




RTO Code:	20928	 <small>NATIONALLY RECOGNISED TRAINING</small>				
RTO Name:	The Instruction Company Pty Ltd					
Training Package:	TLI Transport and Logistics					
Release:	V9					
Release Status:	Current					
Qualification Code:	TLI21920					
Qualification Title:	Certificate II in Track Protection					
Release:	1					
Release Status:	Superseded					
Short Course Name:	Queensland Rail 3.3 Communications Course					
Description:	<p>This course is aligned to the specific requirements of Queensland Rail’s Network Rules and Procedures MD-12-189.</p> <p>It includes identifying system features, operating a communications system effectively, using appropriate communications system protocols, maintaining equipment and completing documentation.</p> <p>It involves applying established communication principles and practices, and using local technical, colloquial language and vocabulary in day-to-day communication.</p> <p>Work is performed under some supervision, generally within a team environment.</p> <p>On successful completion of this course learners will obtain a Queensland Rail enterprise qualification as well as the national units of competency.</p>					
Units of Competency:	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Unit Code</th> <th style="text-align: center;">Unit Title</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">TLIE2007</td> <td style="text-align: center;">Use communications systems</td> </tr> </tbody> </table>		Unit Code	Unit Title	TLIE2007	Use communications systems
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Delivery Location:	<p>We are able deliver this training throughout</p> <ul style="list-style-type: none"> • NSW • Victoria • Queensland • South Australia • Western Australia 					
Delivery Mode:	Face to Face Classroom delivery					
Entry Requirements:	<p>You must be able to speak and understand English. You will need to pass a simple Language, Literacy and Numeracy test prior to commencement of the SARC training.</p> <p>You will need to complete a Railway Category 1, 2 or 3 Medical prior to commencing work.</p> <p>Students must have completed the Queensland 3.2 SARC to attend this course.</p>					

Enrolment Application Process:	<p>Students will be provided with course information and Participant handbook prior to enrolment to allow them to decide if this course suits their work/career goals.</p> <p>If they determine they wish to enrol they will need to complete an enrolment form and</p> <p>Language, Literacy and Numeracy (LLN) Assessment</p> <p>It is a requirement of The Instruction Company that students undertake a LLN test.</p> <p>The purpose of the LLN assessment is to determine that your LLN skills are at a level that will give you every opportunity to successfully progress through and complete this qualification/course.</p> <p>The LLN assessment will be conducted as part of your enrolment process. Our staff are NOT permitted to assist in the completion of the assessment.</p> <p>In the case where individuals may have LLN difficulties The Instruction Company (TIC) trainers/assessors will offer the following support:</p> <ul style="list-style-type: none"> • observe, identify and act immediately • maintain confidentiality of participants needs and provide reasonable adjustments during the theory and practical assessments. A reasonable adjustment means answering a written question orally or asking to demonstrate an assessment task by using another method to reach the desired outcome • referral to additional external services assistance, if required
Recognition of Prior Learning:	<p>Recognition of Prior Learning (RPL) is an assessment process that involves assessment of your relevant prior learning (including formal and informal learning). This process will determine whether you might be able to gain recognition for some or all of your qualification. TIC offers each student the opportunity to apply for RPL. The RPL process includes:</p> <ul style="list-style-type: none"> ▪ A trainer and assessor will contact you to discuss your RPL application ▪ You will be provided an RPL assessment kit to guide you through the application ▪ Once you have submitted your RPL application, your assessor will review your submission ▪ Your assessor will conduct interviews with you to confirm evidence and may require you to demonstrate your skills to support your application ▪ A final determination will Be made by your assessor and feedback will be given about the outcomes <p>Where RPL is granted for one or more unit of competency, your course duration will be amended accordingly, and course fees may also be adjusted as a result of the RPL outcome.</p>
Course Credit:	<p>Course Credit is available to you where you have previously completed either a qualification or a unit/s of competency. Where the qualification and/or unit/s of competency are equivalent, course credit can be applied to your enrolment.</p> <p>You will need to supply the following evidence for your course credit application:</p> <ul style="list-style-type: none"> ▪ Statement of Attainment ▪ Transcript of Results ▪ AQF certification documentation ▪ Photo identification <p>Where Course Credit is granted for one or more unit/s of competency, your course duration will be amended accordingly, and course fees may also be adjusted as a result of the course credit outcome (where applicable).</p>

Student Support Services:	<p>If at any stage throughout your training you are having difficulties with any aspect of the course (this may include trainers, assessment or any personal issues that are affecting your ability to study) you are advised to speak with your trainer or TIC staff directly. Examples of support services offered at TIC include, although not limited to:</p> <ul style="list-style-type: none"> ▪ One on one or group coaching ▪ Modification to the delivery and assessment ▪ Modification of materials and/or resources ▪ Deferment of the course to allow for foundation skills training
Assessment:	<p>The assessment methods used for this course include:</p> <ul style="list-style-type: none"> ▪ Knowledge based assessments ▪ Practical demonstration/observations <p>You will complete your theory assessment following your theory training and then complete your practical assessment.</p> <p>Your practical assessment will be conducted individually.</p> <p>If the assessor feels you need further experience they will advise you of the areas you need to gain further experience in and you will need to gather this additional evidence and then book in to attend your assessment again.</p> <p>If you exhaust all of your assessment attempts, you will be required to re-enrol in the unit and participate in further training and whole undertake the assessment again. You will receive detailed feedback for each task in either written or verbal form from your assessor.</p>
Practical Placement Requirements:	Not applicable
Registered Training Organisation (RTO) Obligations:	<p>By accepting your enrolment into a course, TIC has taken on obligations to you as a student. These obligations include:</p> <ul style="list-style-type: none"> ▪ Undertaking a thorough course entry process to determine your suitability for your selected course, and the suitability of the course for you ▪ Monitor your progress through the course and implement support strategies where necessary ▪ Keep you informed of any changes in legislation, TIC policy, or any other change which would affect your enrolment in, and progression through your course ▪ Maintain thorough records of your training and assessment, and provide you with access to those records when you request it ▪ Issue a Statement of Attainment if you have been assessed as competent in one or more units of competency from a training package or accredited course ▪ Provide you with access to fair and just administrative processes including complaints, appeals, refunds and support requests.
Learner Responsibilities:	<p>As a student, you are entering into an agreement with TIC and will be asked to agree to meet certain responsibilities as follows:</p> <ul style="list-style-type: none"> ▪ Follow TIC policies and procedures as outlined in enrolment and the Student Handbook. ▪ Communicate effectively with all TIC staff and/or other relevant stakeholder whether verbal or in writing. ▪ Take responsibility of own learning by participating, setting goals, making decisions, apply feedback and evaluating own performance. ▪ Attend all scheduled training sessions and notify the trainer/branch before the scheduled start time, if unable due to sickness or any other appropriate reason.

	<ul style="list-style-type: none"> ▪ Ensure all behaviour, actions and practices support the trainer in delivering the training whether one on one or in a group setting. ▪ Respond to any reasonable instruction from a member of Staff ▪ Refrain from any form of discrimination, bullying or harassment. ▪ Contribute positively in all modes of training and refrain from disruptive behaviour. ▪ Produce necessary forms of identification to TIC when required. ▪ Complete all necessary paperwork accurately within the specified timeframe. ▪ Treat fellow Students and TIC Staff with respect, honesty, dignity and sensitivity at all times. ▪ Do not endanger or potentially endanger the safety, health and well-being of others unintentionally or deliberately by breaching TIC’s policies and procedures. ▪ Raise any issues, concerns and/or breaches of the Code with TIC in a timely manner avoiding any form of escalation. ▪ Respect the privacy and confidentiality of TIC, staff and students in the collection of any business or personal information. ▪ Care for the property of students, staff and the property of TIC. ▪ Conduct yourself in a professional manner at all time (including hygiene, neat and clean attire). ▪ Not attend class under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training/assessment, including the use of equipment/machinery. ▪ Ensure that all communication devices are switched off or put on ‘silent’ during class times. ▪ Refrain from taking / making phone calls or text messages during class time except in extenuating circumstances that have been approved in advance with the Trainer. ▪ Only submit work that is original and not plagiarised. ▪ Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.
Complaints and Appeals:	<p>TIC has a process to manage complaints and appeals involving the conduct of:</p> <ul style="list-style-type: none"> ▪ TIC, its trainers, assessors or other staff ▪ A third-party providing services on TIC’s behalf, its trainers, assessors or other staff ▪ A learner of TIC <p>A complaint is a grievance regarding something or someone that you feel has broken the rules, or which has unfairly affected your experience during your studies. An appeal is a request to review an assessment decision which has been made.</p> <p>If you wish to make a complaint or appeal, you can do so by completing the on line complaint grievance and appeal form on our website: www.ticrail.com.au</p>

Fees, Charges and Refunds:	<p>Fees: Please contact our office for course costs on 1300 036 390.</p> <p>To ensure that you are protected as a consumer, you will be provided with all relevant fee information which will include:</p> <ol style="list-style-type: none"> 1. The fee amount which you will be required to pay for your course 2. The payment terms on which you will pay those fees, including the timing of your required payments 3. Your rights as a consumer in Australia 4. Your right to attain a refund in certain circumstances, such as when TIC cannot deliver your course for any reason <p>In some cases, your employer or another party may pay fees on your behalf. When this occurs, it will be made clear to both you and your employer of who will be paying and what amount.</p> <p>Refunds</p> <p>TIC has a clear and well enforced refund policy in place, so you can pay your fees fully informed as to the circumstances in which you would be entitled to a refund, and how much of a refund you would receive. You can access this information in our Student Handbook.</p>
AQF Certification:	<p>Issuance of Statements of Attainment</p> <p>If you complete one or more units of competency but not an entire qualification, you will be issued with a statement of attainment for the units of competency you have completed. Statements of attainment are issued for partial completion providing there are no outstanding fees and TIC has been provided with a valid USI. Statements of Attainment are issued within 30 calendar days.</p> <p>Replacement AQF Certification</p> <p>If you lose your qualification, record of results or statement of attainment you can request a replacement by emailing: office@ticrail.com.au. Replacement AQF certification requests attract a fee of \$85</p>
Privacy and Personal Information:	<p>Your Privacy and Personal Information</p> <p>TIC takes the privacy of your personal information extremely seriously and has a clear and well enforced privacy policy in place. This means that you can provide your personal information, which is required for enrolment, with the knowledge that it will be kept securely and confidentially.</p>
Pathways:	<p>Students who successfully complete this course may wish to complete Queensland Rail Protection Officer Courses as per the Rail Safety Act and/ or Certificate II in Track Protection</p>

<p>Contact Information:</p>	<p>The Instruction Company Pty Ltd Phone 1300 036 390 Email: office@ticrail.com.au</p>								
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