



Learner Handbook

RTO CODE 41277

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Contents

About Us:	2
Your path to learning:	2
About our Courses	3
Code of Practice	3
Unique Student Identifier (USI)	4
Learner Rights & Responsibilities:	5
Learner Code of Conduct:	5
Online System requirements	6
Learner support	6
Language, Literacy, & Numeracy Assessment (LLN)	6
Fees & Charges:.....	7
Incidental charges	7
Cancellation / Refund Policy	8
ARM's Cancellations or Postponements.....	8
Enrolment	8
Recognition of Prior Learning (RPL)	9
Assessments.....	9
Training & Assessment Strategies (TAS)	10
Issuance of Statement of Attainment.....	10
Learner Complaints and Appeals	10
How do I complain or appeal?	10
Access & Equity.....	11
Cheating & Plagiarism	11
Work, Health & Safety	11
Anti – Discrimination.....	11
Records Management.....	12
Child Protection	12
Data Collection:.....	12
Freedom of information	13
Privacy.....	13
Use of Third Parties.....	13
Acknowledgement Form:.....	14



About Us:

Australian Fatigue Management (AFM) provides face to face and online training for the transport industry. Recognition of Prior Learning for specific units is also available through our learner programs.

With over 12 years' involvement in training and compliance within the transport industry, AFM is a focused response to the current regulations requiring transport operators to adopt and implement the national road transport reform, in particular the safe and consistent management of driver fatigue.

AFM's training strategies provides accessible learning to all people in the transport industry whether they are rural, regional or metro based.

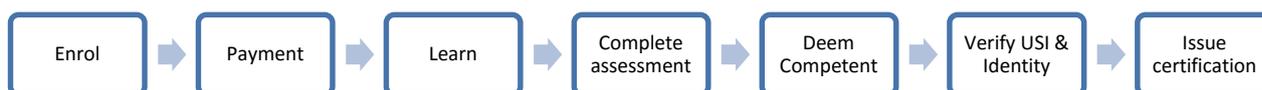
This Handbook has been prepared to assist you to understand how AFM operates and to inform you of your rights and responsibilities as a learner during your journey with us.

We hope you enjoy your learning and gain the skills and knowledge you are seeking. We encourage you to discuss any issues or concerns which arise during your course with your trainer or administration staff. In the event you do not feel the issue is adequately resolved you also have the right to contact the AFM management.

Chief Executive Officer

Australian Fatigue Management

Your path to learning:





About our Courses

Our courses are designed for learners who are currently employed or seeking employment within the Transport Industry. We offer the following training modes:

- Face to face (classroom) at employer operations
- Online using our Learning Management System
- Recognition of Prior Learning for experience learners

To discuss options for training, contact us on: 1300 328 448

Code of Practice

Australian Fatigue Management (AFM) is the trading name of Registered Training Organisation (RTO) 41277 which takes pride in the quality of the services it offers to its students. We aim to deliver best practice in training and assessment services, with strict adherence to the RTO Standards. AFM supports the integrity of its services by:

- complying with all relevant state and federal legislation,
- using the NRT logo only in accordance with the conditions for its use,
- behaving in a professional and ethical manner, with honesty, due care, diligence and being accountable for its actions and
- avoiding practices and activities that may bring the RTO services into disrepute.

AFM is committed to ensuring customer satisfaction. This is demonstrated by:

- treating all students with respect and dignity,
- providing assistance to help students achieve their desired outcome,
- tailoring assistance to aid students in different circumstances and from different backgrounds,
- providing high quality materials to assist in student learning,
- respecting our students' privacy, while accurately recording and securely storing student records for their future reference and
- providing flexibility in our training and assessment delivery to cater for individual student needs; and encouraging students to give feedback, without fear of prejudice, to support our continuous improvement endeavours.

ARMS Holdings (WA) Pty Ltd	Page 3	Version 4
Learner Handbook		2016



Unique Student Identifier (USI)

As of January 1st 2015, federal regulations require students undertaking Vocational Education and Training programs (VET) to hold a Unique Student Identifier (USI).

This identifier should be provided to any RTO who provides you with VET training. USI's allow you to access your training records and attainments in VET from the national record. It also allows RTO's to manage your records more effectively.

You can obtain your USI at www.usi.gov.au/students. Learners must provide their USI number to an RTO when enrolling in any course either as classroom based training or an online program.

Alternatively, subject to your authorisation, AFM may obtain a USI on your behalf. You will need to complete the USI Application Permission Form.

It is vitally important that you make sure the enrolment details you enter are exactly the same as the details you entered when registering for the USI.

Prior to undertaking the course and issuing of certificates, your USI must be verified by AFM through the government USI verification website. You can be assured of security of your USI details at all times. Any information collected solely for the purposes of creating your USI is destroyed once your RTO has obtained your USI.

Students should review the USI Fact Sheet at www.usi.gov.au/students for further information and in particular if you are eligible for an exemption. Where you are eligible for an exemption, please provide the USI exemption code to AFM, we will record this on your enrolment. Exemption excludes the results from being recorded within the national USI system and the USI will not appear on any authenticated VET transcript prepared by the USI Registrar.

Further student information about the USI available at the USI website www.usi.gov.au/students.

Students are advised that the personal information you provide in connection with an application for a USI is collected by the Student Identifiers Registrar for the purposes of:

- applying for, verifying and giving a USI,
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts.

The information may be disclosed to Commonwealth and State/Territory government departments, VET Regulators and agencies and statutory bodies performing functions relating to VET for:

- the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs,
- education related policy and research purposes and
- assisting in determining eligibility for training subsidies.

Information will not be disclosed without your consent unless authorised or required by or under law. Please refer to "Privacy" and "Records Management" further in this handbook.

ARMS Holdings (WA) Pty Ltd	Page 4	Version 4
Learner Handbook		2016



Learner Rights & Responsibilities:

AFM aims to provide a learning environment that encourages, respects and supports all its learners in achieving learning goals. In order to do this, AFM sets out the rights and responsibilities of learners.

Learners have the right to a learning environment that is free from disadvantage, discrimination, harassment and vilification. AFM has a duty of care to safeguard Learners and staff from risk of harm. Learners have the right to have access to information about AFM and its services before enrolment in any of its courses.

Learners have a responsibility to respect the rights of others to enjoy a learning experience free from disadvantage, discrimination, harassment and vilification. AFM will act to uphold these responsibilities at all times.

Learners also hold the right of access to information about their participation and progress whether on-line or in a class group. Learners have the right to appeal against any AFM decisions affecting them and to complain about the quality of services provided by the AFM (see the learner complaints and appeals section of this manual).

Learner Code of Conduct:

Class or group setting

As a student you will be required to take responsibility for:

- Reading all relevant course and training information,
- Advising your trainer if you have previous skills and knowledge and seeking recognition of this prior learning;
- Providing information to AFM about you and your situation,
- Advising the relevant AFM staff if you are having problems,
- Switching off or muting all mobile phones inside the classroom/group setting,
- Complying with any WHS instructions, evacuation plans or other signage requirements;
- Respecting other learners,
- Complying with all reasonable directions given by your trainer,
- Taking good care of all equipment and respect other Learner's property and
- Remaining free of alcohol and other substances during the training and assessment.

If the trainer has to speak to you about your conduct more than twice, then they are required to advise AFM or your company management about your behaviour. In these circumstances, you may be withdrawn from your course.

On-line

As an online student you will be required to take responsibility for:

- Ensuring you are the registered person using the online facilities and behaving ethically when using the technologies,
- Authenticity in the training and assessment. We have implemented strategies such as having a telephone conversation with you and asking some key questions prior to issuing your certification document, and asking for identification criteria,
- Contacting AFM immediately if experiencing difficulties and
- Understanding that plagiarism will not be tolerated and any learner caught engaging in it will be suspended from training.

ARMS Holdings (WA) Pty Ltd	Page 5	Version 4
Learner Handbook		2016



Online System requirements

Our online Learning Management System (LMS) is 100% web based.

Devices compatible to the LMS include PC, Mac, Phone and Tablet. System requirements are:

- Browser: Internet Explorer 9 or higher, Firefox, Chrome and Opera,
- JavaScript, cookies, and pop-ups need to be enabled,
- Flashplayer – latest version (only where required),
- Sound: Windows supported stereo sound card with speakers and
- Internet: High-speed Internet (DSL, cable, LAN) connection

Learner support

Whether you are studying in a face to face classroom, or online, we will assist all candidates in their efforts to complete our training programmes. AFM is committed to assisting students with differing abilities to succeed. Some training courses require a strong grasp of literacy and numeracy to successfully complete. Please discuss any concerns about the levels required for specific training programs and work projects.

Face to Face

Should you require any special assistance such as literacy or numeracy help, disability access or other physical or learning needs, please inform your trainer, or another member of ARM's staff. We will ensure that the full resources of AFM are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications. During face-to-face training the AFM trainer is there to support you.

Online

If you are undertaking online training please email AFM on info@f10.com.au or call 1300 328 448 and we will get back to within 24 hours.

You also have direct access to technical support though AFM technical support on 1300 328 448.

If your needs exceed the ARM's support capacity we will refer you onto a specialist from the following providers:

- Centrelink 13 10 21,
- Reading and writing hotline 1300 655 506 or
- Your company Supervisor and/or Human Resources Manager

For further help, click on this link: <http://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

Learning and assessment resources to support AFM courses can be found on the AFM website www.f10.com.au Should you require hard copies, these can be obtained by contacting AFM.

General Welfare referrals will be made to agencies such as Lifeline or Salvation Army should you require such services. Talk to your Trainer and Assessor

Language, Literacy, & Numeracy Assessment (LLN)

Please ensure that you review the course or unit outline prior to registering for any course to be certain that your LLN level meets the requirement for the course level in which you are enrolling. The structure of courses is such that they may build on skills learned in earlier levels. It is important

ARMS Holdings (WA) Pty Ltd	Page 6	Version 4
Learner Handbook		2016



that you meet all pre-requisite listed in the course or unit outlines or ask AFM if you require further clarification.

As a minimum pre-requisite for all accredited courses, participants must have an understanding of the English language to the equivalent level of the qualification or unit of competency they are studying.

If you are unsure of the support you require, you may need to talk to your employment assistance officer within your company.

Learners from small companies may seek LLN assistance from organisations such as:

- Mission Australia 1300 676 937,
- Reading and Writing Hotline: 1300 655 506 or www.readingwritinghotline.edu.au or
- In WA VET info Net (08) 62129700

Fees & Charges:

Individuals enrolling on-line: - all fees must be paid in full prior to undertaking the selected units of competency. Learners should check the website www.f10.com.au for all fees and charges relevant to the course. Payment is made using an online credit card merchant facility which performs electronic payments utilising either Visa or Mastercard.

Employers – Where employers purchase On-Line or face to face training, payment terms shall be via an invoice will be back charged to the employer. Payment can be via credit card, Electronic Funds Transfer or company cheque. Fees and charges are listed under the Corporate Clients tab on the AFM website.

Where employers arrange classroom training, they may send alternative candidates to attend training if the original candidate is not available. AFM requests advice of changes prior to the start of the course and ensure that any pre-course information is relayed to the replacement.

Payments terms

- Individuals pay online in full at enrolment (prior to course commencement),
- Online individual learners immediately receive a receipt for every fee transaction they undertake with AFM once the merchant facility approves payment,
- Where employers are back charged for classroom training, course fees are to be paid in full prior to issuing the outcome qualification or Statement of attainment. Terms are 30 days and
- AFM does not have a cooling off period.

Incidental charges

The following incident charges may apply to learners and employers:

- Replacement of award / qualification \$50.00,
- One on one coaching via telephone is FREE,
- Additional online assessments (post 3 attempts) may incur a fee depending on student progress at the time and
- Appeals – including use of 3rd party \$100.00

ARMS Holdings (WA) Pty Ltd	Page 7	Version 4
Learner Handbook		2016



Cancellation / Refund Policy

AFM will apply a fair and reasonable refund policy as outlined below. Course fees are refunded in full to affected learners if their course is cancelled for any reason by ARM.

AFM will not normally consider refunds when the request is a result of changes in a learner's personal circumstances.

However, AFM may consider applications for refund in cases of serious illness or misadventure if applications are supported by evidence such as a medical certificate or responsible third party report.

Online Learning

For online enrolments a full refund will be provided if the course has not been completed due to illness, incorrect course selection or duplicate payments for the same course. Learners can request a refund via email. Where these requests are made, once the refund is issued, the learner's record remains on the LMS, however the course is un-assigned to that learner.

Employer contracted training

If individuals are unable to attend the classroom course on which they are booked the following fees will apply:

- Less than 24 hours' notice - an administration fee of \$50 will apply,
- Where the individual is part of a company course an alternative employee can be substituted into the course on the day of the training and
- If extra students are added to the quoted amount, refer to the Terms and conditions (as provided with quote).

ARM's Cancellations or Postponements

Under normal conditions, AFM shall provide training and assessment services to all learners as enrolled. In the event that a training course is to be cancelled or postponed by AFM, then AFM will advise all affected learners and employers as soon as practicable and at least (3) working days prior to course commencement.

Where at all possible the training will be offered at alternative times and dates. If learners or employer participants are not able to attend alternative training arrangements then all fees paid for that course or training will be fully refunded.

Where AFM ceases to deliver training, AFM will endeavour to contact affected learners who have any outstanding assessments, explain the circumstances to them and work with learner to completion of their assessments ASAP. No new learners will be enrolled in those courses.

Enrolment

Note: Please refer to the USI information relating to your details when enrolling.

Online

Enrolment is available via the website www.f10.com.au. Learners are able to access course information, costs and learner resources from the AFM website.

ARMS Holdings (WA) Pty Ltd	Page 8	Version 4
Learner Handbook		2016



Face-to-face

Employers contact AFM to make arrangements for provision of courses onsite within their workplaces including suitable dates, times and learner numbers (limited to a 12 people maximum class size). Learner enrolments are done at the commencement of the course. Employers will be provided information for prospective learners prior to the training & assessment supplied by AFM.

RPL

Enrolment is done on-line via website www.f10.com.au Learners are able to access the RPL Toolkit, costs and information about the RPL program being undertaken from the AFM website.

Recognition of Prior Learning (RPL)

Where you hold existing experience in a unit of competency or fatigue management (as a driver or scheduler), then AFM encourages you to seek Recognition of Prior Learning (RPL) for specified units of competency as shown in our schedule of courses within AFM's scope of registration. Learners will need to enrol, download the RPL assessment tool from the website, and then collate information and evidence. Once completed, you will need to upload the portfolio to AFM for review and assessment. In addition, Learners will need to complete an interview with the assessor or designated AFM staff member to determine that the competency is able to be recognised.

Assessments

AFM aims to develop and conduct valid, reliable, flexible and fair assessments in accordance with the Standards of Registered Training Organisations (2015) and Training Package requirements. AFM also promotes Recognition of Prior Learning (RPL) for all nationally recognised courses.

Assessments will:

- Cover all the range of skills and knowledge needed to demonstrate competency
- Integrate knowledge and skills with their practical application
- Allow for evidence to be gathered appropriately or on a number of occasions and in a variety of contexts or situations to support judgements of a person's competency.

All Learners who undergo assessment are informed about the assessment, including:

- Assessment context, purpose and procedure,
- Units of Competency being assessed,
- Appeal and reassessment process,
- Confidentiality in record keeping and
- Opportunities for flexible assessment and reasonable adjustments.

All assessment records are confidential and stored securely in accordance with legislative requirements and AFM Appeals policy. Where feasible, trainers will work with all learners to enable them to negotiate assessments to tie into their current workplace needs.

On line assessments and procedures are described on the website once the learner has logged on and registered for the unit or units.

ARMS Holdings (WA) Pty Ltd	Page 9	Version 4
Learner Handbook		2016



Training & Assessment Strategies (TAS)

AFM develops and uses training and assessment strategies in partnership with customers and industry as the basis of its delivery and assessment of its courses. Training and assessment strategies set out the detail of how the training is delivered, the timeframes of the course, the unit of competence and how and when assessment occurs.

Issuance of Statement of Attainment

Statement of Attainment will be issued upon:

- successful completion of your course,
- verification of your USI and
- successful completion of the telephone/skype student verification questions

AFM warrants Statements of Attainment shall be issued within 30 days once the above conditions have been met.

Learner Complaints and Appeals

AFM endeavours to meet its commitments and to have an excellent relationship with its Learners at all times. If you join an AFM training course and at some stage feel you have a genuine cause to complain, feel that you have not been treated fairly, or disagree with an assessment decision then we encourage you to keep us informed.

AFM will respond to all complaints and appeals promptly and with courtesy. Concerns and their outcomes will be recorded in our Complaints Register and used to improve the service provided by AFM.

Appeals may arise in relation to decisions made by AFM about learning, training, assessment and support services. If you do not agree with an assessment decision, you must lodge your appeal within 14 days of receipt of assessment.

A Complaint and Appeal form (AFMFM 002 Grievance Form) is available on request or can be downloaded from the AFM Website. Once completed AFM will acknowledge receipt of the form and provide a response within 21 working days of lodgement of the appeal form. Your concerns will be handled in the strictest confidence. Lodging a complaint or appeal will not affect your ability to continue studying or obtain other services that you are eligible to receive from us.

How do I complain or appeal?

Step 1

Please discuss the issue with your trainer or another member of AFM staff, so that they can help find a solution that suits everyone.

Step 2

If you are not satisfied with the way in which your situation is dealt, please speak to AFM management who will:

- Identify the main issues of your complaint and
- Provide information to enable a course of action to achieve a joint solution.

Following investigation by AFM to determine appropriate action the outcomes will be communicated to the student in writing within 21 days. Where possible a trainer/assessor will discuss with the student.

ARMS Holdings (WA) Pty Ltd	Page 10	Version 4
Learner Handbook		2016



Step 3

If the process fails to resolve the complaint or appeal we will make available to you an independent party who will undertake a further review. AFM can advise you of the various external bodies available. You will then be able to decide which one best suits your needs.

Step 4

If, after your complaint or appeal, you feel the matter has not been successfully resolved, you have the right to contact the National Training Complaints Hotline on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email skilling@education.gov.au.

Access & Equity

AFM aims to provide learners with the opportunity to learn and develop skills in a safe, supportive educational and social environment. AFM prohibits discrimination towards any group or individuals in any form, inclusive of:

- Age or gender,
- Pregnancy,
- Race, colour, nationality, ethnic or ethno-religious background,
- Marital status and
- Physical, intellectual or psychiatric disability

Cheating & Plagiarism

All assessment must be your own work. Cheating or getting others to do your work will not be tolerated. Copying from a published document (including the internet) without referencing will not be tolerated. This is called plagiarism and is illegal. Cheating and plagiarism may lead to cancellation of your enrolment. You will be asked to provide identification and answer questions via telephone or skype in regards to the training to ensure the work submitted is your own work.

Work, Health & Safety

AFM is committed to providing and maintaining a comprehensive Work Health and Safety (WHS) program that complies with current legislation and regulations and makes a safe working and learning environment a priority. AFM will observe its duty of care in accordance with the Work, Health and Safety Act and Regulations across all Australian jurisdictions by taking all reasonable measures to ensure the health and safety of employees and all others lawfully on any premises under its control. It will ensure that staff and students are aware of their WHS responsibilities and will assist them to undertake those responsibilities through information provided in handbooks and in training.

Anti - Discrimination

In many circumstances, including employment, it is against the law to discriminate against people on the grounds of:

- Sex (including sexual harassment or pregnancy),
- Race (including colour, ethnicity, ethno-religious identity, national identity or background),
- Marital status, gender or transgender
- Carer's responsibilities,
- Homosexuality (male or female, actual or presumed),
- Age
- Disability

ARMS Holdings (WA) Pty Ltd	Page 11	Version 4
Learner Handbook		2016



If you feel that you have been discriminated against advise you AFM contact immediately.

Records Management

AFM manages your records to ensure security, accuracy, and accessibility by only authorised staff members. Records include:

- Unique Student Identifiers,
- Electronic and paper based student records -enrolment and result records, attendance rolls, copies of qualifications issued, permission forms, complaints and suggestions and visual records such as photographs and videos,
- Electronic and paper based staff and contractor records - employment and professional development information and
- Class rolls are signed and dated by trainer and students

All student and staff records are treated with confidentiality, according to the requirements of Privacy legislation. Students are advised that in compliance with record keeping requirements, AFM will record and retain assessment results for 30 years.

Child Protection

AFM is committed to providing a workplace and learning environment that is free from discrimination, disadvantage, harassment and vilification and to ensuring our students, clients, staff, representatives and volunteers are safeguarded by current legislation and policies.

We understand that child protection legislation requires mandatory reporting in all Australian jurisdictions to the relevant state or territory Department of any abuse or risk of harm to children aged up to, but not including 16 years.

Confidentiality of information relating to children, young people and staff will be maintained at all times. Should AFM deal with any children under the age of 18 years, AFM shall provide suitable trainers and assessors with “working with children” clearances in accordance with that jurisdictions legislation.

Data Collection:

AFM aims to improve the quality of its services. We will regularly collect data about our operations from learners, employers, trainers and other stakeholders, using:

- Learner satisfaction surveys,
- Unique Student Identifiers (USI) for verification purposes,
- Trainer and staff feedback surveys,
- Data from consultation with learners and industry,
- Records of staff/planning meetings and agreed actions,
- Records of complaints and appeals and their resolution,
- Internal audit reports and
- Staff performance-appraisal reports.

Data collected will be used to improve the quality of our training and assessment, our services to students and our management systems. This is explained in our Policy and Procedures document.

ARMS Holdings (WA) Pty Ltd	Page 12	Version 4
Learner Handbook		2016



Freedom of information

Under the Freedom of Information Act 1992, you can seek copies of your records and other documents from AFM and other public sector agencies. You will need to apply directly to AFM or relevant agency.

Privacy

AFM will protect the safety, integrity, accuracy and currency of records, by such security safeguards as it is reasonable to take against loss, unauthorised access, modification or disclosure, or other misuse. AFM will not disclose personal information it has collected from a person to a third party without the written consent of the person concerned, except where it is required:

- By law, to comply with the RTO Standards,
- To lessen or prevent a serious and imminent threat to an individual's life, health or safety; or a serious threat to public health or public safety, or
- As part of a necessary investigation into suspected unlawful activity, and its use or disclosure to relevant persons or authorities.

AFM will obtain written permission from any person or organisation for the use of any information, pictures or videos that refers to them, and will abide by any conditions of that permission. It will provide, via the course guide and the website, information about:

- The purpose(s) for which we collect the information,
- The name of any organisation to which we may disclose the information,
- Learners' right to refuse to provide the information, or to allow us to disclose it,
- How Learners can get access to the information we keep about them,
- If the information is required by law AFM will provide a person, on request, with access to their personal information or will provide reasons for denying access in accordance with the provisions of the Privacy Act and
- USI Regulations and Acts.

Use of Third Parties

Should AFM require the services of a third party to market, or recruit learners it will be clearly identified so the student is aware of the RTO and of the business conducting the service.

ARMS Holdings (WA) Pty Ltd	Page 13	Version 4
Learner Handbook		2016



Acknowledgement Form:

Please complete the following form using either a hardcopy or On-line copy at www.f10.com.au.

I acknowledge that I have received or downloaded a copy of AFM Learners Handbook on

___/___/_____

Learner Name (print):

Signature:

AFM/Trainer Name(print):

Signature:

Please submit to AFM.

ARMS Holdings (WA) Pty Ltd	Page 14	Version 4
Learner Handbook		2016