



## Transport Industry Driver Education

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## Student Information

### Introduction

We are a Registered Training Provider and meet administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The State Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards.

### Qualifications

We offer the following accredited and nationally recognised qualifications

- TLI07 – Certificate I in Transport and Logistics (Pathways)
- TLI07 – Certificate I, II, III & IV in Transport and Logistics (Warehousing and Storage)
- TLI07 – Certificate I, II, III & IV in Transport and Logistics (Road Transport)
- TLI07 – Certificate IV in Transport and Logistics (Logistics)
- CPCCOHS1001A – Work safely in the Construction Industry

See individual course brochures for more information on content and vocational outcomes.

### Application processes and selection criteria

Selection for enrolment into our courses will be approved for applicants who meet the qualification selection criteria which is detailed in individual course brochures. In line with Government policy students with intellectual and physical disabilities are encouraged to participate in training.

### Fees and costs involved in undertaking training

Fees are invoiced according the fee schedule provided to you prior to enrolment

### Traffic Fines Issued whilst undertaking training

Tide Training Pty Ltd will not be held accountable for any Fines issued by Victorian Police, or Civic Compliance Victoria acting on behalf of the Victorian Police issuing fines for Red Light cameras or Speed cameras.

Any fines incurred will be referred back to the immediate driver at the incident time.

### Fee refund policy

Fee refund arrangements are outlined in the Agreement which students are required to complete on enrolment. A copy of the refund policy can be obtained from our website at <http://www.tide.com.au>.

### Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

### Competencies to be achieved during training

Competencies to be achieved during training are detailed in individual course brochures.

### Assessment procedures

In general terms assessment during training will involve

- Oral responses to questions
- Observation of performance in the workplace or in computer laboratories
- Portfolio of evidence
- Written response to questions, assignments and case studies
- Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.
- Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.



## **Language, literacy and numeracy**

Language, literacy and numeracy expectations are based on the National Reporting System established by the Australian National Training Authority and the Federal Government.

### Certificate I and II level qualifications

The learner's language, literacy and numeracy levels are expected to be equivalent to Level 2

### Certificate III, IV and Diploma level qualifications

The learner's language, literacy and numeracy levels are expected to be equivalent to Level 3 of the National Reporting System.

More details about language, literacy and numeracy requirements are contained in the individual course brochures

## **Recognition of prior learning**

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the Application Form that will be provided during orientation.

## **Credit transfer**

Students who have completed units from their course at other institutions will be given recognition on presentation of a verified transcript, Award or Statement of Attainment.

## **Dispute resolution procedure and code of behaviour**

We have a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. Written copies of the procedure are included in the student handbook.

Students are required to follow the Code of Behaviour at all times. Failure to follow the Code of Conduct may involve the imposing of sanctions including removal from the course. The Code of Behaviour is included in the student handbook.

## **Student support services.**

Students requiring assistance with their training should contact their trainer in the first instance or else contact the Training Manager.

## **Relevant legislation**

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

OH&S	<a href="http://www.business.channel.vic.gov.au">http://www.business.channel.vic.gov.au</a>
Apprenticeship and Trainees	<a href="http://www.training.com.au">http://www.training.com.au</a>
EO	<a href="http://www.eoc.vic.gov.au/">http://www.eoc.vic.gov.au/</a>
VET	<a href="http://www.skills.vic.gov.au/">http://www.skills.vic.gov.au/</a>
WorkCover	<a href="http://www.workcover.vic.gov.au">http://www.workcover.vic.gov.au</a>
Privacy	<a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the training manager if you require further information.

## **Access and equity policy**

Our Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

## **Privacy**

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who are the registering authority. The requirements of the registering authority may require the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies. It is a requirement of the Australian Qualifications Framework that students can access personal information held by the organisation and may request corrections to information that is incorrect or out of date. Please apply to the Training Manager if you wish to view your own records. A copy of the privacy policy can be obtained from our website at <http://www.tide.com.au>.

## **Pathways**

Registered Training Organisations and TAFE Colleges must recognise the qualifications and statements of attainment issued by any other Registered Training Organisation. This means that you may be eligible for credit towards courses conducted by other Registered Training Organisations and TAFE Colleges based on what you achieve with Transport Industry Driver Education.