

Student & Employer Handbook

RTO 52361
PO Box 5355, Bunbury WA 6230 T (08) 6118 4558
E enrol@ausqtraining.com.au W www.ausqtraining.com.au

Legal Name: The Trustee for AUSQ Unit Trust
Trading Name: AusQ Training
RTO Number: 52361
Established: 2011

Welcome to AusQ Training

This handbook gives prospective and current students the information they need to understand AusQ Training, make an informed enrolment decision, participate safely in training and assessment, access support, and understand their rights and responsibilities.

Our mission

To create positive, fun and memorable learning experiences, that offer excellent value and lead to positive outcomes.

Who we are

AusQ Training is the trading name of The Trustee for AUSQ Unit Trust and is a Registered Training Organisation (RTO 52361). AusQ Training provides nationally recognised and other training services, including traffic management-related training. Course information will identify whether a particular course is nationally recognised and whether licensing, accreditation or other regulatory requirements apply.

Our values

- High Performance
- Create Efficiency
- Achieve Together
- Exceptional Experience
- Have Fun: Enjoy the Journey

Important

Completing a course does not automatically guarantee employment, a licence or an external accreditation. Where Main Roads Western Australia (MRWA) or another industry or licensing body has separate requirements, these will be explained in the relevant course information.

- 1. About AusQ Training**
- 2. Before You Enrol**
- 3. Fees, Payments & Refunds**
- 4. Your Training Journey**
- 5. Assessment & Evidence**
- 6. Recognition & Credit Transfer**
- 7. Student Support & Accessibility**
- 8. Student Conduct & Safety**
- 9. Complaints & Appeals**
- 10. Privacy, Records & Certification**
- 11. Worksites, Practical Training & PPE**
- 12. Contacts & Important Information**

Contents

1. About AusQ Training

AusQ Training is a Western Australian Registered Training Organisation (RTO 52361) specialising in traffic management and related industry training. AusQ Training is regulated by the Training Accreditation Council (TAC) and provides nationally recognised training and assessment supported by qualified trainers and assessors with current industry experience.

What you can expect from us and what nationally recognised training means.

Our commitment to students

AusQ Training aims to provide clear, accurate and current information; industry-relevant training; fair and appropriate assessment; access to support; a safe and inclusive learning environment; and fair processes for feedback, complaints and appeals.

Nationally recognised training

Where a course is nationally recognised, its national training product code and title will be shown in the course information. AusQ Training will only issue AQF certification for training products within its scope of registration and where the student has met the required outcomes.

Industry and regulatory requirements

Some AusQ Training courses support traffic management or other regulated outcomes. A course may be nationally recognised while an external regulator, licensing authority or industry body still requires additional evidence, assessment, experience, application steps or eligibility checks. These requirements are separate from the issue of a Statement of Attainment or qualification.

Employment information

AusQ Training may provide information about employment opportunities, including through a jobs board or industry contacts. This is an information and support service only. Training completion does not guarantee an interview, employment, a particular role, salary or other employment outcome.

2. Before You Enrol

Read the course information for your chosen course before paying fees or committing to training.

Your course-specific information

Before enrolment, AusQ Training will provide information relevant to your course so you can decide whether it suits your skills, experience, circumstances and goals. Depending on the course, this includes:

- training product code and title and the outcome you may receive
- whether the training is nationally recognised
- duration, expected time commitment, commencement dates, schedule, delivery mode and location
- entry, eligibility and prerequisite requirements
- foundation skill expectations, including reading, writing, numeracy and digital skills
- training and assessment requirements, including practical activities
- physical requirements where relevant
- required licences, prior qualifications, experience or competencies
- equipment, PPE, technology or other resources you need to provide
- all known fees, charges and additional costs, payment terms and any funding/subsidy information
- RPL and Credit Transfer options
- support, accessibility and reasonable adjustment options
- any work placement, work-integrated learning or third-party arrangements
- licensing, MRWA accreditation or other regulator/industry requirements that may affect the outcome.

Before you pay

If any of the above is unclear, ask AusQ Training before you enrol or make a financial commitment. Course-specific information takes priority where a requirement applies only to a particular course.

Important: Nationally Recognised Training and MRWA Accreditation

Some AusQ courses support an application for Main Roads Western Australia (MRWA) accreditation. Successfully completing nationally recognised training does not, by itself, guarantee that MRWA accreditation will be issued. Students must satisfy all applicable MRWA eligibility, assessment and application requirements. Where MRWA requires specific assessments to be completed, previous training, RPL or Credit Transfer does not remove those MRWA assessment requirements.

Enrolment and confirmation

Students enrol through AusQ Training's approved enrolment process and must provide complete and accurate information, required prerequisite evidence and payment arrangements. Course-specific prerequisites are provided before enrolment. Once an enrolment is accepted, students receive confirmation outlining relevant course details such as the venue, date, scheduled times and duration.

Pre-Enrolment Self-Evaluation

Where appropriate, AusQ Training may ask you to complete a Pre-Enrolment Self-Evaluation covering reading, writing, numeracy and digital skills. It is a support and suitability tool - not a pass/fail

Student & Employer Handbook

competency assessment. It helps identify possible barriers, support strategies and whether reasonable adjustment may be appropriate.

If your needs cannot reasonably be accommodated without compromising the training product, safety, assessment integrity or applicable accreditation requirements, AusQ Training may determine that the course is not currently suitable. The decision will be based on evidence, explained to you, and external support options may be suggested where available.

Unique Student Identifier (USI)

Students undertaking nationally recognised training generally need a valid USI. You will be asked to provide your USI during enrolment and AusQ Training will verify that it belongs to you before it is used for reporting or certification. A qualification or Statement of Attainment cannot normally be issued without a verified USI unless a legislated exemption applies.

Keep your details consistent

Use the same legal name and date of birth details that are recorded against your USI. Mismatched details can delay verification and certification.

3. Fees, Payments & Refunds

AusQ Training publishes course fees and provides fee information before enrolment or financial commitment.

Fees and payment

- Course fees are advertised on the AusQ Training website or provided in a written proposal or quotation.
- Mandatory training and assessment costs are included in the course fee unless an optional extra or additional charge is clearly identified.
- Where government funding or a subsidy such as the Construction Training Fund (CTF) may apply, you will be told the total course cost, the subsidy or funding arrangement and known out-of-pocket costs. Eligibility and subsidy amounts are subject to the relevant funding body requirements.
- Payment may be accepted by Visa/Mastercard, secure online payment gateway, EFT or invoice for approved credit account holders.
- For an individual learner, AusQ Training will not require more than \$1,500 in prepaid fees attributable to services not yet delivered unless an approved prepaid-fee protection mechanism is in place.

Withdrawal, cancellation and refunds

Circumstance	General outcome
AusQ Training cancels the training	100% refund of fees paid for services not delivered, or transfer to another course where available and agreed.
You withdraw 5 or more working days before commencement	100% refund.
You withdraw less than 5 working days before commencement	Transfer may be offered; otherwise no refund unless exceptional circumstances apply.
You do not attend and give no notice	No refund unless exceptional circumstances apply.
You withdraw after training has commenced	No refund will normally apply; exceptional circumstances may be considered.
You are removed due to serious misconduct	Refund eligibility is assessed based on training/assessment already delivered and the circumstances.
You receive a Not Yet Competent outcome	No refund for training and assessment already delivered.
Duplicate payment or overpayment	100% refund of the overpaid amount.
AusQ Training cannot complete delivery	Refund for undelivered services or an agreed alternative arrangement.

To request a refund or withdraw, notify AusQ Training in writing and provide relevant supporting information. Refund decisions are normally finalised within five working days. Approved refunds are

Student & Employer Handbook

processed as soon as practicable and within the timeframes in the Fees, Charges, Refund & Cancellation Policy. If you disagree with a refund decision, you can request review or use the Complaints & Appeals process.

Your consumer rights

Nothing in AusQ Training's fee and refund arrangements is intended to exclude, restrict or modify rights or remedies available under Australian Consumer Law or other applicable law.

4. Your Training Journey

Your course information and booking confirmation set out the specific timetable, attendance and participation requirements.

Preparing for your Training Day

Before attending your course, make sure you:

- arrive at least 15 minutes before the scheduled course start time and return punctually from breaks;
- bring the identification and prerequisite evidence specified in your course confirmation, which may include photographic identification, a driver's licence, Construction Induction Card and previous accreditation details;
- wear the clothing and personal protective equipment (PPE) specified for your course;
- are fit and able to safely participate and are not affected by alcohol or illicit substances;
- advise AusQ Training as early as possible of any health, accessibility, language, literacy, numeracy or other support needs that may affect your participation;
- prepare for outdoor and changing weather conditions where practical training is involved; and
- review your course confirmation for any additional course-specific instructions.

Wet weather and practical activities

Practical training may continue in wet weather where it is safe to do so. If severe weather prevents required practical training or assessment, activities may be adjusted, postponed or rescheduled. Students should bring any wet-weather PPE identified in their course information.

Training will run rain, hail or shine

Come prepared! Training will continue in most weather conditions, so please arrive prepared with appropriate clothing and PPE for the forecast. Training will only be modified, postponed or rescheduled where weather conditions make it unsafe to complete the required practical activities.

Attendance and punctuality

Students are expected to attend all scheduled training, arrive on time and remain for the full duration of the session. If you need to leave early or will be absent, advise your Trainer and Assessor as soon as possible. Missed training may need to be completed before assessment or course completion and may result in additional arrangements or fees where applicable.

Keeping your details current

Tell AusQ Training promptly if your name, address, email address or telephone number changes so that course information, results and certification can be issued correctly.

Feedback

AusQ Training welcomes student feedback and uses it to improve training and services. Students may be invited to complete feedback during or at the end of training and may also provide feedback directly to AusQ Training at any time.

Active participation

You are expected to participate in the training and assessment activities required for your course, meet applicable attendance and assessment requirements, and advise AusQ Training as soon as possible if circumstances affect your ability to participate. Some regulated or practical courses may have mandatory attendance, sequencing, experience or practical requirements that cannot be waived.

Access to trainers, assessors and support staff

You can ask trainers, assessors and support staff for clarification or assistance throughout your course. Course, booking and student information will tell you how to contact the relevant staff and when support is available. Queries will be responded to in a timely manner, with urgent safety or wellbeing matters escalated appropriately.

Changes that may affect you

If there is a material change to the services agreed with you - for example a change to delivery arrangements, a training product, relevant third-party arrangements or another matter that affects your training - AusQ Training will advise you as soon as practicable and explain any options or actions required.

Superseded or changed training products

National training products can be superseded, replaced, removed or deleted. If a change affects your enrolment, AusQ Training will manage the transition within the applicable regulatory timeframe and advise you whether you can complete your current product or need to transfer to a replacement product.

5. Assessment & Evidence

Assessment is competency-based: you must demonstrate the skills and knowledge required by the training product.

How assessment works

Assessment may include written or verbal questions, practical demonstrations, observation, workplace evidence, projects, simulations or other methods required by the training product. Assessment methods and conditions will be explained before you undertake them.

Fair and appropriate assessment

Assessment is designed to be fair, flexible, valid and reliable. Reasonable adjustment may be made where appropriate, and reassessment can be provided where necessary, without changing the competency standard or mandatory safety/accreditation requirements.

Rules of evidence

Rule	What it means for you
Validity	Your evidence must demonstrate the skills and knowledge actually required by the training product.
Sufficiency	There must be enough quality, relevant evidence for the assessor to make an informed judgement.
Authenticity	The evidence must be your own genuine work and performance.
Currency	The evidence must show your current skills and knowledge.

Assessment outcomes and feedback

If you have not yet demonstrated all required competency, you may receive a Not Yet Competent outcome. Your assessor will explain the relevant gaps and any available reassessment pathway. A Not Yet Competent result does not automatically entitle you to a refund for training and assessment already provided. You may appeal an assessment decision.

Use of Artificial Intelligence (AI) and Academic integrity

AI may be used only where the assessment instructions permit it and where its use does not prevent the assessor from confirming your individual competency. Permitted uses may include learning support, research, practice questions, spelling/grammar assistance or feedback on the structure of your own work.

- Do not submit AI-generated responses as your own work where independent knowledge or performance is being assessed.
- Do not use AI to complete an assessment on your behalf, fabricate workplace records, photographs or logbooks, alter practical evidence, impersonate another person or bypass an assessment condition.
- Where AI use is permitted, you may be asked to disclose the tool used, prompts, outputs, your original work or explain/demonstrate your submission.
- You remain responsible for the accuracy, currency, relevance and integrity of anything you submit.

Student & Employer Handbook

Reassessment

If you are assessed as Not Yet Competent, you will be advised of the areas requiring further evidence or demonstration and provided with information about the reassessment process. Additional reassessment beyond the opportunities included in the course may attract a fee where specified in AusQ's current Fees, Charges and Refund Policy.

6. Recognition & Credit Transfer

Existing skills and previous nationally recognised training may reduce unnecessary duplication, subject to evidence and any licensing or accreditation restrictions.

Recognition of Prior Learning (RPL)

RPL is an assessment process that considers skills and knowledge you already hold through work, life experience, formal or informal learning. You may ask about RPL before or during enrolment. You will need to provide enough current, valid and authentic evidence for a qualified assessor to make a competency decision. RPL fees, gap training or reassessment costs, if applicable, will be disclosed before you commit to the service.

Credit Transfer (CT)

Credit Transfer recognises equivalent nationally recognised training you have already successfully completed. AusQ Training may verify certification documents with the issuing RTO or, with your permission, authenticate information through your USI VET transcript. Credit is generally based on equivalent training product outcomes, including matching national competency codes where applicable.

MRWA-related training

AusQ Training recognises nationally recognised training issued by other RTOs where the applicable requirements for Credit Transfer are met. However, MRWA has separate accreditation requirements. Where MRWA requires an applicant to complete specified assessments, the full MRWA-required assessment component must still be successfully completed before an accreditation application can be submitted.

Main Roads WA accreditation

A Credit Transfer may allow AusQ Training to credit a relevant unit of competency, but it does not automatically satisfy Main Roads WA accreditation. Where MRWA accreditation is sought, separate eligibility and mandated assessment requirements may apply. AusQ Training will explain those additional requirements and will not represent Credit Transfer as a guarantee of MRWA accreditation.

If RPL or Credit Transfer reduces your scheduled learning or assessment, AusQ Training will explain any approved change to course duration, attendance, fees or funding. Requirements imposed by a training product, regulator, licensing authority or MRWA cannot be waived through an internal appeal.

7. Student Support & Accessibility

Tell us early if there is a barrier that may affect your participation. Support can be considered before enrolment and throughout your course

Students are encouraged to identify support needs during enrolment or as soon as a need becomes known. This may include language, literacy, numeracy, digital, disability, health, cultural or other needs that could affect participation. AusQ will consider appropriate support and reasonable adjustment while maintaining the integrity and safety requirements of the training product.

Foundation skills and learning support

AusQ Training considers reading, writing, numeracy and digital skill needs as part of pre-enrolment suitability and during training. Support may include additional explanation, demonstrations, practice, supplementary resources, adjusted pacing or referral to an external service where appropriate.

Reasonable adjustment

Reasonable adjustment means changing the way training, assessment or support is provided so a student with disability can access and participate on an equal basis. Adjustments are considered case-by-case with the student and must not lower the competency standard or compromise safety, training product requirements or applicable MRWA accreditation requirements.

- additional time for written or knowledge assessment where appropriate
- a quieter or lower-distraction environment and additional breaks
- instructions read aloud or provided in an accessible format
- typing instead of handwriting or approved assistive technology
- clearer sequencing or written information to support verbal instructions
- additional practice, demonstrations or accessible learning resources
- adjusted physical setup, adaptive equipment or support-person involvement where permitted and safe.

Your privacy

You may choose to disclose a disability or support need. AusQ Training will collect only information reasonably required to understand your participation and support needs, restrict access to authorised personnel and manage the information as confidential student information.

Diversity, inclusion and wellbeing

AusQ Training aims to provide a safe, inclusive and respectful learning environment for students of different cultures, backgrounds, identities, circumstances and abilities, including a culturally safe environment for First Nations students. If wellbeing, accessibility, discrimination or another issue is affecting your training, speak with a trainer or support staff member so appropriate assistance or referral can be considered.

8. Student Conduct & Safety

Student & Employer Handbook

While this Student Code of Conduct may not expressly reference every applicable legislative requirement, regulatory obligation or AusQ Training policy, students are expected to behave in a manner that is consistent with these requirements throughout their engagement with AusQ Training. This includes respecting the privacy and confidentiality of others, behaving honestly and respectfully, following reasonable instructions, maintaining appropriate standards of behaviour, and acting with integrity in all training, assessment and workplace-related activities.

Students are also expected to contribute to a safe, inclusive and professional learning environment and to avoid conduct that may place themselves or others at risk, disadvantage another person, compromise assessment integrity, or negatively affect the learning environment. Where a student is unsure about an expectation, policy or requirement, they should seek clarification from their Trainer, Assessor or an AusQ Training staff member.

Your responsibilities

- provide accurate and complete enrolment and course information
- participate in required training and assessment and meet applicable attendance requirements
- follow reasonable directions from AusQ Training staff and site personnel
- comply with workplace, site, safety and behavioural requirements
- maintain any licences, permits or authorisations that are a condition of participation
- tell AusQ Training about changes that may affect your participation
- keep your contact details current
- submit your own work and comply with academic integrity and AI requirements
- meet any funding, regulator or industry requirements that apply to your course.

Safety and practical participation

You must follow induction, PPE, equipment, hazard-control and emergency directions that apply to the training venue, practical site or workplace. Do not undertake an activity you believe is unsafe. Stop, make the area safe where possible, and raise the concern with the trainer, assessor, site supervisor or AusQ Training staff.

Expected behaviour

Students must behave in a respectful, safe and professional manner. Behaviour that may result in action by AusQ includes violence or threats, theft or fraud, cheating or plagiarism, serious safety breaches, discrimination, harassment, intimidation, victimisation, breach of confidentiality, disruptive behaviour, or attending training while affected by alcohol or illicit substances.

Respectful behaviour

Bullying, harassment, discrimination, victimisation and unsafe or seriously disruptive conduct are not acceptable. Concerns can be raised with AusQ Training through the feedback, complaint or appeal process. Making a complaint or appeal will not, by itself, disadvantage your current or future dealings with AusQ Training.

Phones, smoking and personal belongings

Mobile phones should be on silent and not used during training or assessment unless authorised by the Trainer and Assessor or required for an emergency. Follow the smoking and vaping rules applying at the training venue or worksite. Students remain responsible for their personal belongings.

Incidents, injuries and hazards

Report hazards, near misses, injuries, illness, property damage or environmental incidents to the Trainer, Assessor or supervising staff member as soon as possible. Follow all emergency, first aid and site safety instructions.

Student & Employer Handbook

9. Complaints & Appeals

You can raise concerns, provide feedback or request review of an AusQ Training decision.

What is the difference?

Complaint	Appeal
An expression of dissatisfaction about AusQ Training, its workers, services, processes, facilities, training, assessment, support or a third party acting on its behalf.	A formal request to review a decision, including an assessment, RPL, Credit Transfer, enrolment or other decision where a review pathway is available.

How to lodge

There is no fee to lodge an internal complaint or appeal. You can use the online process available through the AusQ Training student-information page or email enrol@ausqtraining.com.au. You do not have to try informal resolution before lodging a formal matter.

- Provide enough information to identify the issue, such as relevant dates, people, evidence, the decision being appealed and the outcome you are seeking.
- Appeals should normally be lodged within 10 business days of the decision being communicated, although a late appeal may be accepted where reasonable circumstances exist.
- AusQ Training normally acknowledges a complaint or appeal within 2 business days and explains the process, expected timeframe, support options and who is handling the matter.
- You may have a support person and ask for reasonable assistance or adjustment. Information is handled confidentially, subject to legal, safety and procedural-fairness requirements.
- Assessment appeals are reviewed by an appropriately qualified and credentialed person who was not responsible for the original decision, where practicable.

External review

If a matter cannot be resolved internally, AusQ Training will provide information about an appropriate independent or external pathway. TAC may consider matters about RTO regulatory compliance within its jurisdiction, but TAC is not an alternative appeal body for every individual assessment or service dispute.

Your rights

Complaints and appeals are handled fairly, impartially, sensitively and as confidentially as practical. Students may have a support person or representative involved and will not be victimised for raising a genuine concern. Students may also access external complaint or review avenues where applicable. Current lodgement requirements and timeframes are set out in AusQ's Complaints and Appeals Policy.

10. Privacy, Records & Certification

Student information and certification records are managed securely and only accessed or disclosed for legitimate and authorised purposes.

Privacy and access to records

AusQ Training stores student, training and certification information in approved systems, including aXcelerate. Access is restricted to authorised personnel according to their role and legitimate business need. Certification is normally issued directly to the student. It will not ordinarily be provided to an employer or another third party without your appropriate authorisation unless a lawful or regulatory basis permits disclosure.

Record retention

Record	Minimum period / student-facing position
AQF qualifications, Statements of Attainment and certification/attainment records	30 years, or longer where another applicable requirement requires it.
Assessment records/evidence submitted	At least 2 years after completion of the training product; longer periods may apply for a complaint, appeal, legal, funding, contractual or industry requirement.
MRWA-related records	Separate MRWA record-retention requirements may apply to relevant courses and accreditation records.

When certification is issued

For nationally recognised training, AusQ Training issues the applicable AQF certification documentation when the student has met the training product requirements, required outcomes have been recorded, the USI requirement has been met (unless a valid exemption applies), and agreed fees associated with the training product have been paid. Under the Compliance Standards, eligible certification is issued within 30 calendar days from completion of the assessment.

- A completed AQF qualification is issued with the applicable testamur and Record of Results.
- A Statement of Attainment records one or more units of competency or accredited modules successfully completed, as applicable.
- Your USI is verified for certification purposes but is not printed on your qualification or Statement of Attainment.
- Current and former students can request access to copies of retained AQF certification documentation.

Photos and video

AusQ Training may occasionally take photographs or video for promotional or marketing purposes. Student participation is consent-based. Students may decline or withdraw consent by advising AusQ Training.

Certification and accreditation

AQF certification documentation is issued by AusQ in accordance with applicable VET requirements once the student has met the training product requirements and paid all agreed fees. MRWA

Student & Employer Handbook

accreditation and accreditation records are separate from AQF certification and remain subject to MRWA requirements.

11. Worksites, Practical Training & PPE

Some courses include practical activities in simulated, controlled or workplace/site environments.

Course-specific practical requirements

Before enrolment, your course information should identify any practical or physical requirements, work placement or site requirements, equipment, PPE, licences, technology or other resources you must provide. Requirements differ between courses, so always read your course page and booking information.

Safe use of facilities and equipment

AusQ Training will provide or arrange access to facilities, resources and equipment required for training and assessment where specified. Students must use facilities and equipment only as directed, follow safety controls and report defects, hazards or access issues promptly.

PPE and site rules

Bring and wear all PPE identified for your course. A student may be unable to take part in a practical activity if required PPE, a licence, site requirement or safety condition is not met. Ask before the course if you are unsure what you need to bring.

Fitness and accessibility

If a disability, medical condition, injury or other circumstance may affect safe participation, contact AusQ Training before training starts where possible. Reasonable adjustment may be considered, but mandatory competency, safety, training product and external accreditation requirements must still be met.

Typical PPE

Depending on the course and site, required PPE may include suitable work clothing, long-sleeve high-visibility clothing or vest, steel-capped safety footwear, gloves, hat and sun protection, and wet-weather clothing. Always follow the PPE list in your course information and confirmation because requirements vary between courses and sites. Contact AusQ before training if you are unable to obtain a required item.

12. Contacts & Important Information

Use these details for enrolment, course questions, support, complaints and student information.

AusQ Training contact details

Contact	Details
AusQ Training website	www.ausqtraining.com.au
Student information	www.ausqtraining.com.au/student-information/
Enrolment / complaints & appeals email	enrol@ausqtraining.com.au
Customer Support and Bookings Team	(08) 6118 4558
RTO number	52361

Keep your course confirmation

Your booking confirmation and course page contain course-specific details that may not apply to every AusQ Training student, including location, start time, PPE, entry prerequisites, assessment requirements and licensing/accreditation information.

Student acknowledgement

By enrolling in training with AusQ Training, you acknowledge and agree to comply with AusQ Training's current policies, procedures and course requirements. You also agree to meet the expectations of students outlined in this handbook, including requirements relating to participation, assessment, safety, respectful behaviour, academic integrity and compliance with trainer, site and regulatory requirements. You are responsible for familiarising yourself with information provided before and during training and for seeking clarification where you are unsure of a requirement.