qual From 1/1/2024 Entitlement Full Qual
RII30820	Certificate III in Civil Construction Plant Operations (in Tweed-Richmond ONLY)	$0 $2,100	Until 31/12/2023 Entitlement Full Qual From 1/1/2024 Entitlement Full Qual

* Subject to S&S confirmation and eligibility

For more information visit: Are you eligible for subsidised training? (nsw.gov.au)

Also check information on refunds and complaints.

Fees and Charges

As an RTO, Pipeline Training Australia offers learners course enrolments under "Fee for Service" arrangements and [Fully Funded or Subsidised Qualifications in NSW](#). Information on fees and payment options will be available upon course selection on our web or in this document. To complete the enrolment all outstanding course fees will need to be paid to allow you to commence your selected training course.

Pipeline Training Australia does not hold a Tuition Assurance Scheme and therefore will never collect more than $1500 in advance from our learners. Where a course fee is over $1500, the initial payment will be $1500, followed by the balance or another $1500 during training or the end of training. Total fees are due for finalising certificates and cards.

Fee Inclusions

Each qualification, unit of competency or course offered by Pipeline Training Australia has a specific course fee. The course fee is the maximum fee that may be charged to the learner for their selected training program.

All fees will be paid according to the fee structure disclosed at time of enrolment. A relaxation of the usual fee structure to assist the learner may be available with prior arrangements made by the RTO Manager.

It is Pipeline Training Australia's policy that the course fee will be all-inclusive. Learners will not be 'surprised' by unexpected requirements, fees, or expenses.

Inclusions:

- All tuition
- Support and coaching
- Any associated learner workbooks, handouts, or manuals
- Classrooms and facilities
- Access to any specialised equipment necessary in the training
- Issue of certificates and register on the National Database

Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer) the learner will be clearly advised of exactly what is required in the pre-course materials or enrolment confirmation for the program.

Course fees can be accessed from our website or by contacting one of our offices.

Refund Policy & Procedure

Pipeline Training Australia is, as are all other businesses and corporations registered within Australia, bound by Australian Consumer Law, which outlines the rights of a consumer to receive a refund on either a product or service. Whilst Pipeline Training Australia will issue refunds in accordance with Australian Consumer Law, however, please note that refunds will not be provided where you have:

- changed your mind;
- found it cheaper somewhere else;
- decided you did not like the purchase; or,
- have no use for it.

Refunds will only be provided by Pipeline Training Australia where:

- a person has been unable to complete their e-Learning course due to the unavailability of Pipeline's e-Learning services; and,
- Pipeline, or sub-provider has failed to maintain services.

Refunds will not be granted, for example, where a person's personal internet connection becomes unavailable, personal IT hardware is unable to meet the minimum requirements, or corporate internet access blocks access to Pipeline's e-Learning services.

Pipeline Training Australia will give due consideration to issuing a refund to a learner under the following circumstances:

Cancellations are only applicable to courses you have not yet commenced. Once you have commenced in a course, please review our withdrawal policy.

For our short course offerings, which are generally run over 1 - 2 days that provide a Certificate and/or a 'ticket card'.

If you are requesting a refund the following process will apply:

4. Notification of withdrawal/cancellation received by Pipeline Training Australia
   - Refund request reviewed and assessed
   - Learner to be advised of "refund assessment outcome"
   - If required, Refund request form processed by Pipeline Training Australia
   - Accounts initiate refund according to bank details provided, and noted in MYOB

Time-based refund policy	Courses valued at $1000 or less*	Courses valued above $1000*
Cancellation requested 5 or more days prior to the commencement of the course:	Full amount refunded	
Cancellation requested 2 to 5 days prior to the commencement of the course:	50% refunded	
Cancellation on business day prior to course commencement, no show on the day, arrive too late, withdrawal during the course:	No money will be refunded	
Change of date requested 5 or more days prior to the commencement of the course:	No change fee	
Change of date requested 2 to 5 days prior to commencement of the course:	We retain your original payment and charge a $50 change fee	We retain your original payment and charge a $125 change fee
Change of date requested on business day prior to course commencement:	We retain your original payment and charge a $100 change fee	We retain your original payment and charge a $175 change fee

Withdrawal, Deferral & Cancellation Policy & Procedure

Purpose:

To ensure that all stakeholders are provided with clear guidelines on any form of withdrawal from Pipeline Training Australia's qualifications and/or courses.

Policy:

1.1 Withdrawal

a) Learners have the right and may choose to voluntarily withdraw; defer or cancel from the qualification/course they are enrolled in at any stage of their learning experience.

b) A RTO has the right to withdraw a learner, where a learner's attendance and/or course progress is not at a satisfactory level. Due to serious misconduct and/or breaches of Pipeline Training Australia's Code of Conduct.

c) Before the RTO instigate the withdrawal process due to poor attendance or poor course progression, it must identify if the learner may require more assistance and/or support and can aid by developing a support plan in collaboration with the learner to get back on track.

d) Where a learner is not engaged in this process they will be required to be withdrawn from their study. All withdrawals must be completed in a timely manner using the withdrawal form to ensure that all reporting requirements are meet.

e) Whether a learner intends to voluntarily withdraw from their study or is to be withdrawn by the RTO or other stakeholder, the learner is to complete the withdrawal form and submit this to the Training Administrator of the RTO. The withdrawal form can be found at www.pipelinetraining.com.au or requested from the Training Administrator.

f) All withdrawals must be completed in consultation with the learner where possible and the learner is to be informed of the grievance, complaints and appeals policy should they wish to appeal against their withdrawal or make a complaint.

g) Where a learner decides to lodge a complaint, the complaint procedure will come into effect.

h) If a learner has a continuous and unnotified long absences, the RTO will make attempts to contact the learner. If the RTO does not receive a response by the learner or a person on behalf of the learner within 30 days, the RTO will withdraw the learner.

i) Should the learner respond to the RTO after this date, the learner has the right to reapply for enrolment into their chosen area of study, but there is no guarantee that they will be accepted.

1.2 Cancellations

Cancellation applies to courses not yet commenced. Learners should notify Pipeline Training Australia in writing of their intent to cancel their course commencement. Please refer to the cancellation schedule in Pipeline Training Australia Learner handbook along with the Refunds Policy.

Pipeline Training Australia may cancel a learner's enrolment on the following grounds:

a) The minimum required learner number for the course has not been reached.

b) The non-payment of course fees in accordance with enrolment conditions or any payment plan structures or fee arrangements with Pipeline Training Australia

c) In situations due to unforeseen circumstances. Pipeline Training Australia reserves the right to cancel or postpone a course prior to its scheduled commencement date if necessary. All course fees will be refunded in full if the RTO is unable to commence the course. Any pre-paid fees may be transferred to an alternative enrolment date where the learner agrees.

d) Pipeline Training Australia will notify learners in writing as soon as practicable should this occur and will inform learners of their rights. Where appropriate Pipeline Training Australia may provide the learner with a list of other training providers offering the course/qualification.

e) Where Pipeline Training Australia has commenced a course but is unable to complete the course due to unforeseen circumstances, any unused fees are to be refunded to the learner. Learners will be notified in writing as soon as is practicable. Learners will be issued a Statement of Attainment for the any units of competency they have completed successfully.

1.3 Deferrals (Fee for service)

When an enrolled learner indicates that they wish to defer training Pipeline Training Australia will make every effort to assist the learner to continue their training at a later stage where possible. Request for deferrals must be received in writing by email.

1.4 Deferrals (Funded enrolment)

1.4.1 Learners under a funded program may request a deferral period of no more than twelve months from the date of notification. A deferral request must be applied in writing outlining the reason for the deferral. The appropriate funding body should be notified and training plans amended to reflect any change in contract enrolment dates. If necessary, an extension may need to be applied for, Pipeline Training Administrators will action this on behalf of and in consultation with the learner and their employer.

1.4.2 All enrolments are bound by and must comply with Pipeline Training Australia Refund policy with respect to any outstanding fees. The learner will be issued if applicable with a Statement of Attainment within the required 28 days of the withdrawal date. No Statement of Attainment will be released until any outstanding monies have been paid to Pipeline Training Australia

2. Procedure:

2.1.1   There are several reasons why a learner may withdraw from a course of study. The procedure provides a guide to processing withdrawals.

2.1.2   When a learner requests a voluntary withdrawal:

2.1.3   A learner must give written notification of the intent to withdraw. The learner is required to complete Pipeline Training Withdrawal Form.

2.1.4   The form is available from www.pipelinetraining.com.au or on request via email recetption@pipelinetraining.com.au

2.1.5   If a refund is required the learner should complete the Refund Form which will be assessed, processed and the learner advised of the outcome. Pipeline Training Finance Department will action approved refunds into the learner's nominated bank account.

2.1.6   A note of the refund and reasons for withdrawal or cancellation should be recorded in the Learner Management System.

3   Roles and Responsibilities:

3.1.1   All documentation relating to withdrawal, deferral or cancellation of studies will be held in the learners file and managed by Pipeline Training Australia's Training Administration.

3.1.2   In addition, any discussion with the learner and relevant staff members relating to the withdrawal, deferment, or cancellation of studies with be recorded in the learners file or the Learner Management system.

3.1.3   If a learner lodges a complaint in relation to their Withdrawal or Cancellation the
          Complaints from takes effect.

Refer to Pipeline Training Australia Complaints and Appeals policy for guidance.

Qualification Enrolment Withdrawal

Often our qualification enrolments are arranged with Organisations (Employers) and specific learning models may apply for you to undertake a particular qualification. If your course was arranged through your organisation/employer then the withdrawal from the course will need to occur in cooperation with them.

Once you have commenced training with Pipeline Training Australia, to withdraw/defer please speak with your trainer or one of our training consultants to guide you as to the correct process.

Enrolment Deferrals

Fee for Service enrolment deferrals

When an enrolled learner indicates that they wish to defer training in their enrolled qualification Pipeline Training Australia will make every effort to assist the learner to continue their training at a later stage where possible.

Request for deferrals must be received in writing by email.

Funded enrolment deferrals

Learners under a funded program may request a deferral period of no more than 12 months from the date of notification. A deferral request must be applied for in writing outlining the reason for the deferral using the 'Variation to Enrolment form'.

Discontinuation from learning

Should a learner choose to discontinue their training, they must complete the Withdrawal Form.

All enrolments are bound by and must comply with Pipeline Training Australia Refund Policy with respect to any outstanding fees. The learner will be issued, if applicable, with a Statement of Attainment within the required 28 days of the withdrawal date. No Certificate or Statement of Attainment will be released until any outstanding monies have been paid to Pipeline Training Australia.

Consumer Protection Strategy: Appeals & Complaints

Pipeline Training Australia provides a high standard of service. Learners or staff who wish to pursue a concern in relation to the education and training services provided by Pipeline are encouraged to lodge an appeal or complaint using the following processes:

SRTO 2015 Clause 6.1

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

a) the RTO, its trainers, assessors or other staff

b) (Not applicable for Pipeline) a third party providing services on the RTO's behalf, its trainers, assessors or other staff

c) a learner of the RTO.

Clause 6.3

The RTO's complaints policy and appeals policy:

a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process

b) are publicly available

c) set out the procedure for making a complaint or requesting an appeal

d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable

e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

Appeals handling and disputes resolution process (refer below for Complaints)

Pipeline appeals handling is part of the Consumer Protection Strategy to ensure all Smart and Skilled requirements are being met.

Level 1: Discuss with Trainer/Assessor or the Student Services Administrator

Learners/complainants who are appealing an assessment outcome and/or the assessment process or an administrative matter involving their study should raise the matter with their Trainer/Assessor who will attempt to resolve the issue immediately. Appeals may be made by email, phone or in person. If resolved it should be noted and placed in the learner file. This step should commence within ten (10) working days of the assessment outcome being advised or the compliant issue becoming a concern.

Level 2: Complete Complaints/Assessment Appeals Form

If not satisfactorily resolved, the learner or staff member must complete the Complaints/Assessment Appeals Form (below) and forward to the Compliance Officer, Head of Training, or the CEO. A second assessor (moderator) will be appointed. This should occur within 5 working days of Level 1 outcome

Level 3: Appeal Outcome

For an assessment appeal it is to be reviewed, or demonstrated again for practical performance criteria, by a different Assessor without reference to the original assessor's marks or commentary and the results of the review or practical summarised on the Complaints/Assessment Appeals Form. The learner will be advised of the appeals outcome within 10 working days. If resolved the matter is to be documented on the appeals form, a copy supplied to the learner, and a copy placed in the student folder. This should occur within 10 working days of Level 2.

Level 4: RTO internal review panel

If still not satisfied with the outcome of the appeal, it is to be reviewed by the CEO. The Compliance Officer will send an acknowledgement email to the learner, record the receipt of the Assessment Appeals Form, then review. The Compliance Officer, if necessary, will convene a review panel (usually the CEO, head trainer and compliance officer) to thoroughly examine the appeal. The learner will be advised of the outcome within 10 working days. NOTE: Pipeline will endeavour to consider all reasonable requests as it is not in Pipeline's best interest to have dissatisfied complainants but it is also not in Pipeline's best interest to accept an appeal where it is not justified.

Level 5:

If the learner/complainant is not satisfied with the outcome of an internal appeal review, they have the right to seek third-party independent review. Pipeline will abide by any direction from the third-party independent review, consists of both internal and external members, including senior members of the RTO not previously involved in the specific appeal, e.g. a staff member who is a JP, a counsellor, or registered as a CPA or CFO; the external may be a member of another RTO or a subject matter expert (SME) from the relevant industry.

Further, the complainant may wish to present their case to an independent external dispute resolution organisation such as the Resolution Pipeline. Refer to: https://resolution.institute/Web/Web/Public-In-Dispute/Rules-and-Regulations/Rules-and-Regulations.aspx

https://resolution.institute/common/Uploaded%20files/Rules%20and%20Regulations/RI-Expert-Determination-Rules.pdf

Resolution Institute (RI) offers the range of resolution services where an independent resolution practitioner, such as a mediator, helps people in dispute to try to sort out the issues between them. RI can help people to resolve a dispute before it becomes so big that a court or tribunal becomes involved. RI can be very flexible and can be used for almost any kind of dispute. A list of practitioners can be found at: Member Directory - Australia (resolution.institute)

<u>Complaints</u> handling and disputes resolution process (refer above for Appeals)

Pipeline complaints handling is part of the Consumer Protection Strategy to ensure all Smart and Skilled requirements are being met.

A complaint includes any issue regarding the behaviour of another, whether a staff member or learner, that causes concern. This includes, but not limited to: harassment of any kind, service, or lack of, offensive or suggestive language, discrimination of any type and so on.

Level 1 resolution :First instance: Learners and staff are encouraged to speak immediately with the person (staff or learner) they have a complaint with or their trainer or supervisor. If the learner or staff member is not comfortable addressing the issue directly with the person they have a complaint with or with the trainer or supervisor they are encouraged to contact the Compliance Officer or email, You can email your concern to reception@pipelinetraining.com.au, or another staff member that the victim feels comfortable with and can discuss the issue. The following is a guide only on making a complaint:

- Reason why a complaint was lodged
- The circumstances surrounding the issue
- Who was involved
- Any evidence including dates and documentation
- The name of any witnesses who could support the investigation of the complaint
- A suggested outcome to resolve the complaint

Management will review the complaint and this may resolve the issue.

Level 2 resolution: Second instance: If the issue is not resolved the learner or staff member is encouraged to either speak to or contact in writing the CEO who will discuss the issue with the Compliance Officer, and endeavour to consider all reasonable complaints against a staff member or learner. The CEO will provide a resolution or advise the next step.

Level 3 resolution: Third instance: If the matter is still not resolved an independent third party review will be requested to assist with resolution. Pipeline will abide by any direction from the third-party independent review. The RTO review consists of both internal and external members, including senior members of the RTO not previously involved in the specific appeal, e.g. a staff member who is a JP, a counsellor, or registered as a CPA or CFO; the external will usually be a member of profession, such as a counsellor, a minister where appropriate, or a JP.

Outcomes of complaints will be provided to the learner in writing within 15 working days of the decision.

Level 4 resolution :Fourth instance: Pipeline will endeavour to consider all reasonable requests, including the use of an independent third party as outlined in Level 3 above, as it is not in Pipeline's best interest to have dissatisfied learners or staff members, but it is also not in Pipelines best interest to act on a unjustified compliant.

Pipeline will abide by any direction an external agency such as The Resolution Institute which offers ADR (described above) http://www.resolution.institute/dispute-resolution/resolving-a-dispute.

Alternatively, the learner or staff member will be advised of their right to refer the matter to the complaints hotline: through the National Training Complaints Hotline, complaints will be directed to relevant authorities, connecting consumers with the most appropriate organisation to assist them. Learners can register a complaint with the National Training Complaints Hotline by:

Online/web complaint: This is often the most efficient way to record your complaint: https://submit.dese.gov.au/jfe/form/SV_4Py7MA1Jn52QqQm
Phone: 13 38 73, Monday to Friday, 8am to 6pm nationally (note there may be a wait time).
Email: NTCH@DEWR.gov.au

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service if required.

Further, it should be noted that ASQA has an on line complaints section at:
Complaints about training providers | Australian Skills Quality Authority (ASQA)
However, ASQA now takes a risk assessment approach to complaints as their resources are limited and will only focus on the most serious complaints.

If still not satisfied with the outcome of this procedure then the learner will be advised of their right to refer to:

1. Australia Fair Trading on 13 32 20, Monday to Friday, 8.30am to 5pm,
2. SafeWork NSW 13 10 50, email contact@safework.nsw.gov.au NOTE bullying or harassment in the workplace is considered a serious safety issue,
3. or seek legal advice.

Assessment Appeals Form

(Complaint form next page)

Course: _____

Assessment Details: _____

Date of Original Assessment: _____

Learner Name: _____ (Learner ID) _____

Original Assessor name: _____

Please attach a copy of original assessor's comments if available.

Original Assessment outcome: _____

Declaration of genuine appeal: **Tick Box** ☐   Dated __/__/ 20__

OFFICE ONLY ---

Moderator's Name: _____

Moderator's Assessment: _____

Moderator's Comments on Original Assessor's Comments and Feedback:

_____

_____

Further Action (if required):

_____

_____

_____

Action Completed:

CEO/Head trainer/moderator: _____ Date: _____

Complaint Form (staff and learners)

(Assessment appeals form previous page)

Learner/Staff Name: _____ (Learner ID) _____

Date/s: _____

What happened? (Statement of fact) _____

_____

What caused this (if known) _____

_____

Who witnessed this (if known) _____

_____

Who perpetrated/involved/guilty (if known) _____

_____

Do you believe this to be:
Tick Box ☐   **Bullying / Harassment / Intimidation**
Tick Box ☐   **Discrimination / Victimisation / Vilify**
Tick Box ☐   **Sexual Harassment / Sexual Identification or Orientation Harassment**
Tick Box ☐   **Other** _____

Declaration of genuine complaint: **Tick Box** ☐   Dated __/__/ 20__

OFFICE ONLY ---

Notes: _____

_____

Action: _____

Name: _____ **Tick Box** ☐   Dated __/__/ 20__

Recognition of Prior Learning
Recognition of Prior Learning Arrangements (RPL)

Pipeline Training Australia recognises that learners will have acquired skills in previous studies, statements of attainment, certificates, and industry experience. These skills are valid irrespective of how they were acquired.

Learners who can provide evidence of previous prior learning, relevant to the course they enrol into, can apply to have these assessed via recognition of prior learning processes.

RPL has all the same requirements as other types of assessment, which means, in order to be granted a credit towards the performance criteria all aspects of assessment requirements must be addressed and validated. To gain credits your prior learning should be considered, valid, sufficient, authentic, and current.

To engage in the process the learner must complete a RPL Application form with Pipeline Training Australia. A qualified trainer & assessor will discuss the process, fees and the evidence requirements with you to prepare appropriately to meet the standards upon enrolment.

Credit transfer (CT) / Recognition of Current Competencies (RCC)

A Recognition of Current Competency, recognises what you have already learned from other courses or studies. Typically, these are evidenced by Statement of Attainments or other recognised documentation. This type of evidence is known as a Credit Transfer.

A Credit Transfer can be granted when a learner can demonstrate that their previous learning outcomes are equivalent to the competency outcomes and standards of the course, they wish to enroll.

This can be proven by the provision of a certified copy of a Statement of Attainment and/or other recognised documentation. Any units of competency approved for Credit Transfer will appear on the learners' transcript as CT.

Vocational Education and Training (VET)

Australia's VET system is based on nationally endorsed training packages that identify specific skills and knowledge applied in the workplace. Learners for a VET qualification must demonstrate the skills and knowledge identified in a training package and be judged 'competent' in the selected units of competency to be eligible for the award of the qualification.

 For more information on Australia's VET system visit: https://training.gov.au/

Related Policies
Work Health and Safety

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining Work Health and Safety standards. The requirements of an RTO as specified in the abovementioned Act are to:

Secure the health, safety and welfare of employees and other persons at work.

- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

In order to meet these requirements Pipeline Training Australia has initiated procedures, policies, guidelines, and work instructions, practicing an ongoing commitment to health and safety.

The purpose of this section is to present a strategic overview of Pipeline Training Australia WHS system and to provide guidance for meeting the requirements of occupational health and safety on Pipeline Training Australia premises, ensuring a high standard of workplace health and safety.

It is an obligation under legislation that all Pipeline Training Australia employees and management contribute to and assist in maintaining health and safety and risk management operations as part of their role within the RTO. Pipeline Training Australia management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate WHS professional development for Pipeline Training Australia learners, employees, management, and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals if relevant.

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 learner.

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 learner's file, including assessment results and participation records. If the learner identifies errors within the information, we will correct and update to file.

Unique Identifiers

We will not assign learners 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.

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, the individual's racial or ethnic background, or criminal record.

Certifications

Course Award, including a Certificate and a Record of Results

To be eligible for a qualification (e.g. Certificate III in…) a learner must have completed all the required course work and assessment as set out in the course outline.

Statement of Attainment

As learners progress through their learning and complete a unit of competency or module, a statement of attainment will be awarded, if the full certificate level course has not been completed.

Statement of Attendance

Statements of attendance are supplied to learners who decide not to proceed with the assessment component of a course but still require documented evidence of attendance, or for learners who attend nonaccredited training (e.g. skills only).

Assessment

What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

Standards are statements of the required workplace levels of performance.

Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is critical to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a learner's evidence of skills and knowledge, against the requirements of the Standards.

Underlying principles of assessment

For an effective assessment system in a competency environment, some basic principles must apply.

Validity

The assessments assess what they claim to assess and what they have been designed to assess.

Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria;
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

Authenticity

- The evidence collected is authentic - that is, it is actually derived from valid sources and is directly attributable to the individual.

Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context.

The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards;
- Clear, consistent and specific assessment criteria;
- Effectively trained, briefed and monitored assessors;
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

Consistency

The assessment system must ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where individual skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many learners is to provide more (or less) evidence than is required to prove competency against the standards. An effective assessment system ensures that learners are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per learner, or too little evidence, making it difficult to judge competence.

Flexibility

Every portfolio or set of learner evidence is unique. Each learner will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the learner and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors must be capable of taking a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account - both to ensure the best use of assessor time and from the viewpoint of the learner and his or her employer.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria - both performance (skill) and underpinning knowledge & understanding.

Fairness and Equity

An assessment system and its processes must not disadvantage any person or organisation. All eligible learners must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with learners who have special needs.

To achieve these principles, the assessment system must exhibit the following characteristics:

- The standards, assessment processes and all associated information are straight forward and understandable;
- The characteristics of potential learners are identified, to enable all potential assessment issues to be identified and catered for;
- The chosen processes and materials within the system of assessment do not disadvantage learners;
- An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

Assessors

The role of an assessor is to objectively assess and judge a learner's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate training and assessment qualification or equivalent.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities, and ethics;
- Procedural and administrative duties;
- Performance and knowledge evidence gathering and presentation;
- Interpretation and usage of standards;
- Selecting and using appropriate methods of assessment; and
- Requirements regarding processing and recording of results, progress, and feedback.

It is crucial that assessors always understand and practise fair, objective, unbiased and flexible assessment processes.

Forms of evidence

In general, basic forms of skills evidence include:

- Direct performance evidence - current or from an acceptable past period - from:

    - extracted examples within the workplace;
    - natural observation in the workplace; and
    - simulations, including competency and skills tests, projects, assignments

- Supplementary evidence, from:

    - oral and written questioning;
    - personal reports; and
    - Witness testimony.

Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- Evaluation of direct products of work;
- Natural observation;
- Skill tests, simulations, and projects;
- Evaluation of underpinning knowledge and understanding;
- Questioning and discussion; and
- Evidence from prior achievement and activity.

Learners with special needs

One fundamental principle of an assessment system is that each learner must have access to fair and open assessment. Learners with special needs should be offered the same opportunities as any other learner.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with learners with needs such as low literacy, lack of confidence or non-English speaking background.

An assessor must take special needs into consideration from the planning stage onwards and adopt assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a learner with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the learner at all stages.

Reasonable adjustment

To meet the needs of all learners' adjustments can be made to the way assessments are conducted but not to the requirements of the assessment. The purpose of these adjustments is to enhance fairness and flexibility so that the specific needs of learners can be met.

Examples of reasonable adjustments

- providing additional time for learner to practice the assessment tasks
- presenting questions orally for learners with literacy issues
- asking questions in a relevant practical context
- adapting machinery and equipment to make it more easily used
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences
- simplifying the design of job tasks

It is the responsibility of each assessor to assess learner needs and make whatever reasonable adjustments are practicable to maximise a learners' opportunity to demonstrate their competence. Assessors may also consider contacting their colleagues or their supervisor to assist in the development of reasonable adjustments to the assessment requirements of this unit.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a learners' exclusion from a unit or a course. When learners have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a learner can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another learner.
- Presenting the work of another individual or group as their own work.
- Allowing another learner to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between learners on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for learners to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, learners must produce their own individual written solutions. Copying someone else's work is plagiarism and is unacceptable.

Copyright

Learners must be careful when photocopying the work of others. The owner of the material may take legal action against learners of the college if the owner's copyright has been infringed. Learners are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the learner is studying with, or employed by, an educational institution.

Feedback

Where learners are assessed as not competent, they will be provided with additional feedback on their assessment outcome to assist in achieving the required performance standard on reassessment.

Reassessment

Learners who are dissatisfied with their assessment outcome may apply for reassessment by contacting their trainer or assessor.

Learners are entitled to a maximum of two assessment attempts for each unit.

If after three assessment attempts learner's competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

a) the learner can provide a certificate from a registered medical practitioner indicating that the learner was medically unable to attend the assessment; or

b) the learner can provide independent evidence of exceptional compassionate circumstances beyond the learners control, such as serious illness or death of a close family member to explain the non- attendance at the assessment

Simulation for assessment

Simulation is a form of evidence gathering that involves the learner in completing or dealing with a task, activity or problem in an off-the-job situation that replicates the workplace context. Simulations vary from recreating realistic workplace situations such as in the use of flight simulators, through the creation of role plays based on workplace scenarios to the reconstruction of a business situation on a spread sheet. In developing simulations, the emphasis is not so much on reproducing the external circumstance but on creating situations in which learners are able to demonstrate:

a) technical skills;
b) underpinning knowledge;
c) generic skills such as decision making and problem solving;
d) workplace practices such as effective communication.

Access and Equity

As stated in our Code of Conduct Pipeline Training Australia adheres to the principals of access and equity for all learners without harassment or discrimination of any kind.

At Pipeline Training Australia all our programs and services are relevant, accessible, fair and inclusive.

Pipeline Training Australia ensures its policies and procedures are understood and implemented by all staff and its representatives.

All learners can gain access to their personal assessments, enrolment information, attendance records or any other documentation that is held by the RTO in relation to the enrolment. When requesting to access archived files an administration fee for retrieval will be charged.

You may view them on Pipeline Training premises in the presence of an authorised staff member, at a mutually agreed time. The RTO Manager must be made aware that this is being arranged.

Pipeline Training Australia will ensure that learners are made aware of any changes that may affect their ability to complete any part of their learning. This may include a change of trainer/assessor, a change to the training package or any other unforeseen circumstance.

Learner Performance Management/Disciplinary Action

All learners are expected to work within Pipeline Training Australia's Code of Conduct by always demonstrating respectable behaviour.

Any misconduct like violence of any kind, theft, misuse or damage to facilities, equipment and training materials, attendance under the influence of alcohol or drugs, bullying or harassment are considered serious behaviours and may lead to disciplinary action.

In circumstances where performance management and disciplinary action is considered the learner can expect the following steps to occur:

1. Discussion and recording of the nature of the misconduct
2. The acknowledgement of the misconduct by the learner
3. File notes are kept on learner files
4. If not resolved then the matter will be escalated to the RTO Manager to discuss and implement specific actions and outcomes within an agreed timeframe
5. These parameters will be closely monitored and if not adhered to by the learner may result in course termination without refund.

Course Termination

Grounds for terminating a learner from a course:

- Cheating or plagiarism
- Harassment, assault or bullying towards staff, learners or visitors of Pipeline Training Australia Continued non submission of course assessments by the due date
- Pipeline Training Australia contacts learners on a regular basis to discuss course progression, if despite our attempts no contact has been established after three months and no submission of work
- has been received, the learner enrolment will be cancelled.
- Bringing or consuming alcohol, drugs or other illegal substances or being adversely affected by the influence of drugs, alcohol, or other substances.

Trainers will discuss the grounds of termination with the learners and put forward recommendation of action. The final decision to terminate lies with the RTO Manager.

A letter advising the learner that their enrolment has been cancelled and their learner file has been closed will be sent.

At all times the learner has the option of following the Complaints and Appeals Policy as outlined in this learner handbook.

Legislation

There is a variety of important State and Federal legislation that affects you as a learner in the vocational education and training system. We recommend that you familiarise yourself with your rights and responsibilities under it. The legislation applies in all aspects of your training in your workplace and off-site. Some legislation is outlined below.

All NSW legislation is available online at www.legislation.nsw.gov.au

All Commonwealth legislation can be found online at 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.

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.

Learner Identifiers Act 2014

From 1 January 2015, all learners undertaking nationally recognised training need to have a Unique Learner Identifier (USI). This includes learners 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 (i.e., 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.

Feedback and Compliments

Pipeline Training Australia welcomes your comments and feedback on the quality and relevance of the services provided.

Evaluation sheets are given at the completion of your course.

Your feedback is important to us, so we can ensure the quality of our training programs.

If you have any other comments you wish to make towards the continuous improvement of our training programs, other than on the evaluation sheets, please email your comments directly to reception@pipelinetraining.com.au

Acknowledgement

Before you complete your enrolment ensure you have read this handbook and understand the information provided. Please contact us if you don't understand anything or refer to our Frequently asked Questions (FAQS) for clarification.

By completing the enrolment process and paying for your course (in full or part) you are acknowledging that you have read and understood this handbook.

Frequently Asked Questions

Before I enrol in a course why do I need a Unique Learner Identifier? How do I obtain one?

All learners enrolling into a course are required to have a USI number. This is free to create just click on this link to make this happen. https://www.usi.gov.au/your-usi/create-usi

You will need proof of your identity to complete the process. Once you have a USI you will have a secure online record of your nationally recognised training which you can access anytime and anywhere. If you have any questions or need assistance, please call Pipeline Training Australia on 02 9679 0066

How do I enrol?

You can enrol on our website please click on this link www.pipelinetraining.com.au once you have confirmed which course you would like to enrol into and your eligibility.

Is there an enrolment closing date?

For all Pipeline Training Australia short courses, which are normally one- or two-days duration please check out our website for upcoming course dates and availabilities.

If you are enrolling into a government subsidised course there maybe strict start and end dates and in some cases, extensions will not be available. Otherwise, enrolments are available all year round, so you can decide when to start your course!

How long will my course take?

While course start and end dates are predetermined, this can also depend upon the amount of time you can dedicate to your studies. When enrolling into a full qualification with Pipeline Training Australia a Training plan is developed and your input along with your Trainer/Assessor is agreed upon.

In the case of an apprenticeship or traineeship, you will have a start date and expected completion date according to your contract.

If you have a government subsidised enrolment on our courses you must start and complete your training within the dates stipulated by the contract.

How do you get your course materials?

Once you enrol or book into a Pipeline Training Australia short course the invoice will be emailed to you, payment is required prior to the course. When you arrive at the training venue all resources and assessment material will be provided in class. If you enrol into an online course Pipeline Training Australia offers, upon payment you will be given access to the eLearning Learner Portal to commence your studies.

If you are enrolling into a government subsidised course, you will be given an invoice for the concessional fee to pay, your learning materials will then be sent to you, or given in the classroom on the first day's training.

Do I need to attend classes?

All short courses are trained at our Pipeline Training Australia Training rooms. If you are enrolled into an apprenticeship or traineeship, you will be completing on the job training therefore you may not need to attend any face-to-face training.

Do I need sit any exams?

There are no exams as all Pipeline Training Australia qualifications are competency based. This means you are required to demonstrate that you are competent based on a number of assessment methods. These may include: on-the-job demonstrations, evidence portfolios including third party reports, field evidence, photos, and workbook activities, written and oral questions etc.

Can I enrol in more than one course at a time?

For Pipeline Training Australia short courses, you can enrol in more than one course at a time, please check the short course calendar for upcoming course dates in your State.

For full qualifications it is better to do one course at a time and consider your learning journey and the career pathway you wish to take. Please speak with a Pipeline Training Australia Course Coordinator or your Trainer in this regard.

When will I receive my certificate?

Certificates, Statements of Attainment or Cards are released when accounts are paid in full. Otherwise, they are issued within 30 days of successful completion.

Please check with your state office in regards to short courses as these are issued in a shorter time frame.

Can I get a replacement card or certificate if I lose it?

Learners are welcome to request an PDF copy of their certificate at no extra charge. If a hardcopy certificate or card is required there is a fee for this. Please contact our office for the fee.

What if for any reason I cannot study due to commitments?

We understand that sometimes life gets in the way of our plans and progress, please do not hesitate to contact your state office and discuss your options for suspension, extension, or deferral of your course.

If you change your mind as a last resort we can also advise on withdrawal or cancellation from your course.

We may also be able to assist or point you to the best community agencies who can help in many life situations.

Will I get credit for my previous study?

If you have successfully attained units through another RTO all you need to do is provide a verified copy of your transcript of competent units. Once we verify the units, we can then award credit transfers where the unit code is the same. If you wish to apply for Recognition of Prior Learning (RPL) please speak with your State Administrator or Trainer/Assessor who can advise on the process and evaluate your prior learning and experience. For some Government funded courses there will be a fee reduction so please ask about RPL at the time of enrolment.

Appendices

Full list of available qualifications. Details overleaf:

CPC20720 Certificate II in Drainage (Smart & Skilled)

RII30820 Certificate III in Civil Construction Plant Operations (Smart & Skilled)

RII31820 Certificate III in Drilling Operations (Smart & Skilled)

RII40715 Certificate IV in Civil Construction Supervision

RII30915 Certificate III in Civil Construction -Pipe

RII30915 Certificate III in Civil Construction -Road

RII31615 Certificate III in Trenchless Technology

Language Literacy & Numeracy Assessment Tool Level 2

Language Literacy & Numeracy Assessment Tool Level 3

https://research.acer.edu.au/cgi/viewcontent.cgi?article=1011&context=transitions_misc

CPC20720 Certificate II in Drainage (Smart & Skilled)

Drainer

Type:
Smart & Skilled subsidised training

Job summary:
This qualification reflects the role of a drainer, responsible for carrying out installation of below ground stormwater and sub-soil drainage systems, sanitary drainage systems, domestic treatment plants, on-site disposal systems and trench support, locating and clearing blockages and/or installing prefabricated inspection openings and chambers.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required before entering a construction work site. Achievement of CPCCWHS1001 Prepare to work safely in the construction industry meets this requirement.

Australian Standard Classification of Occupations:
PLUMBERS

Sub-industry:
DRAINER

Minimum education standard:
Nil

Entry Requirements:
Adult learners and learners not enrolled in years 10, 11 or 12 may be eligible.

Qualification details

Name:
Certificate II in Drainage

Qualification code:
CPC20720

Qualification content:
Click here for more details

Training package:
CPC - Construction, Plumbing and Services Training Package

Status:
Current

Funded:
Subsidised under Smart & Skilled
Refer to fee schedule, click here

RII30820 Certificate III in Civil Construction Plant Operations (Smart & Skilled)

Civil Construction Plant Operator

Type:
Smart & Skilled fully funded apprenticeship

Job summary:
This qualification reflects the role of individuals working as skilled operators with civil construction plant, who apply a broad range of skills in varied work contexts, using some discretion and judgement and relevant theoretical knowledge. Occupation roles include:
Water Cart Operator, Excavator Operator (Mining and Extractive Industries), Haul Truck Operator (Mining), Quarry Equipment Operator, Face Loader Operator, Excavator Operator (Civil Construction), Plant Service and Maintenance Operator (Quarry), Sales Loader Operator, Haul Truck Operator (Extractive Industries), Scraper Operator (Mining), Pipelayer Operator, Earthmoving Plant Operator, Grader Operator (Extractive Industries),Excavator Operator (Mining), Quarry Processing Plant Operator, Bogger Operator, Bulldozer Operator, Grader Operator (Mining), Grader Operator (Civil Construction), Scraper Operator (Civil Construction), Quarry Mobile Equipment Operator, Shotfirer's Assistant, Scraper Operator (Extractive Industries), Mobile Plant Operator (Extractive Industries), Shotfirer, Front-end Loader Operator, Backhoe Operator, Dozer Operator (Mining and Extractive Industries), Inbye and Outbye Operator

Australian Standard Classification of Occupations:
EXCAVATING AND EARTHMOVING PLANT OPERATORS

Sub-industry:
PLANT OPERATOR

Minimum education standard:
Nil

Entry Requirements:
Adult learners and learners not enrolled in years 10, 11 or 12 may be eligible.

Qualification details

Name:
Certificate III in Civil Construction Plant Operations

Qualification code:
RII30820

Qualification content:
Click here for more details

Training package:
RII - Resources and Infrastructure Industry Training Package - RII

Status:
Current

Funded:
fully funded under Smart & Skilled
Refer to fee schedule, click here

RII31820 Certificate III in Drilling Operations (Smart & Skilled)

Drilling Plant Operator

Type:
Smart & Skilled fully funded traineeship

Job summary:
This qualification reflects the role of individuals working as skilled operators with civil construction plant, who apply a broad range of skills in varied work contexts, using some discretion and judgement and relevant theoretical knowledge. Occupation roles include:
Water Cart Operator, Excavator Operator (Mining and Extractive Industries),Haul Truck Operator (Mining),Quarry Equipment Operator, Face Loader Operator, Excavator Operator (Civil Construction),Plant Service and Maintenance Operator (Quarry),Sales Loader Operator, Haul Truck Operator (Extractive Industries),Scraper Operator (Mining),Pipelayer Operator, Earthmoving Plant Operator, Grader Operator (Extractive Industries),Excavator Operator (Mining),Quarry Processing Plant Operator, Bogger Operator, Bulldozer Operator, Grader Operator (Mining),Grader Operator (Civil Construction),Scraper Operator (Civil Construction),Quarry Mobile Equipment Operator, Shotfirer's Assistant, Scraper Operator (Extractive Industries),Mobile Plant Operator (Extractive Industries),Shotfirer, Front-end Loader Operator, Backhoe Operator, Dozer Operator (Mining and Extractive Industries), Inbye and Outbye Operator

Australian Standard Classification of Occupations:
DRILLING PLANT OPERATORS

Sub-industry:
DRILLING PLANT OPERATOR

Minimum education standard:
Nil

Entry Requirements:
Adult learners and learners not enrolled in years 10, 11 or 12 may be eligible.

Qualification details

Name:
Certificate III in Drilling Operations

Qualification code:
RII31820

Qualification content:
Click here for more details

Training package:
RII - Resources and Infrastructure Industry Training Package - RII

Status:
Current

Funded:
fully funded under Smart & Skilled
Refer to fee schedule, click here

RII40720 Certificate IV in Civil Construction Supervision

Civil Construction Operations Supervisor

Type:
Student payment

Job summary:
This qualification reflects the role of specialist civil construction personnel who perform technical specialist tasks. They perform tasks involving a broad range of varied activities most of which are complex and non-routine. They are responsible for applying the site work instructions and practices to ensure the quantity and quality of their outputs and contribute to the development of technical solutions for non-routine problems.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required before entering a construction work site. Achievement of CPCCWHS1001 Prepare to work safely in the construction industry meets this requirement.

Australian Standard Classification of Occupations:
CIVIL ENGINEERING ASSOCIATE PROFESSIONALS

Sub-industry:
CIVIL ENGINEERING TECHNICIAN

Minimum education standard:
Nil

Entry Requirements:
Adult learners and learners not enrolled in years 10, 11 or 12 may be eligible.

Qualification details

Name:
Certificate IV in Civil Construction Operations

Qualification code:
RII40720

Qualification content:
Click here for more details

Training package:
RII - Resources and Infrastructure Industry Training Package - RII

Status:
Current

Funded:
No

RII30920 Certificate III in Civil Construction -Pipe

Skilled Construction Worker - Pipe Layer

Type:
Student payment

Job summary:
This qualification reflects the role of a skilled operator working in pipe laying in the civil construction industry, who applies a broad range of skills in a varied work context, using some discretion and judgement and relevant theoretical knowledge. The individual may provide theoretical advice and support a team.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required before entering a construction work site. Achievement of CPCCWHS1001 Prepare to work safely in the construction industry meets this requirement.

Australian Standard Classification of Occupations:
MOBILE CONSTRUCTION PLANT OPERATORS

Sub-industry:
GENERAL CONSTRUCTION PLANT OPERATOR

Minimum education standard:
Nil

Entry Requirements:
Adult learners and learners not enrolled in years 10, 11 or 12 may be eligible.

Qualification details

Name:
Certificate III in Civil Construction

Qualification code:
RII30920

Qualification content:
Click here for more details

Training package:
RII - Resources and Infrastructure Industry Training Package - RII

Status:
Current

Funded:
No

RII30920 Certificate III in Civil Construction -Road

Skilled Construction Worker - Road Construction and Maintenance

Type:
Student Payment

Job summary:
This qualification reflects the role of a skilled operator working in road construction and maintenance, who applies a broad range of skills in a varied work context, using some discretion and judgement and relevant theoretical knowledge. The individual may provide theoretical advice and support a team.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required before entering a construction work site. Achievement of CPCCWHS1001 Prepare to work safely in the construction industry meets this requirement.

Australian Standard Classification of Occupations:
MOBILE CONSTRUCTION PLANT OPERATORS

Sub-industry:
GENERAL CONSTRUCTION PLANT OPERATOR

Minimum education standard:
Nil

Entry Requirements:
Adult learners and learners not enrolled in years 10, 11 or 12 may be eligible.

Qualification details

Name:
Certificate III in Civil Construction

Qualification code:
RII30920

Qualification content:
Click here for more details

Training package:
RII - Resources and Infrastructure Industry Training Package - RII

Status:
Current

Funded:
No

RII31619 Certificate III in Trenchless Technology

Skilled Construction Worker (Trenchless Technology)

Type:
Student Payment

Job summary:
This qualification reflects the role of a skilled operator working in trenchless technology in the civil construction industry, who applies a broad range of skills in a varied work context, using some discretion and judgement and relevant theoretical knowledge. The individual may provide theoretical advice and support a team.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required before entering a construction work site. Achievement of CPCCWHS1001 Prepare to work safely in the construction industry meets this requirement.

Australian Standard Classification of Occupations:
MOBILE CONSTRUCTION PLANT OPERATORS

Sub-industry:
GENERAL CONSTRUCTION PLANT OPERATOR

Minimum education standard:
Nil

Entry Requirements:
Adult learners and learners not enrolled in years 10, 11 or 12 may be eligible.

Qualification details

Name:
Certificate III in Trenchless Technology

Qualification code:
RII31615

Qualification content:
Click here for more details

Training package:
RII - Resources and Infrastructure Industry Training Package - RII

Status:
Current

Funded:
No

Language Literacy Numeracy and Digital (LLND) Skills Level 2

Unit 4/322 Annangrove Road
Rouse Hill, NSW 2155
P: 02 9679 0066
E: reception@pipelinetraining.com.au

Learner Instructions

1. You must attempt all sections in this LLND Indicator Tool. If you have indicated on the Enrolment Form that you have a disability, impairment, or long-term condition then a training consultant will contact you via telephone to conduct the oral component. This involves engaging in a short conversation with you, and will not take more than 5 minutes.

2. You complete and return this LLND Indicator Tool to the Administration Department or your trainer, before training commences.

3. You must declare and date the form in the Digital declaration of own work below.

4. Email the completed LLND Indicator Tool to the Administration Department: email reception@pipelinetraining.com.au or hand it to your trainer.

PERSONAL DETAILS required for LLND:		
Student:		
Date:		
Do you speak English as a second language?	Yes	No

Digital declaration of own work:. I, _____, certify that the submitted assessment is my own work. Tick Box ☐   Dated ___/___/____

OR **manual declaration** Hand signature: _____ Dated ___/___/____

Please complete this activity sheet to the best of your ability.

The following questions do not have a pass or fail score, but they will give your trainer an indication of your language, literacy, numeracy, digital skills

LANGUAGE, LITERACY AND NUMERACY

1) Look at the signs below. Look at the colours that are used. Read the text.
   Write **ONE WORD** to describe the sign

Answer: **Stop**	Answer:	Answer:

2) Which of the following signs advises you to wear safety glasses when handling hazardous chemicals.
Please circle or highlight either A or B or C.

A or

B or

C

A.	B.	C.

3) How many matches are likely to be in this new box of matches?

A. 45

B. 50

C. 100

4) Each Ute (Utility vehicle or small truck) can carry 15 boxes.

There are 6 utes. How many boxes in total can be carried?

A. 15   B. 55   C. 90

5) The local Do It Yourself (DIY) shop is having a sale. All items have been reduced by **10%.**
Complete the table to show the sale price of the items.

Item	Normal price	Sale price 10% off
Shovels	$ 30.00	
Work Cloves	$ 20.00	

6) You started work at 7:30am and finished at 3:45pm. How many hours were you at work, including all breaks?

A) 8 hours and 15 minutes   **B)** 4 hours and 30 minutes

C) 7 hours and 45 minutes   **D)** 7 hours and 15 minutes

_____

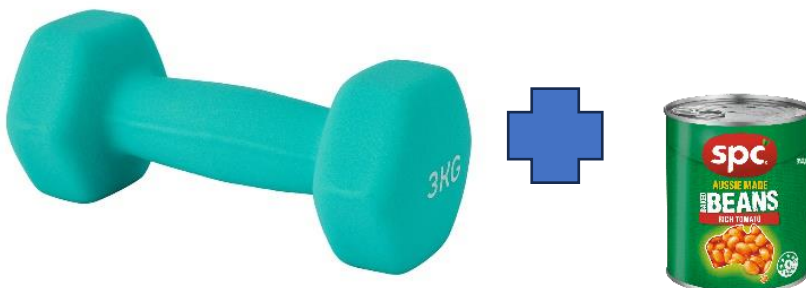**7)**   What is one third of 120 (or 120/3, or 120 divided by 3)?

A) 36   **B)** 360   **C)** 40

_____

8)   Add 3 **kilograms** to 850 **grams**

   A) 3850 kilograms

   B) 853 grams

   C) 3.85 kilograms (or 3850 grams)

9-12) View the Youtube video of *What a Wonderful World* and/or read the words to the song (lyrics)

https://www.youtube.com/what a wonderful world

What a Wonderful World
Sung by Louis Armstrong

I see trees of green, red roses, too,
I see them bloom, for me and you
And I think to myself
What a wonderful world.

I see skies of blue, and clouds of white,
The bright blessed day, the dark sacred night
And I think to myself
What a wonderful world.

The colors of the rainbow, so pretty in the sky,
Are also on the faces of people going by.
I see friends shaking hands, sayin', "How do you do?"
They're really sayin', "I love you."

I hear babies cryin'. I watch them grow.
They'll learn much more than I'll ever know
And I think to myself
What a wonderful world   Source: Musixmatch

Question 9 - 12

9)   On Youtube who is singing this song?   _____

10) What does he think to himself?   _____

11) When babies grow up what will they know?   _____

12) How is the night described?   _____

13) LLND refers to

A) Language, literacy, Numeracy, Direction

B) Language, literacy, Numeracy, Design

C) Language, literacy, Numeracy, Digital

D) Language, literacy, Numeracy, Diagnosis

14) Select six (6) **most** likely digital devices from the following:

A) Smart phone	G) Electric jug
B) Bench saw	H) Touch screen tablet
C) Tap & go payment	I) Cash payment
D) Pack & wrap service	J) Online purchase
E) Laptop	K) Writing pad
F) Paper back text book	L) Web browsing

15) You have received a text,
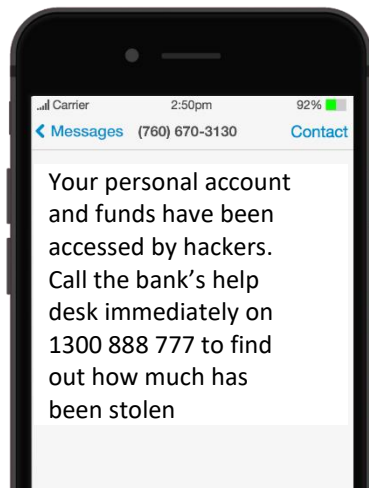
Which of these two options is best?

A) Not call but maybe do something else

B) Call the number and provide my details so the bank's help desk can check my account.

16. To authenticate who you are, you must hold a photo ID near your face (e.g. Driver's licence with your finger over the card number to protect your privacy and prevent ID theft). Take a selfie, and upload it.

A) ONLINE learners: upload or drag and drop your selfie

B) FACE TO FACE learners: Send as an email attachment to your trainer

C) I need help doing that

UPLOAD or DRAG
& DROP HERE

17. More and more things can be completed online, for example tax returns, car registration, banking.

    A) True

    B) False

    C) I don't know

18) The use of Generative AI is growing fast. Which of the following best describes how industry and education view this?

    A) AI is a new way for people to plagiarise or copy work done by another and pretend that they created it.

    B) AI is another tool to help in learning and performing work and must be used with care just like any other resource.

19) Choose six (6) digital tools to help you find information

A) Web browsers (e.g. Chrome, Safari, Edge, Firefox)
B) Books (e.g. Dictionary, Altas, textbook, encyclopedia)
C) Search engines (e.g. Google, DuckDuckGo, Bing)
D) Information Centre (e.g. Visitors and tourists centres)
E) Generative AI (e.g. ChatGPT, Bing Chat, DALL-E, Bard, Claude)
F) Signage (Billboards, street signs, community maps, rail maps)
G) Web bots (e.g. Pop-up Avatar (virtual character) asking you to type your question)
H) Ask someone (ask for directions, ask a store assistant, ask a teacher)
I) Digital assistants (e.g. Siri, Alexa, Cortana, Bixby)
J) Newspapers and magazines from a Newsagent
K) Smart phone and computer apps (weather, trip planner, accommodation & flight bookings)
L) Public meetings (political, local development, industry shows)

20) Many administration tasks are now performed digitally. Select four (4) common digital tasks.

A) Accounts such as MYOB, Xero, Quicken, SAP
B) Timesheets such as Excel, timesheet apps
C) Cleaning schedule on bathroom wall
D) Shift roster on staffroom whiteboard
E) Staff swipe or tap ID card (enter building, floor access, office, or storeroom access)
F) Security devices (back to base alerts, security alarms, security vaults)
G) Storage areas (key locked cabinets, filing cabinets, stationary cabinet)
H) Notice boards (WHS committee, Fire Wardens, Floor plan and escapes)

ASSESSOR USE ONLY

Skill Area	Trainer Assessor Comments		
Literacy/Reading			
Literacy/Writing			
Numeracy			
Digital			
Foundation skills Learning Program Recommended?	Yes	No	
If yes, has information and documentation on learning support been provided?		Yes	No
Trainer/Assessor Name	Date		
Signed or Tick Box ☐			