

RTO Information			
<b>Name/Code of RTO</b>	TCE Services PTY LTD trading as Training Course Experts 52355		
<b>Phone Number</b>	08 9225 5122		
<b>Address</b>	3 Aberdeen Street NORTHBRIDGE WA 6003		
<b>Web Site</b>	www.tctraining.com		
<b>ABN</b>	86 606 435 876		
<b>Registration Details</b>	We are listed on Training.gov.au. Click on the following link to see our registration details. <a href="http://training.gov.au/Organisation/Details/52355">http://training.gov.au/Organisation/Details/52355</a>		
Course Information			
Unit Code	TLILIC2001	TLILIC2002	TLILIC2005
<b>Unit Title</b>	Licence to operate a forklift truck	Licence to operate an order picking forklift truck	Licence to operate a boom – type elevating work platform (boom length 11 metres or more)
<b>Currency</b>	Release 1 Current Release Date 7 / March 2011	Release 1 Current Release Date : 07/March/2011	Release 2 Current Release date 24/Dec/2013
<b>Link to Unit of Competency details</b>	<a href="https://training.gov.au/Training/Details/TLILIC2001">https://training.gov.au/Training/Details/TLILIC2001</a>	<a href="http://training.gov.au/Training/Details/TLILIC2002">http://training.gov.au/Training/Details/TLILIC2002</a>	<a href="http://training.gov.au/Training/Details/TLILIC2005">http://training.gov.au/Training/Details/TLILIC2005</a>
<b>Course Duration Experienced</b>	Online Pre Course Study – up to 3 hours Theory Session 4.5 hours Practical Assessment 1.5 hours	Pre Course Study – up to 3 hours Theory Session 4.5 hours Practical Assessment 1.5 hours	Online Pre Course Study – up to 3 hours Theory Session 4.5 hours Practical Assessment 1.5 hours
<b>Beginner</b>	Online Pre Course Study – up to 3 hours Theory Session 4.5 hours Practical Training 4 hours Practical Assessment 1.5 hours	Pre Course Study – up to 3 hours Theory Session 4.5 hours Practical Training 4 hours Practical Assessment 1.5 hours	Online Pre Course Study – up to 3 hours Theory Session 4.5 hours Practical Training 4 hours Practical Assessment 1.5 hours
<b>Location of Delivery</b>	3 Aberdeen St Northbridge and Corner Pier and Aberdeen St. Warehouse	3 Aberdeen St Northbridge and Corner Pier and Aberdeen St. Warehouse	3 Aberdeen St Northbridge and Corner Pier and Aberdeen St. Warehouse
<b>Entry Requirements</b>	Must complete online learning prior to course. <i>Your login details will be provided in your confirmation email.</i>	Must complete pre-course learning prior to course. <i>PDF will be provided in your confirmation email.</i>	Must complete online learning prior to course. <i>Your login details will be provided in your confirmation email.</i>
<b>Language Requirement</b>	The National Standards for Licensing Person Performing High Risk Work requires – To achieve competency the trainee must be able to demonstrate that he or she can use the English language at a level that enables the safe performance of high risk work as specified in the competency standard. <i>Section 6 item 6.7(b)</i>		
<b>Legislation</b>	Assessment Instrument as issued by The Commonwealth of Australia – Revision 1 - November 2012 National Standards -For Licensing Persons Performing High Risk Work – April 2006 <a href="https://www.safeworkaustralia.gov.au/doc/national-standard-licensing-persons-performing-high-risk-work">https://www.safeworkaustralia.gov.au/doc/national-standard-licensing-persons-performing-high-risk-work</a>		
<b>Licensing</b>	Temporary Licence (60days) issued on successful completion of course. WorkSafe Licencing fee payable to WorkSafe \$95.00. Training Course Experts will provide you with all the paperwork, photos and copies of SOA required to lodge Licence application.		
<b>Student Punctuality</b>	Please arrive 15 minutes prior to your course start time to register and have your ID, USI and pre-reading checked. Participants who arrive more than 10 minutes after the scheduled start time will not be allowed to enter the class and will need to pay a further 50% to reschedule to an alternate class date.		

<b>What to Bring</b>	<ul style="list-style-type: none"> <li>• Photo ID (Drivers licence, passport) plus one secondary ID, (Medicare card, ATM card)</li> <li>• Wear enclosed shoes (i.e. no sandals or thongs) and long pants</li> <li>• Monday to Friday there is a lunch bar next to our office, for weekend classes lunch options are limited in the very near vicinity</li> <li>• Your USI and a pen</li> </ul>
<b>USI</b>	<p>If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.</p> <p>To create or retrieve your USI please go to <a href="http://www.usi.gov.au">www.usi.gov.au</a> please bring this with you on the day of your training. TCE will be unable to issue your Statement of Attainment until we have received and verified your USI.</p>
<b>RTO Obligation to Participants</b>	
<b>Support Services</b>	<p>LL &amp; N are addressed prior to course commencement through a consultative process with the learner. Learners who may have difficulty will be provided with avenues to develop skills prior to commencement of course.</p> <p>Centrelink Literacy and Numeracy training information - <a href="http://www.humanservices.gov.au/customer/services/centrelink/skills-for-education-and-employment">http://www.humanservices.gov.au/customer/services/centrelink/skills-for-education-and-employment</a></p> <p>Dept. Training and Workplace Development - <a href="http://www.eti.wa.edu.au/your-study-options/study-english">http://www.eti.wa.edu.au/your-study-options/study-english</a></p> <p>Special Needs – where these needs are identified through the enrolment process we will explore the options available to support the learner.</p>
<b>RPL</b>	<p>Recognition of Prior Learning is an essential component of competency based training. It focuses on current competency standards gained by individuals through formal or informal training, work experience and life experience, which relate to an accredited course of study.</p> <p><b>Eligibility</b> - Participants who believe they possess, and can substantiate, relevant competencies, may apply for RPL. Where possible, Training Course Experts enables Recognition of Prior Learning via an Assessment Only means.</p> <p><b>Process</b> - In order to do so, participants would need to book in a mutually agreeable assessment time with a suitable trainer at our premises, to ensure that adequate supervision and assessment is upheld. The assessment will be undertaken in line with the relevant Assessment Instructions for that particular unit of competency.</p> <p>This RPL process will be undertaken on a one-on-one basis and will include all theory components of the written assessment and any observations of practical implementation that may be required.</p>
<b>Certificates</b>	<p>TCE will recognise all AQF Statements of Attainments and Qualifications issued by other Registered Training Organisations within Australia.</p> <p>On successful completion of a course, and verification of your USI, you will be issued with the appropriate certification on the day of your course.</p> <p>Training Course Experts adhere to the Issuance Policy as directed by the AQF – link to this policy - <a href="https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf">https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf</a></p> <p>Training Course Experts adhere to the Use of the ASQA logo - <a href="https://www.asqa.gov.au/vet-registration/meet-requirements-ongoing-registration/issue-qualifications-and-statements">https://www.asqa.gov.au/vet-registration/meet-requirements-ongoing-registration/issue-qualifications-and-statements</a></p> <p>Training Course Experts adhere to the use of the NRT logo <a href="https://www.asqa.gov.au/standards/about-standards-rtos-2015/standard-four/clause-4.1">https://www.asqa.gov.au/standards/about-standards-rtos-2015/standard-four/clause-4.1</a></p>
<b>Course Fees</b>	<p>Course participants are required to pay all course fees at the time of booking, prior to the commencement of the course (all current course fees are available on our website and on hard-copy marketing flyers).</p> <p>For client's convenience, course payment can be made via credit or debit card (via the Visa or MasterCard network), or with cash or EFTPOS (over the counter only). For clients who do not have access to any of these means, payment can be made via internet bank transfer on agreement with TCE, but bookings can only be confirmed on receipt of either (a) cleared funds in our bank account, or (b) on receipt of proof of funds transfer.</p>
<b>Subsidies</b>	<p>Eligible participants, working in the construction industry can apply for a subsidy of up to 70% of their course fee directly from the Building and Construction Industry Training Fund (BCITF) upon completion of this course. We can provide you with the application form on the day of your course.</p>

<p><b>Booking/Refund Conditions</b></p>	<p><b>Booking Conditions / Refund Policy for all courses</b>          If you fail to attend your scheduled course, the course fee is non-refundable.  <b>Cancellation Fees:</b></p> <ul style="list-style-type: none"> <li>• If you cancel your course and give less than 48hrs notice your Course Fees are Non-Refundable</li> <li>• If you cancel your course and give more than 48hrs notice your money will be refunded minus a \$20 Cancellation Fee</li> </ul> <p><b>Rescheduling Fees:</b></p> <ul style="list-style-type: none"> <li>• If you reschedule your course within 48hrs of your scheduled course date, you will incur a 50% rescheduling fee of course fee.</li> <li>• If you fail to attend your course due to illness and provide a medical certificate within 7 days of your course, you can reschedule at no extra charge.</li> <li>• If you reschedule your course and give more than 48hrs notice of your course date, there will be no rescheduling fee.</li> </ul> <p>Participants must arrive 15 minutes prior to the advertised starting time.          A 50% course rescheduling fee applies if the participant:</p> <ul style="list-style-type: none"> <li>• is more than 10 minutes late from the class start time;</li> <li>• does not have the correct (or insufficient) identification;</li> <li>• does not complete the pre-learning course materials (where required);</li> </ul> <p>Under these circumstances the course fees are non-refundable and entry to class is not permissible.</p> <p><b>Refunds:</b></p> <ul style="list-style-type: none"> <li>• Refunds will be made by the same means with which the original payment was made (i.e. EFTPOS payment would result in an EFTPOS refund) and will be made to the same person that made payment.</li> <li>• If we cancel a course at any time, participants will be offered the option to reschedule to an alternative class (at no extra cost), or receive a full refund of the course fees. No additional monies will be reimbursed to the participant for any other expenses incurred, or inconvenience caused.</li> </ul>
<p><b>Competency Based Training</b></p>	<p>All training is based on the principles of Competency Based Training. Delivery and assessment will involve students accomplishing tasks required to demonstrate competency in any given unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.          Assessment requirements for this unit can be found in the section –  <a href="https://training.gov.au/Training/Details/TLILIC2001">https://training.gov.au/Training/Details/TLILIC2001</a>  <a href="http://training.gov.au/Training/Details/TLILIC2002">http://training.gov.au/Training/Details/TLILIC2002</a>  <a href="http://training.gov.au/Training/Details/TLILIC2005">http://training.gov.au/Training/Details/TLILIC2005</a></p>
<p><b>Re-assessment costs</b></p>	<p>If deemed Not Yet Competent, in Forklift, EWP or Order Picker courses, all participants are eligible to re-sit the theory session and assessment on another day at no additional cost. If deemed Not Yet Competent a second time in the Theory assessment, the participant is required to re-sit the theory session and assessment again and a fee of \$70 will need to be paid prior to a new date being set.          If deemed Not Yet Competent in the practical assessment for forklift, EWP or Order Picker, participants are able to book into an additional practical training session and sit a Practical re-assessment for a fee. Please see office staff for additional training rates, as they vary for each course.</p>
<p><b>Certificate Re-print</b></p>	<p>A fee of \$30 per certificate will apply for any Certificates that need to be re-issued. Additional fees may apply for reissuing of Government Licenses or certificates.</p>
<p><b>Assessment Appeals Process</b></p>	<p>TCE has an impartial appeals process available for all students. If a student wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor.</p> <p>If the student is not pleased with the results of those discussions and would like to proceed further, or if the student does not wish to approach the trainer/assessor then a formal request will need to be made in writing outlining the reason(s) for the appeal.</p> <p>Participants will need to ensure you have reasonable grounds for the appeal, for example</p> <ul style="list-style-type: none"> <li>• Unclear or inaccurate instructions by the assessor</li> <li>• You feel the assessor showed bias or treated you unfairly or inequitably</li> <li>• You were ill during the period of assessment and this can be substantiated</li> </ul> <p>This is to be forwarded to the General Manager who will take responsibility for initiating an assessment appeal in accordance with our Complaints Policy. Every effort will be made to settle the appeal to both the student's and TCE's satisfaction.</p>

	<p>If the appeal is proven and a reassessment is required, TCE will organise with the student a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the General Manager who will supply this information to the student in writing. The results of the reassessment will be final.</p> <p>Throughout the entire appeal process the student can request that their appeal be heard by an independent person. The student has an opportunity at any stage to formally present their case. The student will be provided with a written statement of the appeal outcomes, including reasons for the decision. Should the outcome of the appeal not be acceptable to the student, they will be informed, in writing, of the opportunity to lodge a complaint the applicable State Training Authority.</p>
<b>Complaints</b>	<p><b>Policy</b></p> <p>TCE believes that a student, who has a complaint or appeal, has the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint or appeal formally and in writing.</p> <p>TCE will manage all complaints and appeals fairly, equitably and efficiently as possible. TCE will encourage the parties to approach the complaint or appeal with an open mind and to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, TCE acknowledges the need for an appropriate external and independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.</p> <p>Confidentiality will be maintained throughout the process of making and resolving complaints. TCE seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment. A copy of this Policy is available to all students and staff, and is available in the Policy Handbook.</p> <p><b>Procedure</b></p> <p>Should a student have a complaint or appeal, the following steps are to be followed:</p> <ol style="list-style-type: none"> <li>1. Student should discuss the issue / complaint with the person involved to try and resolve it verbally.</li> <li>2. If no resolution is reached, the student should discuss the issue / complaint with his / her trainer to see if it can be resolved.</li> <li>3. If still no resolution the student should put the following information relating to the complaint or appeal in writing: <ul style="list-style-type: none"> <li>• description of the complaint or appeal</li> <li>• state whether they wish to formally present their case</li> <li>• steps taken to deal with the complaint or appeal</li> <li>• what they would like to happen to fix the problem and prevent it from happening again.</li> </ul> </li> <li>4. The student brings the complaint or appeal to the attention of the trainer.</li> <li>5. If the complaint or appeal is not dealt with to the student's satisfaction, s/he may bring it to the attention of the General Manager. The General Manager will either deal with the issue personally or arrange for it to be dealt with by a management representative. This process must commence within 48 hours from the time the General Manager receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 30 days.</li> <li>6. Should the issue still not be resolved to the student's satisfaction, the General Manager will make arrangements for an independent third party to resolve the issue and outline any costs that may be involved with this to the student. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.</li> <li>7. All parties involved will receive a written statement of the outcomes, including reasons for the decision within the 14 day period. If the process is taking longer than 60 days from the complaint or appeal being received the student will be notified in writing of the reason for the delay and kept informed about all progress.</li> <li>8. If the student is still not happy with external mediation, he / she may take his / her complaint to the VET Regulator.</li> </ol>
<b>Changes to agreed services</b>	<p>Training Course Experts will notify participants of any changes to agreed services by email or SMS as soon as practicable.</p>

## Participants rights and Responsibilities

Participants in our courses have the right to:

- Have access to course information, our policies and procedures, prior to enrolment, to ensure that they can make an informed decision about their study;
- Study in a course that meets both the current industry standards and accreditation requirements;
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular feedback on their progress;
- Be treated fairly and respected by fellow students and training staff;
- Be trained in an environment free from any form of discrimination and harassment;
- Have their personal records kept private and secure and only made available to authorised users;
- Have access to an appeals/complaints process;
- Learn in a safe and supportive environment

Participants also have the responsibility:

- To manage their own learning and assessment requirements (e.g. participate in activities, complete any pre-course work that is required etc);
- To complete all assessments within set time periods (as advised);
- To treat all training staff and other students with respect and fairness;
- Not to discriminate or harass other participants or staff;
- To follow all health and safety procedures in the learning environment;
- Not to undertake courses while under the influence of drugs or alcohol;
- To advise staff of any changes to their personal details; and
- To advise staff if they will be withdrawing from the course.