Learner Handbook

TasNetworks Training Centre

1 July 2025

Official



Document Control					
Version	Change Description	Author (Name Only)	Approver (Name & Position)	Date (dd/mm/yyyy)	
1.0	Implementation of new 2025 Standards for RTO's	Jacqui Lewis	Jacqui Lewis CEO RTO	16/06/2025	

TasNetworks acknowledges the palawa (Tasmanian Aboriginal community) as the original owners and custodians of lutruwita (Tasmania). TasNetworks, acknowledges the palawa have maintained their spiritual and cultural connection to the land and water. We pay respect to Elders past and present and all Aboriginal and Torres Strait Islander peoples.



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Welcome

Welcome to the TasNetworks Training Centre. This Learner Handbook outlines what to expect when you undertake a course with us, the support available to you, and how to provide feedback about your training and assessment experience.

We are an enterprise-based Registered Training Organisation (RTO 1128) based in Mornington, delivering training that aligns with the needs of TasNetworks and the Electricity Supply Industry (ESI). Our courses support those who need training, assessment, or authorisation to work on or near TasNetworks infrastructure.

We're committed to providing clear, accurate information to help you make informed decisions about the training and qualifications that best meet your needs. Our experienced team is here to support you and ensure a quality experience at every stage of your learning journey.

About this Handbook

This Handbook is designed to help you get the most out of your training experience with TasNetworks. It reflects the five key stages of your learning journey:

- 1. Find out about our courses
- 2. Enrol and be inducted into your course
- 3. Be supported as you progress
- 4. Have a positive training and assessment experience
- 5. Finish your training and receive your certification

This handbook is further supported by information shared at our induction programs and our website:

www.tasnetworks.com/au/training

About TasNetworks Training Centre

The Training Centre is operated by TasNetworks' Registered Training Organisation within the Safety, Environment, Assurance and Training Team (S.E.A.T). As a learner, you will mostly liaise with the RTO team, who administer the systems and processes that support learning for our field workforce (employees and contractors). The RTO team will provide you with course information, manage your enrolment, co-ordinate training and assessment, provide and organise support, and issue your certification.

Our purpose-built facilities include fully equipped meeting rooms, training rooms, and an operational training yard with ESI infrastructure. There is on-site parking and a lunchroom with tea and coffee facilities. Please note that there are no food services on site, so BYO lunch or ask us about nearby food outlets.

During your course induction, we will show you around the Centre and provide you with more details about our facilities. We will also take the opportunity to introduce you to our Training Centre team members who you can approach if you have queries at any time.

Now that you know more about us, let's look at what you can expect during your learner journey.



1. Find out about our courses

Our courses are designed for workers in the Electricity Supply Industry (ESI) who need training, assessment, or authorisation to work on or near TasNetworks infrastructure. We do not market our training to the general public.

We deliver both nationally recognised and enterprise-based training and assessment.

Nationally recognised training may be made up of:

- A single unit of competency
- A cluster of units of competency
- A package of units leading to a full qualification at Certificate III level

Our enterprise-based courses are developed by TasNetworks, specifically tailored to meet operational needs. These courses are not nationally recognised but may align to national competencies.

All our courses are underpinned by:

- Qualified and professional trainers and assessors who are knowledgeable about the ESI and related subject areas
- Purpose-built ESI facilities and resources for training and assessment
- Appropriate duration that allows you to practice your new skills before you are assessed
- Assessment activities that are fair and clear with constructive feedback
- Training and assessment activities that comply with the Standards for RTOs (2025)

In addition to this Handbook, we will provide you with the following course information:

- A description of the course, the content, duration, and certification outcome
- Any course prerequisites and TasNetworks requirements
- Fees and related terms and conditions
- Opportunities for Recognition of Prior Learning (RPL) or Credit Transfer (CT)
- What you need to bring and wear

Some courses may have a limited number of vacancies, and these are filled in the order we receive completed enrolment forms (with supporting documentation where applicable).

2. Enrol and be inducted into your course

We aim for all our learners to have a positive enrolment and induction experience so when you begin with us there are no surprises – for you or us.

Unique Student Identifier

If you are undertaking nationally recognised training, you **must** have a USI in order to receive your qualification or statement of attainment. Your USI gives you access to your training records from 2015 onwards and ensures that lost qualifications will be a thing of the past.

At enrolment, you will need to provide us with your USI. By law, we cannot issue you with a Certificate, Statement of Attainment, or transcript of your accredited training without it.

If you don't have a USI, it's easy and free to create one. Go to www.usi.gov.au, select 'create USI', and follow the prompts. You only need to do this once.



If you've forgotten your USI you can grant us access to view your records, instead of providing us with electronic or hard copies of your certifications. Log into your USI account, select 'Provide your USI', then use TasNetworks or our RTO code 1128.

If you need assistance, just let us know.

If you change your details

To ensure that you receive important information and communications from us, it's important that you advise the RTO team if you change your name and/or contact details.

Personal information

Your personal information is managed in accordance with the *Personal Information Protection Act 2004*. Your personal information may be disclosed to law enforcement agencies, courts, and other public sector bodies or organisations authorised to collect it. Access is limited to Training Centre employees who need the information to perform their duties. All TasNetworks employees and contractors are bound by confidentiality obligations.

Reporting

If you are completing a qualification or unit of competency, some of the information you provide on the enrolment form will be submitted to local and federal regulatory authorities (e.g. Skills Tasmania) for statistical reporting purposes. Further details can be found on the enrolment form.

Language, literacy and numeracy (LLN requirements)

Before enrolment, we need to confirm that you have the necessary LLN skills—which includes reading, writing, and numeracy—to meet the course requirements and identify if you need extra support. To do this, we will ask you to complete an online LLN assessment during enrolment. You will receive a link to the LLN assessment in your course confirmation email.

Your results will be reviewed confidentially, and if needed, you may be contacted and offered support to enable you every opportunity to successfully complete your course.

If you have concerns regarding your language, literacy or numeracy skills, please let us know by contacting us on 03 6271 6111 (For Apprentices: 03 6271 6571 / 04 2916 1299) or training@tasnetworks.com.au. We want to know how we can best support you or whether another training pathway may better suit you.

For further information, please refer to our Language, Literacy and Numeracy (LLN) Policy available on our website, which also includes our LLN Self-Assessment table.

What to expect

We're committed to providing you, and all our learners, with a positive and rewarding learning environment.

We provide equitable access to courses irrespective of gender, culture, linguistic background, race, location, socio-economic background or disability, as reflected in the TasNetworks Code of Conduct,

We will complete a course induction with you before you commence your training. At the induction, your Trainer will give you further details about:

- Course content, duration and the expected outcomes
- Training and assessment schedule/s



- Expectations and responsibilities both yours and ours
- The Work, Health and Safety aspects specific to your course

What you can expect from us

As a learner with TasNetworks you are entitled to:

- Be provided with accurate and sufficient information to assist you to make informed decisions about your enrolment and learning experience
- Be treated fairly and with respect
- Learn in a safe environment free from discrimination and harassment
- Pursue your learning in a supportive and stimulating environment
- Be offered the option of accessing external services such as counselling and language support
- Be informed about how and when assessment will occur
- Timely and constructive feedback
- Be advised (by email, phone or in person) before your course commences or during the course, of any relevant information or course changes as soon as practical
- Provide us with feedback and suggestions

What's expected of you

As a learner with TasNetworks, you have the responsibility to:

Be Punctual: Please arrive on time for workshops and assessments. If you are unwell and unable to attend or running late, contact the RTO team before the course start time.

Stay Equipped: Bring and wear all necessary personal protective equipment (PPE) as required, both in the main building and in the training yard. If you are unsure about what you need, feel free to ask!

Follow Instructions: For everyone's safety, please follow the guidance provided by your Trainer and Training Centre Team.

Act Responsibly and Respectfully: We value a safe, fair, and respectful environment. Please behave in a manner that is responsible, considerate, and lawful.

Participate Fully: We encourage active involvement in all training and assessments. Consistent attendance, timely submission of work, and managing your workload are essential for progress. Submit written assessments on time and stay on track.

Submit Original Work: Any assessment evidence should be original. Al tools may be used to assist with your learning but should never be submitted as your own work. Our policy on Al use will be shared with you during training, including guidelines on integrating these tools.

Minimise Distractions: Keep your mobile phone off during training and assessments, and only use electronic devices as directed by your Trainer to stay focused.

Keep Records as Required: You are required to maintain your e-profiling, please ensure this is completed accurately and in a timely manner.

Follow WHS Requirements: We're committed to everyone's safety and ask that you follow all Work Health and Safety guidelines at TasNetworks.

Use Designated Smoking Areas: For everyone's comfort, please smoke only in designated areas.

Maintain Zero Tolerance for Substances: We operate a zero-tolerance policy for alcohol and illicit drugs on site. Please do not enter the Training Centre or any TasNetworks site with a Blood Alcohol



Content (BAC) over 0.00%, nor possess, consume, or test positive for any illicit drugs. If you are taking prescription medication that may impact your safety, let us know so we can support you.

Your Privacy: We respect your privacy and handle your personal information with care. Our privacy policy, which details how we use and protect your information, will be available to you. We will ask you for your consent where appropriate.

Support: As you work through your assignments, remember that quality and excellence come from giving yourself enough time to complete each task thoughtfully. We know balancing responsibilities can be challenging, so if you ever feel uncertain or need assistance, please don't hesitate to reach out. We're here to help, and we want to ensure you have what you need to succeed.

Resources: There are learning resources available to you! Please take advantage of all the support here for you. If you ever need guidance, just ask—there's more help than you might think, and we're more than happy to connect you with it.

Extra Assistance: Whether it's academic, personal, or health-related, support is always available. Many students benefit from a bit of extra assistance, especially at the beginning. If you are finding it challenging to keep up, reach out to us—we will help you access the right resources and offer advice on areas you might focus on.

Learning Access Plan: It's never too early or too late to seek support. If you are managing health-related challenges (physical or mental), you may be eligible for a Learning Access Plan (LAP) to ensure your needs are met.

Travel: You may be required to travel for your training. If this applies to you, details including locations, times, and transport arrangements will be provided in advance. Please speak to us if you have any concerns about travel or need assistance in planning.

Remember, we're here for any questions you have or if you need support at any stage.

Invoicing, cancellation and postponement

Only non-TasNetworks employees are invoiced for course fees. Once we have processed your enrolment and confirmed your place in the course, we will issue a tax invoice. We will liaise directly with your employer or organisation to confirm invoicing and payment arrangements.

We understand that sometimes things don't go to plan. You might become ill, or an extenuating circumstance might prevent you from attending your course. If this happens, please contact the RTO team as soon as you can and before your course starts. You will be able to transfer to the next immediate course if you can provide a valid medical certificate or appropriate declaration.

We will provide a refund or transfer you to an alternate course only when we receive a minimum of 7 days written notice. If we receive less than 7 days' notice, we will refund your employer 50% of the invoiced course fee.

The Training Centre operates within a dynamic organisation and industry environment. Our team members undertake operational activities as well as training activities. Sometimes things don't always go to plan for us either. We may need to cancel, postpone or reschedule a training course due to unforeseen circumstances or if we don't have sufficient people enrolled. If this happens, we will notify you immediately and refund your employer, if applicable.



Recognising your prior learning (RPL)

There are two pathways for gaining competency:

- a training and assessment pathway, or
- an assessment only pathway, also known as Recognition of Prior Learning (RPL).

We offer both pathways for any nationally recognised unit of competency, cluster of units of competency, or full qualification within our scope of registration.

If you already have the relevant skills and knowledge, you may be eligible for RPL. To be assessed as competent through the RPL process, you must provide satisfactory evidence that meets all requirements in the unit/s of competency. If you have the skills and knowledge required, we will support you through the RPL process.

To explore RPL, contact our RTO team at training@tasnetworks.com.au.

For further information, visit our Recognition Policy:

www.tasnetworks.com.au/training

Credit transfer

Credit Transfer (CT) is recognition of any units of competency a learner has successfully completed at another RTO.

If you have previously completed a nationally recognised unit of competency you are enrolling in, and the unit is the same or equivalent and hasn't significantly changed, you may not need to complete it again. If the unit of competency is now superseded, and has additional requirements, you may be eligible for RPL.

To apply, provide a valid Statement of Attainment or record of results, along with your USI.

We are not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units completed at another RTO. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

For further information, visit our Recognition Policy:

www.tasnetworks.com.au/training

3. Be supported as you progress

At TasNetworks, the safety of our people and the community is our top priority. We want to genuinely support you, physically and emotionally, from enrolment to course completion.

Stay safe

We're committed to helping you complete your training safely. Before enrolment, we will let you know if any personal protective equipment (PPE) is required. During induction, we will explain emergency procedures and safety expectations.

Work Health and Safety (WHS) is embedded in all courses. Your Trainer will guide you in the safe use of tools and equipment. Always follow instructions and safe work practices to keep yourself and others safe.

If you feel unsafe, notice damaged equipment, or identify a hazard, speak with your trainer or a Training Centre staff member immediately.



Fire and evacuation

During induction and orientation, we will explain how to respond in an emergency, including what to do if the fire alarms are activated. You will be shown evacuation procedures and evacuation points, and will be guided there calmly if needed.

First Aid

In the event of an injury, please inform your Trainer or a staff member immediately. A First Aid Officer will provide assistance and advise if further medical treatment is necessary. For serious injuries, emergency services may be contacted.

Discrimination, harassment and bullying

We are committed to maintaining a learning environment free from discrimination, harassment, and bullying for all learners and staff. The TasNetworks Workplace Behaviour Policy applies to all team members, contractors, and consultants. Anyone can raise a complaint, whether as an alleged victim or a witness (see Complaints and Appeals section).

We encourage learners to first raise concerns informally with the person involved to try to resolve the issue. If this is not appropriate or you feel uncomfortable, you can still make a formal complaint, which will be addressed promptly.

If you experience discrimination, harassment, or bullying, please speak with your Trainer or a member of the RTO team.

TasNetworks employees may also contact:

- Your Team Leader
- A People Experience team member
- A Health, Safety and Wellbeing team member, or the Company Secretary

Non-TasNetworks employees should speak with their Team Leader or Manager.

Access support

We aim to get induction, orientation, learning and assessment right from the start to minimise support issues. Some learners may need support but not seek it, while others may be unaware they need it. Our processes aim to accommodate both.

As outlined previously in this Handbook, we will work together to manage any identified learning support needs, including language, literacy, and numeracy (LLN) requirements, and exploring suitable training pathways if needed.

You will also be provided with an option to disclose any disability information during enrolment.

We can customise training and assessment services where possible, including making reasonable adjustments to the activities to help you participate successfully. However, adjustments cannot compromise the integrity of workplace or industry requirements, especially in high-risk environments.

Additional external supports include:

- Libraries Tasmania and TasTAFE provide literacy/numeracy support
- Housing Connect provides help to find/maintain housing
- Childcare support through the Australian government's mychild.gov.au website



• Free financial guidance and tools available through the Australian government's moneysmart.gov.au website

Wellbeing and prayer rooms are also available at the Training Centre in Mornington.

Employee Assistance Program (EAP)

If you are a TasNetworks employee, you can access the Employee Assistance Program (EAP) provider, AccessEAP, anytime and for any reason by phoning 1800 818 728 or via the Health, Safety & Environment page on The Zone. If you are not a TasNetworks employee, please speak with your Team Leader about your organisation's EAP.

Support for Apprentices

If you are an apprentice, you will have a dedicated Apprenticeship Coordinator in the RTO team who will check in with you at regularly scheduled intervals. You or your Team Leader can contact them at any time on 03 6271 6571 or 04 2916 1299.

Further support is available through the Australian Government's Apprentice Connect Australia providers. They can provide any extra support or advice you may need to complete your apprenticeship, such as mentoring. For more information or to learn more about providers in your area, call 13 38 73 or visit www.apprenticeships.gov.au

Aboriginal and Torres Strait Islander Student Support

At TasNetworks, we're proud to support Aboriginal and Torres Strait Islander learners through culturally safe and respectful services. Our Aboriginal Engagement Coordinator, Graeme Gardner, is available to provide guidance with your studies, career planning, and connection to community. If you have cultural commitments or responsibilities that may impact on your training, please speak with your Trainer.

TasNetworks acknowledges the palawa people as the Traditional Owners and Custodians of lutruwita (Tasmania) and respects their enduring connection to land and water. Our Innovate Reconciliation Action Plan (RAP) reflects our commitment to deepening relationships with Aboriginal and Torres Strait Islander peoples, protecting Aboriginal heritage, and creating a culturally inclusive workplace.

To learn more, visit: www.tasnetworks.com.au/about-us/Community-and-environment/Reconciliation-Action-Plan

Multicultural Student Support

At TasNetworks, we're proud to support multicultural learners through inclusive and culturally respectful services. Support is available to help you settle into training, including:

- The Adult Migrant English Program (AMEP)
- General education and computing skills
- Prayer, reflection and meditation spaces

If you have cultural commitments or responsibilities that may impact your training, please speak with your Trainer. We can also connect you with additional services, such as counselling, career guidance and disability support.

Mental Health & Wellbeing Support Services

Please refer to the flyer on the next page for further support services available to you.

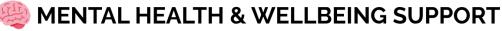
If you or someone you know is at risk, call 000 immediately.





Tasmanian Networks Pty Ltd Enterprise RTO ABN 24 167 357 299

PO Box 606, Moonah, TAS, 7009



Help is here when you need it

Life can be overwhelming—and that's okay. Whether you're feeling anxious, down, unsafe, or just need someone to talk to, support is available. Free and confidential services are here to help—wherever you are.

Who can you talk to?

Black Dog Institute Mental health tools, info & support Blackdoginstitute.org.au	Suicide Call Back Service \$\sigma\$ 1300 659 467 \$\subseteq\$ suicidecallbackservice.org.au
Beyond Blue Support for anxiety & depression \$\tilde{\text{3}} 1300 22 4636 \$\text{beyondblue.org.au}\$	Medicare Mental Health Connects to local services \$\infty\$1800 595 212 medicarementalhealth.gov.au
Lifeline Australia 24/7 crisis support and suicide prevention 13 11 14	TasNetworks Employee Assistance Program (EAP) AccessEAP \$\instrum 1800 818 728 \$\text{www.accesseap.com.au}\$

a Family & Domestic Violence Support

1800RESPECT \$\inspece{1}\$ 1800 737 732 \$\equiv 0458 737 732 \$\equiv 1800respect.org.au	Family Violence Counselling TAS 1800 608 122 health.tas.gov.au/fvc	
Safe at Home (TAS) 1800 633 937 safeathome.tas.gov.au	Engender Equality (TAS) (03) 6278 9090 engenderequality.org.au	

Aboriginal and Torres Strait Islander Support

13YARN (First Nations crisis support) 13 92 76	NACCHO National Aboriginal Community Controlled Health Organisation © 02 6246 9300 @naccho.org.au	
WellMob Digital resources for First Nations mental health	TasNetworks Graeme Gardner - Aboriginal Engagement Coordinator	

Need help now?

If you or someone else is at risk, call **000** immediately.

1300 127 777 | tasnetworks.com.au



Complaints

We understand that from time to time, learners may experience issues or dissatisfaction. If this happens, you have the right to raise a complaint. Our **Complaints and Appeals Policy** provides a clear process for managing concerns about the RTO, staff, third parties, or other learners. The policy can be found on our website www.tasnetworks.com.au/training

At any time during your learning journey, you can make a complaint. Complaints can be submitted in the following ways:

- In person Visit the Training Centre at 8 Mornington Road, Mornington
- By phone Call 03 6271 6111
 - Apprentices can also contact: 03 6271 6571 or 0429 161 299
- In writing
 - Email: training@tasnetworks.com.au
 - Post: PO Box 606, Moonah TAS 7009
- Online Use the Training and Assessment Feedback form at www.tasnetworks.com.au/training

Where appropriate, we encourage you to attempt to resolve the issue informally first. This may include speaking directly with the person involved, discussing your concern with your Trainer or a Training Centre team member, or requesting informal mediation.

If your issue is of a more serious nature or the informal approach has left you dissatisfied with the outcome, you may submit a formal complaint. Our **Complaints and Appeals Policy** outlines what must be included in a formal complaint.

Once a formal complaint is received, we will record it in the Complaints and Appeals Register and begin an investigation. We aim to resolve complaints within 10 working days. If we cannot resolve the issue immediately, we will keep you updated on our progress and next steps.

We will advise you of the outcome. If the resolution requires us to implement, correct and/or take preventative action, we will do so immediately.

If you are dissatisfied with the outcome of your complaint, you have the right to appeal.

Appeals

If you are not happy with a decision we've made, you have the right to request a review. This process is called an appeal and follows our Complaints and Appeals Policy, available at www.tasnetworks.com.au/training

You can request an appeal:

- In person Visit the Training Centre at 8 Mornington Road, Mornington
- By phone Call 03 6271 6111
 - Apprentices can also contact: 03 6271 6571 or 0429 161 299
- In writing
 - Email: training@tasnetworks.com.au
 - Post: PO Box 606, Moonah TAS 7009
- Online Use the Training and Assessment Feedback form at www.tasnetworks.com.au/training

Once we receive your appeal, we will record it in the Complaints and Appeals Register and begin reviewing the matter by gathering information from the Assessor and any other relevant parties. We will then make a decision – either the original decision will stand, or a re-assessment may be arranged by a third-party Assessor appointed by us.



If you are not satisfied with the outcome, you have the option of an external appeal. You will need to notify us if you wish to pursue the external appeals option.

For further information, visit our Complaints and Appeals Policy www.tasnetworks.com.au/training

4. Have a positive training and assessment experience

Our primary purpose is to meet our learners' learning needs, while also being able to assure TasNetworks and other organisations that <u>how</u> learners get trained and assessed and <u>what</u> our learners get trained and assessed in, will meet or exceed relevant standards.

We aim for our learners to value learning more deeply after experiencing one of our courses. We adjust how we go about our work to best meet our learners' needs and those of our organisation. This means we must be flexible, agile and responsive.

We aim not to be personality driven but rather have development, validation and review systems that make our RTO work well. These systems will deliver:

- Robust training and assessment strategies and learning programs
- Well-designed learning and assessment experiences
- Trainers and assessors who have wide and deep content knowledge, strong workplace competence and excellent facilitation skills

About your training

We're serious about integrated learning, where what you learn reflects what you need to know and do to competently perform your job. We aim to deliver the right training at the right time, so we will spend some time understanding what your training gaps are and develop a solution that best fits.

The learning you do with the Training Centre team will generally involve small group and/or one-on-one learning. Training methods include but are not limited to:

- Face to face Trainer facilitation presentation with for example, work samples, videos
- Discussions in small groups or 1:1
- Research activities in small groups or 1:1
- Practical demonstrations and simulations in a training room
- Guided practice in an ESI environment and on infrastructure (both simulated and live in the field)

About your assessment

A range of assessment methods are used for each course/unit when assessing competence. Our assessment tools are customised to meet enterprise and regulatory requirements whilst maintaining the integrity of accredited units of competency.

Assessment methods may include:

- Observation and demonstration of work skills in both a simulated and live environment
- Verbal and/or written questions and answers
- Workplace evidence/samples of documentation
- Learning journal (e-Profiling)
- Supervisor/Team Leader testimonials

Your Trainer/Assessor will outline the assessment methods and schedule during your course induction. For apprentices, this is also documented in a Learning and Assessment Plan.



USING ARTIFICIAL INTELLIGENCE (AI) IN YOUR LEARNING



Purpose

Artificial intelligence (AI) tools can support your learning by providing assistance with research, idea generation, and productivity. This section outines how to use AI responsibly and in line with our RTO's standards.

What is AI?

Al refers to techology that can perform tasks that typically require human intelligence, such as generating text and analysing data.

Examples include:

- · Chatbots (ChatGPT, Cop lot)
- · Virtual assistants
- · Predictive analytics tools

Responsible Use Guidelines



Academic Integrity: AI must assist, not replace your original work.
Submitting AI generated work as your own is not permitted Transparency: If you use AI in your work, you must declare it (e.g., in your references or notes)

How to Reference Al



When AI is used, include. "Assistance provided by [AI tool name], accessed on [date].#

Benefits for Learners

Research Support: Summarising information or generating ideas Writing Assistance: Drafting outlines or improving Clarity. Accessibility: Helping with language or formatting

Policy Statement

Learners may use AI tools to support their studies, provided usage complies with academic integrity standards and organisational policies. AI-generated content must be acknowledged and verified for accuracy.

Privacy and Data Security

Do not enter workplace policies, personal, confidential, or assessment-related information into Al tools.

Follow all privacy laws and organisational policies



Feedback

We see feedback as an opportunity to review and improve our policies, practices and procedures. We genuinely value your feedback, so whether you've had a positive experience, have suggestions, or wish to raise a concern—we want to hear from you.

You can provide feedback by:

- Talking to a Training Centre team member
- Completing the Training and Assessment Feedback form (available online, at Reception, or on our website www.tasnetworks.com.au/training
- Phone us on **03** 6271 6111 (For Apprentices: **03** 6271 6571/ **04** 2916 1299) or email us at training@tasnetworks.com.au

At the end of your training or assessment, we will invite you to complete a feedback form. Our goal is to provide a quality learning experience that meets your needs—so please let us know how we went. Be honest about what worked well and where we can improve. We review all feedback and keep your responses confidential.

5. Finish and get your certification

This final phase of your learner journey should be a positive and rewarding end to your training with us.

After completing assessments for a unit of competency, you will be awarded a 'result'. Common outcomes include:

- C Competent
- NYC Not Yet Competent
- RPL Competent through Recognition
- CT Credit Transfer

Once you've successfully completed all course requirements, we will issue your certification within 30 days.

If you complete an enterprise-based course, you will receive a certificate of completion and related ESI Authorisations, if applicable. If you are a TasNetworks employee or contractor, you can access your results at any time through the LMS. Contact the RTO team if you need help with this.

If you need replacement certification documentation, please contact the RTO team. A replacement fee will be charged (\$25 per record). We will keep a record of your certification for 30 years.

Enquiries

If you or your employer need information about courses, enrolment, invoicing or any other information about the TasNetworks Training Centre, please contact us by visiting the Centre, phoning 03 6271 6111 (For Apprentices: 03 6271 6571/ 04 2916 1299) or emailing training@tasnetworks.com.au

Location: 8 Mornington Road, Mornington, TAS 7018

Postal Address: PO Box 606, Moonah, TAS 7009

Website: www.tasnetworks.com.au

RTO Number: 1128





www.tasnetworks.com.au

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