



# Student Handbook

TLIC4006

Information for students of Shift Training

Last updated: June 2026



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**RTO ID:** 41589

26 - 30 Quilton Place Crestmead 4132

# Welcome to Shift Training!

We are pleased that you have decided to study with us and congratulate you on starting this exciting learning journey. We look forward to helping you achieve your chosen qualification.

As a Registered Training Organisation (RTO) 41589, we deliver nationally recognised training that complies with the Australian Quality Framework as well as State and Territory regulatory requirements. This legislative framework ensures that you, the learner, can rest assured that quality processes and systems inform the way we run our business.

In addition to the legislative framework, the training programs that we offer are based on qualifications from nationally recognised training packages. This ensures that the skills, knowledge and attitudes you develop throughout your training have been identified by the industry, for the industry. Simply put, this means that our courses are designed to make you 'employable'.

This learner handbook is designed to provide you with information around the most common learner queries. If there is anything in the booklet that you are unsure of, we invite you to ask any of our friendly staff for clarification and they will be more than happy to help.

## Our Team

### Management

Stuart Gluyas – CEO	
Kellie Gluyas – RTO compliance / Accounts	Debra Gluyas – Administration / Special Projects

### Our Trainers

Stu Gluyas	Jesse Gluyas
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All our trainers carry the necessary qualifications to carry out nationally recognised training as well as extensive specialised knowledge of the industry and a wealth of experience. They have been handpicked for our company because they are the best at what they do.

Rest assured that when you train with Shift, our industry professionals will provide the most up to date training to help prepare you for the workplace.

# Our Business

We aim to provide training and assessment services that meet the needs of our clients and the industry. We employ qualified and experienced trainers, provide suitable facilities, fair and flexible assessments and support our students to ensure sufficient opportunities for learning.

## **At Shift Training we aim to deliver training that is:**

- Equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training
- Provide equal opportunity for all Participants
- Provide access for all to appropriate quality Vocational Education and Training programs and services
- Provide support services which enhance achievement of positive outcomes

## **Our service commitment:**

- Your questions are important to us. Please be aware however, that our trainers are working with other participants as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office.
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

# Enrolment and Entry Requirements

Shift Training reserves the right to suspend students from their training courses if they are:

- Unable to actively participate in the course activities
- Disruptive or abusive
- Affected by drugs or alcohol

## **Expectations of Participants**

To avoid any confusion in the future, the following expectations of behaviour are provided. These expectations are a requirement of all students. Failure to comply with these expectations may result in cancellation of your enrolment.

- Abide by copyright and plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your trainer.
- Inform your trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.
- Agree to co-sign attendance and assessment records as required.

# Student Support

Shift Training Pty Ltd is dedicated to providing a high standard of service to students. You can contact your trainer by phone, email or text during office hours. We will try to respond to students as quickly as possible but you are reminded that our trainers do have other students and classes to attend to. We will provide feedback on assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Shift Training Pty Ltd can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the student.

Should you or your trainer/assessor identify that you require any additional support, to be provided by Shift Training Pty Ltd we will work with you to develop an individual support plan to ensure that we can provide the required support.

## **Training Materials and Equipment**

Our Shift Training yard has onsite student parking along with offices, a training room that comfortably seats all participants for theory training, along with a lunchroom and bathroom facilities.

All our heavy vehicles / trailers used for training have regular mechanical checks and servicing, all are required to carry a current COI (*certificate of inspection*) from TMR, these inspections ensure that your training vehicle is in a safe and roadworthy condition. If at any time you find an issue with any of our vehicles or equipment, we encourage you to let your trainer know or contact the office.

During training, students will be given access to safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to Shift Training Pty Ltd Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

# Privacy Policy

Subject to the provisions of the Privacy Act, and our moral responsibility, we pledge to maintain a level of privacy for all employees, contractors, customers, and students in relation to the personal data they may provide.

As such we will:

- Provide safe and secure storage of personal private information;
- Provide written procedures and instructions to ensure privacy is maintained;
- Ensure compliance with legislative requirements and current industry standards;
- Train all staff members and advise all customers of their rights and obligations in relation to this policy.

Accessing your student records will be subject to this privacy policy and you may be asked to provide suitable identification prior to accessing your records. Under certain circumstances, we are bound by law to disclose your details for the purposes mentioned in the Training and Employment Act.

Agencies, such as Commonwealth and State Government Departments are also granted access to your details. If you have any objections to this access, we ask that you notify our staff immediately.

## Retention of records

Shift will retain the camera recording of the Final Competency Assessment for a period of at least three (3) years from the date the record was made. All other records relating to the administration, management, internal audit and training and assessment of activities delivered will be retained for a period of at least seven (7) years from the date the record was made.

## Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to students, ASQA and other bodies including TMR conduct regular audits. The audit process involves a review of a training organisation's FCA video, policies, procedures, record keeping and practices. On occasions ASQA or other bodies including TMR may contact past and present training students to conduct an interview to confirm that Shift Training is complying with its obligations and providing a service which meets the needs of students and industry.

Upon request, Shift Training is required to supply the following information to ASQA or other bodies including TMR:

- Contact details including address, telephone numbers and email address
- Enrolment details, assessment, and any other documents
- FCA video

For audit purposes and in the event of a complaint or appeal, ASQA or other bodies including TMR may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

All student records will be kept by Shift Training for a period of 7 years in accordance with Government requirements.

# Enrolment Periods

## **Enrolment Period (New Standards 2024)**

Learners are provided with a 12-month enrolment period to complete all required training and assessment activities for any course.

If a learner does not complete all requirements within this timeframe, they may:

- apply for an extension (\$500 fee applies), or
- re-enrol in the course and pay the current course fee

These conditions, including any associated fees, are provided to learners prior to enrolment in accordance with the Standards for Registered Training Organisations 2024.

# Volume of learning, Fees, and Charges

Unless stipulated, all our course fees are inclusive of administration charges, training delivery and assessment as well as all necessary course materials. All student fees are payable on or before training commencement unless the fees are more than \$1500. Please see our website for current prices.

## Multi Combination (MC) Licence Upgrade

The following table list the volume of learning and amount of training / assessment hours required to complete the unit TLIC4006 drive a multi combination vehicle.

- **Total Training / Assessing Time** - The actual time spent delivering training and conducting assessment activities. This includes classroom theory delivery, practical driver training, and the Final Competency Assessment (FCA), but excludes enrolment, administration, scheduled breaks, vehicle preparation, and pre- and post-assessment activities
- **Total Booking Time** - The total amount of time required for each student to complete the course. This includes enrolment and administration activities, classroom theory and knowledge assessment, practical driver training, the Final Competency Assessment (FCA), scheduled breaks, vehicle preparation, and pre- and post-assessment activities.

<b>Upgrading HR → MC (Automatic)</b> <i>Training and assessment conducted in an automatic prime mover</i>					
<b>Current HR Licence</b>	<b>Theory &amp; Knowledge</b>	<b>Practical Training</b>	<b>FCA</b>	<b>Total Training / Assessing Time</b>	<b>Total Booking Time</b>
<b>HR (A, B) Automatic / Sychromesh</b>	4h 45m classroom theory and assessment	9 hours practical driver training	3 hours Final Competency Assessment (FCA)	<b>16h 45m</b>	<b>19h 15m</b>
<b>HR (O) Non-Sychromesh</b>	4h 45m classroom theory and assessment	9 hours practical driver training	3 hours Final Competency Assessment (FCA)	<b>16h 45m</b>	<b>19h 15m</b>
<b>Upgrading HR → MC (Non-Sychromesh)</b> <i>Training and assessment conducted in a non-sychromesh (Road Ranger) prime mover</i>					
<b>Current HR Licence</b>	<b>Theory &amp; Knowledge</b>	<b>Practical Training</b>	<b>FCA</b>	<b>Total Training / Assessing Time</b>	<b>Total Booking Time</b>
<b>HR (A, B) Automatic / Sychromesh</b>	4h 45m classroom theory and assessment	4 hours Road Ranger training (minimum) 9 hours practical driver training	3 hours Final Competency Assessment (FCA)	<b>20h 45m</b>	<b>23h 15m</b>

<b>Upgrading HC → MC (Automatic)</b> <i>Training and assessment conducted in an automatic prime mover</i>					
<b>Current HC Licence</b>	<b>Theory &amp; Knowledge</b>	<b>Practical Training</b>	<b>FCA</b>	<b>Total Training / Assessing Time</b>	<b>Total Booking Time</b>
<b>HC (A, B) Automatic / Sychromesh</b>	4h 45m classroom theory and assessment	2h practical driver training	3 hours Final Competency Assessment (FCA)	<b>9h 45m</b>	<b>12 h</b>
<b>HC (O) Non-Sychromesh</b>	4h 45m classroom theory and assessment	2h practical driver training	3 hours Final Competency Assessment (FCA)	<b>9h 45m</b>	<b>12h</b>
<b>Upgrading HC → MC (Non-Sychromesh)</b> <i>Training and assessment conducted in a non-sychromesh (Road Ranger) prime mover</i>					
<b>Current HC Licence</b>	<b>Theory &amp; Knowledge</b>	<b>Practical Training</b>	<b>FCA</b>	<b>Total Training / Assessing Time</b>	<b>Total Booking Time</b>
<b>HC (A, B)</b>	4h 45m classroom theory and assessment	4 hours Road Ranger training (minimum) +  2h practical driver training	3 hours Final Competency Assessment (FCA)	<b>13h 45m</b>	<b>16h</b>

<b>FCA Re-Assessment</b> <i>All classes upgrading (Minimum 4 hours)</i>				
<b>Current Licence</b>	<b>Practical Training</b>	<b>FCA</b>	<b>Total Training / Assessing Time</b>	<b>Total Booking Time</b>
Varied	1 hour  Targeted refresher training depending on previous assessment	3 hours	4	4

## Important notes about your Training and Assessment

The hours listed above represent minimum timeframes and are provided as a guide only. Additional training and/or assessment time may be required depending on the student's prior experience, competency level, and individual learning needs.

**Final Competency Assessment (FCA):** The duration of the FCA is a minimum of 2 hours and may extend to up to 3 hours, depending on the assessment route selected, traffic conditions, and the student's demonstrated capability. Students must provide consent to be video recorded for the full duration of the FCA as part of the assessment process.

Extra hours may be required for competency at an additional cost. There is a minimum of four (4) hours for any multi combination booking.

### Theory Session

- Students must attend our in-class theory session and complete the knowledge assessment prior to starting the practical training and assessment.
- In line with TMR guidelines this is a "closed book" assessment which means you may not refer to any notes or resources during the assessment.
- Shift Training suggests that you complete up to 6 hour home study to help you complete the theory assessment.
- A minimum pass mark of 90% is required, if you are unable to reach this on the day, you will need to re book for another session.

### Practical Session

- If upgrading from an A or B condition licence, the Final Competency Assessment (FCA) must be conducted in a non-synchromesh (Road Ranger) prime mover if an open MC licence is sought.
- Drivers Licence
- Ensure that you always carry your driver's licence with you and that it is current.

### Medical Conditions

- If you have a medical condition on your licence, it is your responsibility as a licenced driver to ensure that your medical certificate reflects the type of vehicle you will be driving. Please ensure that your medical certificate has been updated for class MC and is current prior to attending any training.
- Failure to produce the appropriate medical certificate (*if required*) on the day of enrolment will result in forfeiting any fees.

### Issue of Statement of Attainment (SoA)

- Once you have successfully completed your training and assessment, Shift will issue your SoA. This will be sent to you electronically via the email address you have provided on enrolment.
- Your SoA will be issued after compliance checks have been completed. Please allow **2 weeks** for us to issue your SoA. **They will not be issued on the day of completion.**
- Once you receive your SoA you will take that with your licence to TMR for upgrading your licence. You are not licenced to drive an MC until you have upgraded with TMR.

# Your Learning

## Training

Study resources will be provided via a secure link once the enrolment fee has been paid. You will have access to all the resources required to complete the theory assessment. It is suggested that you commit to a minimum of six (6) hours of pre study prior to coming to class, whereby your trainer will facilitate the theory training face to face. You will have the opportunity to contribute to class, ask questions and participate in discussions with your peers. After the theory training you will be required to complete a closed book assessment.

## Assessments

Participants enrolled in training which will lead to a Statement of Attainment are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that students have the skills and knowledge required to perform a task within the workplace to industry standards expected.

TMR have mandated a closed book theory assessment with a 90% pass rate and do not follow the principles of competency based assessments. This means that when competing the assessment, you must not have access to any resources and be under the direct supervision of Shift Training trainers or staff.

### Assessments undertaken will include:

- Written assessments
- Practical demonstrations / driving
- Completion of case studies and similar activities
- Work diary entry
- Load restraint assessment
- Vehicle inspections

You will be given feedback on all assessment activities.

To see the full list of performance criteria for the assessment, refer to the unit of competency TLIC4006 which can be found in your resources or through [www.training.gov.au](http://www.training.gov.au).

## Plagiarism

Plagiarism is a form of dishonesty that occurs when a person passes off someone else's work as his or her own and is a serious academic offence. All plagiarised assessments will instantly be assessed as Not Competent and learners will be required to resubmit their work, this includes any AI or Chat GTP etc.

# Assessment

On completion of a Unit of Competence, Shift Training will issue Statements of Attainment/ Certificates within thirty (30) calendar days. Please ensure that you understand this requirement, we will not be issuing a SoA the next day once you have completed.

## **What if I need my Certificate or Statement of Attainment to be re-issued?**

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$50 inclusive of GST.

## **In-vehicle cameras**

As directed by TMR, Shift will ensure the Final Competency Assessment is recorded using an in-vehicle camera system in compliance with Schedule 3. When recording the Final Competency Assessment, Shift will ensure the script provided in Schedule 5 is used to introduce and conclude the Final Competency Assessment.

## **Schedule 3**

The camera system referred to in this Schedule must:

- record video of external driving conditions and cabin interior simultaneously for the duration of each Student's Final Competency Assessment
- record an external view of the front of the vehicle showing a wide angle of at least 120 degrees relative to the windscreen and an area at least 5 metres x 5 metres of clear unobstructed view
- record internal audio to clearly record conversations between the Driver Trainer and Student inside the cabin. The audio recording should be clear and audible irrespective of vehicle or external noise
- have night vision mode and record the cabin in that mode in low light conditions
- record video at a sufficient resolution and sharpness for facial identification of persons in all light conditions
- have rolling GPS coordinates with latitude and longitude positions continuously displayed on the video file along with GPS tracking throughout the recording
- have rolling date and time stamp that must be continuously displayed on the video file throughout the recording
- either be wired to the vehicle or powered by an accessory plug
- have camera system software available to convert any audio-visual output into a windows compatible file format; and
- have a storage device that is large enough to record each Student's Final Competency Assessment for the entire duration of each assessment.

# Final Competency Assessment Script (FCA)

## Introductory Script

### Instructions:

The following script is to be read out by the Assessor at the beginning of each Multicombination Class (MC) Final Competency Assessment.

Please ensure that all pre-assessment checks have been completed for the student and the vehicle being used for assessment meets the requirements for an MC vehicle.

The Assessor must advise the student that a camera system is installed in the vehicle and that the Final Competency Assessment will be recorded before they start.

Set up the cameras and start recording.

### ---Beginning of Introductory Assessment Script---

My name is (insert Assessor's name here) and my Multicombination Class Driver Trainer Accreditation number is (insert driver trainer accreditation number here) **(Hold Driver Trainer Accreditation card in front of camera for 5 seconds)**

This is (insert student's name), they have a current driver licence (insert driver licence number and origin of driver licence). **(Assessor to hold the student's driver licence in front of the camera for five seconds next to the student's face so the camera can see that they are the same person). (Student to confirm this information is correct).**

- The MC vehicle being used for this MC licence assessment has been supplied by the RTO or Assessor or Student (state whichever is correct).
- The Prime Mover registration number and state of registration and expiry date is (insert details here)
- Trailer One registration number and state of registration and expiry date is
- Trailer Two registration number and state of registration and expiry date is
- The location and route being used for this MC Final Competency Assessment is route number
- The date today is (insert today's date) and the time is
- The current odometer reading of the Prime Mover is \_\_\_\_\_ kms.
- I am now about to conduct the Final Competency Assessment.

---End of Introductory Assessment Script---

## Post-Assessment Script

### Instructions:

The following script is to be read out by the approved Assessor at the end of each MC Final Competency Assessment.

Please ensure that all required on-road components of the MC Final Competency Assessment have been completed and the in-cabin video camera is still on.

-----Beginning of Post-Assessment Script-----

- We have now come to the end of the on-road components of the MC Final Competency Assessment. The time is now
- The current odometer reading of the Prime Mover is
- (Question to the Student) – Do you have any questions or comments before we finish recording? (Wait until the Student has finished speaking)
- **(If successful)** I'm satisfied that you have met all the requirements for us to conclude the Final Competency Assessment.
- **(If unsuccessful)** I will conclude the Final Competency Assessment now. We will discuss your feedback inside.

-----End of Post-Assessment Script-----

## Our Refund Policy

- CC or other bank fees are not refundable.
- Upon enrolment and paying your deposit you will be given access to our resources for at home study. Please note that once you receive these resources you will not be entitled to a refund for whatever reason.
- \$100 of your fees is an administration, non-refundable fee.
- Once training has commenced in the course, no refund is available to participants who leave before finishing the course unless the participant can provide a medical certificate or show extreme personal hardship.
- If you cancel more than 72 hours (3 days) prior to commencement you will receive a refund of all fees except the \$50 administration fee.
- If you cancel with less than 3 days notice your course fees will be charged.
- Full terms and conditions are available on our website.

### **Cancellations by Shift**

#### **Prior to commencement**

Should Shift Training cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid will be refunded in full within 10 days of the training being cancelled.

#### **Training that has commenced**

In the unlikely event that Shift Training Pty Ltd is unable to deliver the training, you will be offered the option to enroll with another RTO and Shift Training Pty Ltd will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

#### **Our Guarantee**

Shift Training is wholly committed to ensuring that all learners can complete their chosen qualification pathway once commenced.

We therefore guarantee that all enrolled and commenced learners, with fees paid up date, will be extended every opportunity to complete their training and assessment within the agreed training timeframe and subsequently receive the appropriate associated certification, and all actions required to facilitate this will be undertaken in a timely and professional manner.

# Student Complaints and Appeals

Shift Training Pty Ltd is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

## Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, staff and contractors.

The following are examples of issues for which you may lodge a complaint:

- The training delivered
- Any Training and/or assessment activities, including Recognition of Prior Learning
- Any other activities associated with the delivery of training and assessment services
- Issues such as discrimination, sexual harassment, participant amenities, etc.

**Step 1:** You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Training Manager.

**Step 2:** If the issue is not resolved you are encouraged to either speak to or contact in writing the CEO.

**Step 3:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

**Step 4:** If you are not satisfied with the outcome then an external party will be called upon to mediate and liaise with both parties in an attempt to resolve the issue. Any cost of such external party will be shared equally between the RTO and the complainant.

Please be advised that if you are not satisfied with this procedure you have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at:  
<http://www.asqa.gov.au/complaints/making-a-complaint.html>

## Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a student has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- Not being fully informed of the assessment process

- Participant's needs not taken into consideration
- The assessment process is different to that outlined by the Trainer/Assessor
- Assessment process not based on Training Package/Unit of Competence requirements
- An inappropriate method used to assess the Training Package/Unit of Competence
- Alleged bias of the Trainer/Assessor
- Alleged incompetence of the Trainer/Assessor
- Faulty or inappropriate equipment or facilities

**Step 1:** You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor involved. *(This step must commence within ten (10) working days of the assessment outcome being advised).*

**Step 2:** If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the CEO. *(This should occur within five (5) working days of Step 1)*

**Step 3:** The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. You are to be advised of the appeals outcome within ten (10) working days. *(This should occur within ten (10) working days of Step 2)*

**Step 4:** If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the CEO. The CEO will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The CEO if necessary will convene a review panel to thoroughly examine the appeal. *(You are to be advised of the outcome within ten (10) working days).*

**Step 5:** If you are not satisfied with the outcome then an external party will be called upon to mediate and liaise with both parties in an attempt to resolve the issue. Any cost of such external party will be shared equally between the RTO and the appellant.

You are advised that if you are not satisfied with this procedure they have the right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

# Student Rights and Responsibilities

## Student Rights:

- To expect course(s) be of high quality that meet both current industry standards, practice and accreditation requirements
- To be informed of the course outcomes, assessment requirements and rights of appeal explained at the commencement of training
- To have their training outcomes assessed and be provided with regular feedback on their progress
- To appeal against an assessment decision
- To be treated fairly and respected by fellow Learners and staff
- To have their personal records kept private, secure and confidential, and only made available to authorised users
- To learn in a safe and supportive environment
- To expect that administrative matters such as enrolments, payments, course notes and awards are handled efficiently
- To expect that Shift staff and partners, both educational and administrative will respond promptly and accurately to reasonable enquiries made by them with regard to any aspect of their educational progress

## Student Responsibilities:

- To respect the diversity of members of the Shift community
- To manage their own learning and assessment requirements
- To sign attendance register on arrival of training day(s)
- To ensure enrolment details remain current
- To complete all assessments within set time periods (as applicable)
- To submit original work for assessment, without plagiarising or cheating
- To treat all training staff and other Learners with respect and fairness
- To behave in a non-discriminatory and non harassing manner
- To follow all health and safety procedures in the learning environment
- To promptly advise staff if they are delayed and of any changes in their personal details
- To promptly advise staff if they are experiencing any difficulties or problems in completing the learning and assessment process or any other issues to maintain workshop confidentiality and agree to treat all information obtained in the training room in-confidence and not be released to other parties
- Not come to workshops under the influence of drugs (prohibited substances) or alcohol and must not consume alcohol during lunchtime
- To complete require feedback forms as directed

# Legislation

Shift Training conducts its business in accordance with the following legislation.

## **Work Health and Safety Act**

The Work Health and Safety Act provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

## **Industrial Relations Act**

The principal objective of the Industrial Relations Act is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

[http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242/](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/)

## **Privacy Act**

The Privacy Act makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

## **Copyright Act**

The Copyright Act is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act, go to

[www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

## **National Vocational Education and Training Regulator Act**

This Act was introduced to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit:

<http://www.comlaw.gov.au/Details/C2014C00623>

## **Equal Opportunity**

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

### **Australian Consumer Law (ACL)**

Australian Consumer Law (ACL) aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

### **Competition and Consumer Act (CCA)**

The object of the Competition and Consumer Act (CCA) is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

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