

# Learner Handbook

*TasNetworks Training Centre*

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Powering a  
Bright Future



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# Welcome

Welcome to the TasNetworks Training Centre. This Learner Handbook aims to provide you with clear and accurate information about what you can expect when you undertake a course with us. It also explains how we will support you during your training and how you can give us feedback about your training and assessment experience.

We are an enterprise-based Registered Training Organisation (RTO) located at Mornington (Registration No. 1128). Our training is aligned to the needs of TasNetworks and the Electricity Supply Industry (ESI). Our courses are for people who need training, assessment or authorisation to work on or near TasNetworks infrastructure.

If you want to do a course with us, we will provide you with clear, accurate and readily accessible information so you can make an informed choice about the training and qualifications that will best meet your needs. Our qualified and experienced team of coordinators, trainers and assessors will work with you to ensure you have a quality experience at each stage of your learning journey.

## About this Handbook

This Handbook provides you with information to get the most out of your course at TasNetworks. The information in this Handbook reflects the five (5) key stages of your learning journey. These are:

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. Go to [www.tasnetworks.com.au/training](http://www.tasnetworks.com.au/training)

## About TasNetworks Training Centre

The Training Centre is operated by the People Development group within the People Division. As a learner at our Training Centre, you will mostly liaise with the Registered Training Organisation (RTO) team. Their role is to 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 Training Centre's facilities are purpose-built with fully equipped meeting rooms, training rooms and an operational training yard with ESI infrastructure. There is on-site parking and a lunch room with tea and coffee facilities. It is important to note that there are no food services on site, so BYO lunch or ask us about nearby food outlets.

At your course induction, we'll show you around the Centre and provide you with more details about our facilities. We'll 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 for people who work in the Electricity Supply Industry (ESI) who need training, assessment or authorisations to work on or in the vicinity of TasNetworks infrastructure. We do not market our services to the general public.

We deliver both nationally recognised and enterprise-based training and assessment services. 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 operational needs and job roles. 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 practise your new skills before you're assessed
- Assessment activities that are fair and clear with constructive feedback
- Training and assessment activities that comply with the Standards for RTOs (2015)

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're a new or continuing student undertaking nationally recognised training, you will need a USI in order to receive your qualification or statement of attainment. Your USI gives you access to all of 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, if you do not provide us with your USI.

If you don't have a USI, it's easy and free to create one. Go directly to [www.usi.gov.au](http://www.usi.gov.au), choose 'create USI' and follow the prompts. You only need to create a USI once.

When you have your USI you can give us access to view your records, rather than have to provide us with electronic or hard copies of your certifications. Log into your USI account and 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 make sure that you receive important information and communications from us, it's important that you let us know if you change your name and/or contact details – please advise the RTO team.

## 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. Only Training Centre employees who require access to your relevant personal information to do their job, are provided with access to your personal details. All TasNetworks employees and contractors are bound by confidentiality requirements.

## Reporting

If you're 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

Our Enrolment Form will ask you to confirm that you have the skills necessary to undertake the learning and assessment requirements to complete the course. This includes reading, writing and numeracy skills. We need to ensure that you have the appropriate LLN skills to meet the course requirements and to identify if you require any extra assistance. To assist us with this, we will ask you to complete an online LLN assessment during your course enrolment. You will receive a link to this LLN assessment in your course confirmation email.

Your results are reviewed in confidence and you may be contacted and offered support to enable you every opportunity to successfully complete your course.

Our nationally recognised training aligns to Certificate III LLN requirements which sit at Levels 2 and 3 within the Australian Core Skills Framework (ACSF). The ACSF is the benchmarking document that defines levels of language, literacy and numeracy for the VET sector.

Before you enrol and complete the on-line LLN assessment, you can use the table below to check that you have the required level 3 ACSF LLN requirements. The table is broken down into the core components of the framework. The left column states the ACSF requirements. The right column provides examples of how the requirement might apply in the workplace. If there is anything in the table you are unclear about, or work examples that you are unable to do, please let us know so that we can find ways to support you.

**Table: Self-Assessment – ACSF LLN Level 3 Requirements**

Learning	
<p><b>You must be able to:</b></p> <ul style="list-style-type: none"> <li>Plan, implement and adjust processes as required to achieve learning outcomes and begin to seek new challenges.</li> <li>Experiment with new learning strategies in familiar contexts and apply some strategies in less familiar contexts.</li> </ul>	<p><b>This looks like:</b></p> <ul style="list-style-type: none"> <li>You can review your skills in relation to job selection criteria to identify future study or training plan.</li> <li>You can schedule time for developing new skills for work, e.g. learn to use Excel.</li> <li>You can approach a more experienced colleague to act as a mentor.</li> <li>You can contribute to problem solving processes.</li> <li>You can plan and organise a routine job, identify possible risks and access resources.</li> </ul>
Numeracy	
<p><b>You must be able to:</b></p> <ul style="list-style-type: none"> <li>Select and interpret mathematical information that may be embedded in a range of familiar, and some less familiar tasks and texts.</li> <li>Select from and use a variety of developing mathematical and problem solving strategies in a range of familiar, and some less familiar contexts.</li> <li>Use a combination of both informal and formal oral and written mathematical language and representation to communicate mathematically.</li> </ul>	<p><b>This looks like:</b></p> <ul style="list-style-type: none"> <li>You can work in a group to undertake a simple survey and document the results, e.g. conduct a workplace survey.</li> <li>You are able to use appropriate technological devices to measure and record data and report and act on results, e.g. temperature gauge.</li> <li>You can identify and explain uses and application of shapes in different contexts, e.g. use of 2D and 3D shapes in house or building construction</li> </ul>

Oral Communication	
<p><b>You must be able to:</b></p> <ul style="list-style-type: none"> <li>• Select and use appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts.</li> <li>• Derive meaning from a range of oral texts in familiar and some unfamiliar contexts.</li> </ul>	<p><b>This looks like:</b></p> <ul style="list-style-type: none"> <li>• You can give clear sequenced instructions of several steps, e.g. how to log on/log off a computer.</li> <li>• You are able to participate in a conversation requiring some negotiation, e.g. able to discuss a problem with colleagues.</li> <li>• You can listen to and note specific information from an announcement, e.g. listen and understand emergency evacuation procedures.</li> </ul>
Reading	
<p><b>You must be able to:</b></p> <ul style="list-style-type: none"> <li>• Evaluate and integrate information and ideas to construct meaning from a range of familiar, and some unfamiliar texts and text types.</li> <li>• Select and apply a range of reading strategies as appropriate to purpose and text type.</li> </ul>	<p><b>This looks like:</b></p> <ul style="list-style-type: none"> <li>• You are able to read and respond to an email</li> <li>• You can read and follow information presented in technical drawings, manuals and work instructions, patterns, e.g. follow work procedures.</li> <li>• You can use the 'help' function on software programs to help find out how to format a text, e.g. brief report, workplace or community newsletter, emails to colleagues to place orders, using spreadsheets to present data.</li> </ul>
Writing	
<p><b>You must be able to:</b></p> <ul style="list-style-type: none"> <li>• Communicate relationship between ideas and information in a style appropriate to audience and purpose.</li> <li>• Select vocabulary, grammatical structures and conventions appropriate to the text.</li> </ul>	<p><b>You must be able to:</b></p> <ul style="list-style-type: none"> <li>• Communicate relationship between ideas and information in a style appropriate to audience and purpose.</li> <li>• Select vocabulary, grammatical structures and conventions appropriate to the text.</li> </ul>

If you have concerns regarding your language, literacy or numeracy skills, please let us know by contacting us on **03 6271 6111** or **training@tasnetworks.com.au**. We want to know how we can best support you or whether another training pathway may better suit you.

## 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 (WHS) 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:

- Arrive at workshops and assessments on time
- Contact the RTO team before the course start time to let us know if you're not able to attend or going to be late
- Wear/bring personal protective equipment (PPE) as stipulated, in both the main building and training yard
- Follow the instructions of your Trainer and Training Centre team members
- Behave in a responsible manner which is safe, fair, respectful and lawful
- Actively participate in scheduled training and assessment events and submit written assessment items on time
- Provide authentic original assessment evidence and not engage in plagiarism or cheating in any assessment
- Turn off and not use your mobile phone during training and assessment activities
- Use electronic devices only as directed by your Trainer during training and assessment activities
- If required to do so, accurately maintain work logs or e-profiling in a timely manner as agreed
- Abide by TasNetworks Work, Health and Safety (WHS) requirements
- Smoke only in the designated smoking areas
- Not enter the Training Centre or any other TasNetworks site with a Blood Alcohol Content (BAC) over 0.00%, consume alcohol, consume or test positive to any illicit drugs or, be in the

possession of, sell or distribute illicit drugs. If you are on prescription drugs that may affect your ability to complete tasks safely, please let us know.

If you have any queries about what's expected, talk with your Trainer or a member of the RTO team.

## **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/organisation to confirm invoicing and payment responsibilities.

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'll 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 RPL). We offer both pathways for any nationally recognised unit of competency, a cluster of units of competency or a qualification within our scope of registration. To gain a competent result through the RPL process you must provide satisfactory evidence for all tasks required in the unit/s of competency. If you have the skills and knowledge required, we will support you through the RPL process. We will do this during your enrolment and before you commence training.

### **Recognition Process**

#### **Step 1: Ask for RPL by contacting the RTO team**

To request for Recognition of Prior Learning, contact our RTO team at the Training Centre ([training@tasnetworks.com.au](mailto:training@tasnetworks.com.au)) and advise the unit/s for which you are seeking recognition.

You will then receive a meeting request which includes the relevant Unit/s of Competency, TasNetworks Learner Handbook & TasNetworks Recognition Policy. Learners are encouraged to read this material, and consider their skills and experience prior to attending the Recognition Interview.

#### **Step 2: Attend a Recognition Interview (in-person or virtually)**

The meeting request includes an invitation for a Recognition Interview which will take place in person or via Microsoft Teams with a TasNetworks Assessor.

During this meeting, the Assessor will work through the relevant Unit of Competency with you to determine appropriateness of the RPL pathway. As you review the unit of competency, discuss with your Assessor how regularly you perform the unit of competency requirements (e.g. frequently, sometimes, never). This includes: a discussion of your knowledge, skill and experience relevant to the unit/s for which RPL is being sought, an overview of tasks/topics covered in relevant assessment tools (as required), evidence to be provided (as required), and the relevant pre-requisites for the unit.

After you and the Assessor agree that RPL is appropriate and achievable, the Assessor will outline what evidence you will need to gather, based on your circumstances.

### **Step 3: Gather appropriate evidence**

a) The Assessor will discuss with you the evidence required to satisfy the Unit of Competency requirements. This includes as relevant (but is not limited to):

- Training records: Accredited, or enterprise training
- Licences: High Risk, Electrical Practitioner
- Workplace documents: Logbooks, examples of work place documentation eg. Risk assessment
- Resume
- Documentary evidence of skills obtained through voluntary work or community involvement

b) Written and verbal responses: The assessment tool you use will have assessment questions requiring written and verbal responses. You'll need to arrange a time with your Assessor to do this part of the assessment in a structured way. Your responses, which your Assessor will record, will determine what types of additional evidence might be required for you to meet the unit of competency requirements.

c) Skill Demonstration: You need to demonstrate the required practical skills specified in the Assessment Tool - Skills Observation/s. You will do your demonstrations either in the workplace or at our Training Centre. Usually a skills demonstration will involve you also producing the related workplace documentation. For example, you might have to complete a job risk analysis or similar.

d) A testimonial (also known as a Third Party Report) is where your current or recent supervisor may agree to verify your skills and knowledge related to the unit of competency. It's used to supplement your evidence for recognition. This is particularly useful for criteria that are "interpersonal" by nature, such as working effectively with others. Testimonials are also useful for criteria where your performance is not usually recorded in documents. For example, when you give and receive feedback it might not be recorded anywhere.

Your Assessor will verify the vocational competence/qualifications of the person who provides you with the testimonial. Testimonials add to the body of evidence assessors need to judge competence. One or more testimonials are not sufficient evidence on their own. More information about the Third Party Report, along with specific instructions on how to complete the report, is contained within each unit of competency Assessment Tool.

### **Step 4: Get feedback**

When you have followed the above steps, and gathered all your evidence, your Assessor will judge your current competence. He or she will then give you feedback and outline the next steps.

You can find more information about our Recognition Policy on the TasNetworks website – [www.tasnetworks.com.au/training](http://www.tasnetworks.com.au/training)

## Credit transfer

Credit Transfer (CT) is institutional recognition of any unit of competency or module a learner has successfully completed at any other RTO.

If you have previously completed a nationally recognised unit of competency you are enrolling in, and the unit of competency is deemed equivalent and has not significantly changed since you completed it, you may be able to have it directly recognised as a CT. This means you don't have to complete training or assessment again.

If the unit of competency you seek CT for is now superseded, and has additional requirements, you may negotiate RPL through the process of assessment only. If you believe this is the case for you, please talk to a member of the RTO team when you're enrolling. We will ask you to provide a record of your results and your USI - go to [www.usi.gov.au](http://www.usi.gov.au)

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.

Further details about Credit Transfer are within our Recognition Policy, located on our website – [www.tasnetworks.com.au/training](http://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 are committed to ensuring you complete your training in a safe and secure manner. At enrolment we'll let you know about course-specific requirements in relation to PPE. During induction we'll also make sure you know what to do in case of an emergency.

All our courses include instruction and training on work health and safety requirements. Your Trainer will confirm with you correct use of tools and equipment, specific to your course. Please be sure to follow standard operating procedures and instructions at all times to ensure your safety and the safety of others.

If at any time you feel unsafe, talk with your Trainer or a Training Centre team member as soon as possible. If you're concerned about someone else's safety or, if you notice any broken or damaged equipment that may cause harm to you or others, let us know.

## First Aid

If you get injured at our Training Centre, our First Aid Officers can assist in managing minor injuries. They will inform you if they believe you need further treatment. If your injury or medical condition is serious, our First Aid Officers will use their discretion and may request an ambulance. If you require first aid, please advise your Trainer or Assessor in the first instance, or speak to a staff member in the Training Centre so they can locate an available First Aid Officer.

## Fire and evacuation

During induction and orientation, we'll talk with you about how to respond in an emergency, including what to do should the fire alarm be activated. We will show you where the emergency evacuation points are and assist you and your colleagues to move there in a calm, direct way.

Some individuals may require assistance in order to evacuate buildings in an emergency. If this applies to you, please let us know so that we can identify what support we will provide in case of an emergency evacuation.

## Discrimination, harassment and bullying

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

We encourage learners to raise the concern informally with the person involved in an attempt to resolve the matter. If this approach is not appropriate or you do not feel comfortable doing this, you can still make a complaint and it will be responded to in a timely manner.

If you feel you are experiencing discrimination, harassment or bullying, please talk with a members of the RTO team or speak with your Trainer.

If you are a TasNetworks employee you can also speak to:

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

If you are not a TasNetworks employee, talk with your Team Leader or Manager.

## Access support

We aim to get the induction, orientation, learning and assessment processes right in the first place, so we can eliminate many support issues. Some learners may feel they need support but not seek it. Others may need support but not know it. Our processes aim to accommodate both.

As covered previously in this Handbook, we will work together to manage any identified learning support needs. We'll talk together about any LLN needs you may have and how we can manage these or whether another training pathway may be more suited.

We will customise training and assessment services where both our needs can be met. This could include making reasonable adjustments to the training and assessment activities to facilitate you participating successfully. However, given that training and assessment activities typically relate to high-risk environments, any adjustments can't compromise the integrity of workplace or industry requirements.

Other external supports you may find helpful:

- Both Libraries Tasmania and TasTAFE provide literacy/numeracy support
- Housing Connect provides help to find and maintain housing
- Support with child care through the Australian government's [mychild.gov.au](http://mychild.gov.au) website
- Free and impartial financial guidance and tools are available at the Australian government's [moneysmart.gov.au](http://moneysmart.gov.au) website

## Employee Assistance Program (EAP)

At any time and for whatever reason, if you're a TasNetworks employee, you can access our Employee Assistance Program (EAP) provider, Newport & Wildman, by phoning **1800 650 204** or via the People page on The Zone. If you're not a TasNetworks employee, talk to 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 contact you at regularly scheduled intervals. You or your Team Leader can make contact at any time with the Apprenticeship Coordinator.

Further support is available for apprentices via the Commonwealth Government's Australian Apprenticeship Support Network. The Apprenticeship Support Network is available to identify and provide any extra support or advice you may need to complete your apprenticeship, such as mentoring. For more information or to learn more about Apprenticeship Support Network providers in your area, call **13 38 73** or visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

## Complaints

We understand that on occasions there may be instances of dissatisfaction from our learners that may result in a complaint. Our Complaints and Appeals Policy provides a framework for dealing with complaints about our RTO, third parties, staff or other learners. Our Complaints and Appeals Policy can be found on our website [www.tasnetworks.com.au/training](http://www.tasnetworks.com.au/training)

At any time during your learning journey, you can make a complaint through a variety of methods:

- In person at the Training Centre at **8 Mornington Rd, Mornington**

- By phone on **0362 716111**
- In writing, including by email to [training@tasnetworks.com.au](mailto:training@tasnetworks.com.au) by post to **PO Box 606, Moonah 7009** or by using the Training and Assessment Feedback form located on our website at [www.tasnetworks.com.au/training](http://www.tasnetworks.com.au/training)

Where practicable, we suggest that you first attempt to resolve the issue informally. This may include approaching the person involved and speaking to them, or discussing your concern with a Training Centre team member, or having us conduct general mediation about the issue. Any RTO team member can be involved in this informal process to resolve the issue.

However, 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.

Upon receipt of a formal complaint, we will record your complaint in the Complaints and Appeals Register and commence an investigation. We aim to identify a resolution within 10 working days of receiving the complaint. If we can't resolve the issue immediately, we'll provide you with regular updates and details of the action we have taken or plan to take.

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

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

## Appeals

You have the right to request a review of a decision that we have made (e.g. an assessment decision). The principles within our Complaints and Appeals Policy will apply. Our Complaints and Appeals Policy can be found on our website [www.tasnetworks.com.au/training](http://www.tasnetworks.com.au/training)

You can request an appeal:

- In person at the Training Centre at **8 Mornington Rd, Mornington**
- By phone on **0362 716111**
- In writing, including by email to [training@tasnetworks.com.au](mailto:training@tasnetworks.com.au) by post to **PO Box 606, Moonah 7009** or by using the Training and Assessment Feedback form located on our website at [www.tasnetworks.com.au/training](http://www.tasnetworks.com.au/training)

Upon receipt of your request for an appeal, we will record your request in the Complaints and Appeals Register and commence seeking details from the relevant Assessor and/or any other relevant parties involved. A decision will be made regarding your appeal – either the assessment decision stands or possible re-assessment by a third party. The third party can be another Assessor appointed by us.

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

Further details about appeals can be found in our Complaints and Appeals Policy located on our website at [www.tasnetworks.com.au/training](http://www.tasnetworks.com.au/training)

## 4. Have a positive training and assessment experience

Our primary purpose is to meet our learners' learning needs. We must also be able to assure TasNetworks and other organisations that how learners get trained and assessed and what our learners get trained and assessed in, will meet or exceed relevant standards.

We also aim for our learners to value learning more deeply as a consequence of 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 have to 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 at the Training Centre reflects what you need to know and do to competently perform your job. We aim to deliver you the right training at the right time so we'll 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. We develop assessment tools so they're customised to enterprise and regulatory requirements whilst maintaining the integrity of accredited units of competency.

Assessment methods can 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 provide you with specific information about assessment methods and schedule at your course induction and documented in a Learning and Assessment Plan (Apprentices only).

## Feedback

We see feedback as an opportunity to review and improve our policies, practices and procedures. We genuinely value your feedback, so whether it's to comment regarding a positive experience, or to highlight areas for improvement or to raise specific concerns, we want to hear from you.

There are different ways you can provide us with your feedback:

- Talk to a Training Centre team member
- Complete the Training and Assessment Feedback form, either on-line or available at Reception or on our website [www.tasnetworks.com.au/training](http://www.tasnetworks.com.au/training)
- Phone us on **03 6271 6111** or email us at [training@tasnetworks.com.au](mailto:training@tasnetworks.com.au)

At the end of your training and assessment activity, we'll ask you to complete a Training and Assessment Feedback form, either in hardcopy or electronically via the Learning Management System (LMS). We planned to give you a great learning and or assessment experience - one that met your needs so we want to know - how did we go? Don't be shy in telling us what you think - what we got right and what we need to do better. We commit to take notice of what you say and keep your responses confidential.

## 5. Finish and get your certification

This is the final phase of your learner journey and we want it to be a positive and rewarding end to your training and assessment experience with us.

Once you complete assessments relevant to a unit of competency, you will be awarded a 'result'. There are a number of results you can be awarded – some of the most common are:

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

Once you have successfully completed nationally recognised training you will receive the appropriate certification documentation. We will issue this within 30 days of you completing all course requirements.

If you participate in 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 are already enrolled and have general questions about your course or other learning-related matters, talk to your Trainer or an RTO team member.

If you or your employer need information about courses, enrolment, invoicing or any other information about the TasNetworks Training Centre, please contact Learning Services by visiting the Centre, phoning **03 6271 6111** or **emailing [training@tasnetworks.com.au](mailto:training@tasnetworks.com.au)**

Location: 8 Mornington Road, Mornington, TAS 7018

Postal Address: PO Box 606, Moonah, TAS 7009

Website: [www.tasnetworks.com.au](http://www.tasnetworks.com.au)

RTO Number: 1128

