



# **Participant Handbook**

## **John Holland Rail Training**

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# 1 Welcome to your training program!

Thank you for participating in John Holland's training activities!

John Holland provides accredited and non-accredited training. Accredited training is recognised by *all* organisations and industries across Australia; non-accredited training is recognised by *some* organisations and industries.

Accredited training is managed by John Holland Rail Training and our Registered Training Organisation (RTO), Accell Pty Ltd, provider number 32213.

John Holland Rail Training, in agreement with Accell Pty Ltd, deliver rail related qualifications and units of competency.

The qualifications we deliver are:

- TLI21315 Certificate II in Rail Infrastructure
- TLI31815 Certificate III in Rail Track Surfacing
- TLI32515 Certificate III in Rail Infrastructure

The units of competency we delivery include:

- TLIB3102 Adjust rail
- TLIC2054 Access rail track to run track vehicle within defined worksite
- TLIF2006 Apply accident-emergency procedures
- TLIF3013 Coordinate breakdowns and emergencies
- TLIG3002 Lead a work team or group
- TLIS2013 Install minor structures
- TLIW0036 Apply electric welding process to rail
- TLIF2018 Operate firefighting equipment
- RIIMPO320E Conduct civil construction excavator operations
- RIIMPO321E Conduct civil construction wheeled front end loader operations

## 2 Getting the most out of your training

### 2.1 Preparation

Prepare yourself: complete all pre-work that may be required prior to attending training and remember to bring everything you need to each training session.

### 2.2 Listen

Listen carefully to what is being explained. If you do not understand or if you are unsure, speak up.

### 2.3 Observe

Watch demonstrations carefully. Ask your trainer to repeat a demonstration if you are still unsure. Ask your trainer for examples.

## 2.4 Ask questions

Don't be afraid to ask questions. If you have a question, there are usually others in the group who have the same question. Find the courage to speak up and you will be rewarded.

## 2.5 Do

Have a go! If you make a mistake, learn from it and try again. Get caught trying!

## 2.6 Respect

You have the right to a safe and engaging learning environment. Respect the learning needs and opinions of others, even if they are different to yours.

# 3 Your rights and responsibilities

You have the right to:

- quality training focused on your needs
- a training environment free from harassment
- be treated the same as others participating in training
- explore and develop opinions
- have previous relevant experience and training recognised under our Recognition of Prior Learning (RPL) process
- appeal assessment decisions
- access your training records
- privacy and confidentiality

It is your responsibility to adhere to the *Participant Code of Conduct* at all times.

## 3.1 Participant code of conduct

### 3.1.1 Attendance

Arrive on time and advise in advance of known absence, lateness or early departure. If absence unplanned, talk to your trainer upon return.

### 3.1.2 Completion of tasks

Complete all tasks as directed by your trainer. If you are experiencing difficulties completing any task, ask your trainer for help.

### 3.1.3 Behaviour

Treat everyone with the respect you expect to receive from others. This includes other participants, your trainer and administration staff. No form of bullying, harassment or discrimination will be tolerated.

Respect the property of John Holland Rail Training and that of other participants.

Listen attentively during training and actively participate in individual and group activities.

Do not disturb the learning journey of others.

Mobile phones on silent. Step outside the classroom if you need to make or take a call.

### 3.1.4 Be prepared

Bring all required materials and wear the Personal Protective Equipment (PPE) according to what you were advised when you enrolled.

### 3.1.5 Safety

Follow your trainer's instructions in the classroom and out on track. During practical activities, your trainer plays the role of your supervisor in the workplace.

## 4 Competency based training

### 4.1 Overview

Competency based training is about learning how to apply your existing and new knowledge and skills in the workplace in a range of conditions.

### 4.2 Delivery

Most of the training at John Holland Rail is completed face-to-face. Multiple courses have a follow-up workplace assessment.

### 4.3 Assessment

Assessment is the process of collecting evidence that you know or can do something. Assessment comes in a range of formats. Assessment can be:

- observations
- verbal questions and answers
- written
- self-directed

Regardless of the form of assessment, you are encouraged to ask your trainer questions if you need to clarify anything about it.

#### 4.3.1 Observations

Observations are when your trainer watches you complete one or more tasks. This can occur in the classroom or out on track completing practical tasks. Before you are observed, your trainer will:

1. demonstrate the required task
2. provide opportunity for you to practice the task.

#### 4.3.2 Verbal questions and answers

Your trainer may ask you questions while you are performing tasks. This can occur in the classroom or on track.

#### 4.3.3 Written

Written assessments are open book and provide the opportunity for you to demonstrate your knowledge and understanding via a series of short answer questions and/or completing forms.

#### 4.3.4 Self-directed

Self-directed means you're in control. You are provided with a Participant Workbook and an Assessment Book to complete in your own time at your own pace. If you need help during this time, your trainer is available via email.

If you require additional assistance such as more time, or cultural guidance during any type of assessment, talk to your trainer. Your trainer will report any additional assistance you receive in their Training and Assessment Report to our Registered Training Organisation (RTO), Accell Pty Ltd, provider number 32213.

Upon completion of any assessment you are deemed either Competent (C) or Not Yet Competent (NYC). Competent means you have demonstrated sufficient knowledge and skills to understand and perform a task. Not Yet Competent means you need to repeat the assessment or repeat the training and assessment.

### 4.4 Assessment concerns

If you are concerned about either the process of your assessment or the result, talk to your trainer first. If you are still not happy email John Holland Rail Training at: [railtraining@jhg.com.au](mailto:railtraining@jhg.com.au) or our RTO, Accell Pty Ltd at: [enquiries@accell.com.au](mailto:enquiries@accell.com.au)

### 4.5 Recognition of Prior Learning (RPL)

RPL is an evidence based assessment process. It collects relevant past and current work history and matches the skills and knowledge gained to one or more units of competency resulting in formal recognition of some of your current knowledge and skills.

Formal recognition comes in the form of a statement of attainment from a Registered Training Organisation (RTO). John Holland in agreement with RTO Accell Pty Ltd, will issue your statement(s) of attainment. This means the skills and knowledge recognised as a result of the RPL process with John Holland Rail Training are recognised across Australia.

The John Holland Rail Training RPL process also recognises other training you have completed.

It is up to you to provide evidence of relevant knowledge, skills and other training. Talk to your trainer if you think you might be eligible to apply for RPL.

### 4.6 Unique Student Identifier (USI)

You are required to provide your USI upon enrolment. To learn about why you need a USI, go to: <https://www.usi.gov.au/about>

If you do not yet have a USI, apply for one at: <https://www.usi.gov.au/>

If you need help to apply for or retrieve your USI, the John Holland Rail Coordinators will be able to assist you. Email [railtraining@jhg.com.au](mailto:railtraining@jhg.com.au) and your request will be forwarded to the John Holland Rail Coordinator in your state.

## 5 John Holland Rail Training Policies and Procedures

### 5.1 Access and equity

John Holland Rail Training promotes a fair and equitable environment for participants and staff that is free from discrimination, harassment and vilification.

Training, assessment and RPL services are available to participants regardless of ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment.

Sexual harassment is illegal and will not be permitted in the training environment or the workplace.

John Holland Rail Training staff treats every client fairly and without discrimination.

Email complaints and assessment appeals to: [railtraining@jhg.com.au](mailto:railtraining@jhg.com.au) (John Holland Rail Training) or [enquiries@accell.com.au](mailto:enquiries@accell.com.au) (Accell Pty Ltd)

## 5.2 Privacy and confidentiality

John Holland Rail Training and Accell Pty Ltd respect your privacy. We are required to provide student training and assessment data to Australian government education bodies.

John Holland Rail Training and Accell Pty Ltd make every effort to ensure your personal data remains secure and that access to your information is restricted to only those who need to know.

For more information on privacy and confidentiality go to: <https://www.oaic.gov.au/>

If you have any questions about your privacy and confidentiality, email the John Holland Rail Training Team at [railtraining@jhg.com.au](mailto:railtraining@jhg.com.au) and/or Accell Pty Ltd at [enquiries@accell.com.au](mailto:enquiries@accell.com.au).

If you are a John Holland employee, you can access your training records by contacting John Holland Rail Training at: [railtraining@jhg.com.au](mailto:railtraining@jhg.com.au) and a training coordinator from your state will assist you. You will need to provide your:

- full name
- staff number
- business unit
- date of birth.

## 5.3 Fees

Fees at John Holland Rail Training have two categories; internal and external.

Internal means you are a John Holland employee and your training is charged back to your business unit.

External means you are not employed directly by John Holland and your training must be paid for prior to attending, except if the course costs more than \$1500.00. If the course cost is more than \$1500.00, a deposit is required, and the balance is due prior to completion of the course.

If payment of an invoice is outstanding at the commencement of your course and no arrangements have been made to make the payment, you may not be able to attend the training.

## 5.4 Participant cancellations

Cancellation fees

Internal participants	
Cancellation notice period	Cancellation fee charged
more than 5 days prior to course commencement	nil
3 - 4 days prior to course commencement	50% of course cost
less than 2 days prior to course commencement	100% of course cost
External participants	
Cancellation notice period	Cancellation fee charged
more than 10 days prior to course commencement	nil
3 – 9 days prior to course commencement	50% of course cost
less than 2 days prior to course commencement	100% of course cost

John Holland Rail Training may waive a cancellation fee at its discretion. To apply for your cancellation fee to be waived email the John Holland Rail Training team at: [railtraining@jhg.com.au](mailto:railtraining@jhg.com.au)

Where a waiver of cancellation fees is approved by John Holland Rail Training, course fees may either be transferred to the next available course or a refund issued.

Eligibility for refunds are determined on a case by case basis. If approved, the refund will be paid via electronic funds transfer within 30 days of approval.

## 5.5 John Holland Rail Training cancellations

Course fees paid in advance will be refunded if a course:

- does not start on the agreed start date
- stops before it is completed.

Refunds under the above conditions will be paid in full within 30 days of the disruption.

Where the same course has been scheduled for a later date, you will be provided with the opportunity to transfer your enrolment in lieu of receiving a refund.

## 5.6 Language, Literacy and Numeracy

Your training and assessments involve reading, writing, talking, listening and basic maths. The standard of reading, writing, talking, listening and maths is approximately equivalent to:

- interpreting information on a Safety Data Sheet (SDS)
- completing your tax return
- filling out a job application
- making a purchase online
- completing a timesheet

If you are comfortable with these (or similar) tasks, we anticipate you will be comfortable with the training and assessment material presented to you throughout your course.

To determine if you require additional assistance during training and/or assessment, you are required to complete a Pre-Training Review before you commence your course. Once complete, you and your trainer will determine if additional assistance is required and how this will be implemented.

The Pre-Training Review does not replace the opportunity for you to ask your trainer questions throughout the course. All of us here at John Holland Rail Training encourage you to ask questions if you are unsure about anything from enrolment to required resources such as Personal Protective Equipment (PPE) and/or your assessment process.

## 5.7 Additional assistance

At John Holland Rail Training, we understand that sometimes life presents us with challenges that we struggle to cope with. If you are a John Holland employee, John Holland has an Employee Assistance Program (EAP) to assist you and your family when times are tough. To access John Hollands EAP, call 1800 991 151.

If you are not a John Holland employee, contact our partner Registered Training Organisation (RTO), Accell Pty Ltd at: [enquiries@accell.com.au](mailto:enquiries@accell.com.au)

## 5.8 Complaints and appeals

John Holland Rail Training and Accell Pty Ltd are responsible for responding to complaints and managing a resolution process.

You are encouraged to raise concerns relating to:

- assessment outcomes
- quality of training
- training facilities
- discrimination of any kind
- sexual harassment.

The first person to talk to is your trainer. If you are not comfortable approaching your trainer or are not happy with the result, you are encouraged to email Accell Pty Ltd at: [enquiries@accell.com.au](mailto:enquiries@accell.com.au)

This will generate a resolution process.

It is important to provide as much information as possible in your email to Accell Pty Ltd.

When Accell receives your complaint or appeal they will:

1. acknowledge your complaint or appeal via return email
2. commence investigating your complaint or appeal
3. determine the management of your complaint or appeal.

Complaints will be finalised as soon as possible.

Appeals will be finalised within 10 days.

If you remain unhappy with the outcome, you are encouraged to contact the Australian Skills Quality Authority (ASQA) at: <https://www.asqa.gov.au/news-publications/news/referring-student-complaints-asqa> or phone them on 1300 701 801.

## 5.9 Plagiarism, cheating and collusion

Plagiarism is to take someone else's ideas and pass them off as your own. This includes material from any source such as staff, other participants or websites.

Cheating is acting dishonestly or unfairly in the assessment to obtain an advantage.

Collusion is unauthorised collaboration between participants and/or the unauthorised act of a participant presenting work, which is the outcome of directly working with others as his or her own.

Plagiarism, cheating and collusion, whether intentional or unintentional, are not acceptable. The work you present must be your own. If you are presenting group work you need to acknowledge the contributions of other members of your group. If you are completing a research assignment, you need to acknowledge the source(s) of the information you gathered.

Where it is alleged that incidents of plagiarism, cheating or collusion have occurred, these incidents will be investigated, and may result in disciplinary action.

## 5.10 Trainer feedback to participant

At the completion of each piece of assessment, no matter what the assessment is, your trainer will provide you with feedback. Trainer feedback includes:

- what you did well
- where you could improve

- if you need to repeat any question or task and what you need to do differently.

Your trainer provides the details of what you need do to successfully complete the course.

If you are not able to complete these tasks, you may be required to repeat the training.

## 5.11 Participant feedback to trainer

Your feedback is important to us. It helps us improve the course for those who come after you. You can provide feedback on any aspect of the enrolment, delivery, assessment or content of the course.

Feedback is encouraged and can be emailed to: [railtraining@jhg.com.au](mailto:railtraining@jhg.com.au) at any time during or after the course.

## 6 Frequently Asked Questions (FAQ)

### 6.1 What does competency mean?

Competency is *the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.* Source: <https://www.asqa.gov.au/news-publications/glossary>

In other words, it means you understand how to perform a task, you know why you are performing a task and you can perform that task to a professional standard in a range of circumstances.

### 6.2 Will I have to sit in a classroom for long periods?

If your course means you are in the classroom for one or more whole days your trainer will ensure you:

- have breaks at regular intervals
- get involved in active learning activities such as small group work.

### 6.3 When do I get my statement of attainment?

It depends on the course you are doing. Some of our courses:

- are completed on site within a pre-determined time frame, for example two days
- some require a follow up workplace practical assessment
- others require you to keep a log book of activities after you leave us.

Your trainer will deem you competent only after you have successfully completed **all** theory and practical assessments, including any follow-up workplace practical assessments and activities.

The process of obtaining your statement of attainment commences after your trainer deems you competent.

John Holland Rail Training will then request your statement of attainment from our partner Registered Training Organisation (RTO), Accell Pty Ltd, provider number 32213.

Accell will email you your statement of attainment, using the email address you advised on the enrolment form, usually within one week of receiving the request from John Holland Rail Training.

### 6.4 Who do I contact for further information?

John Holland Rail Training: [railtraining@jhg.com.au](mailto:railtraining@jhg.com.au) or Accell Pty Ltd: [enquiries@accell.com.au](mailto:enquiries@accell.com.au)

## 7 Course information

### 7.1 TLI21315 Certificate II in Rail Infrastructure (track work)

**Duration: 13 days plus follow-up field assessments**

**Pre-requisite: nil**

**Mode of delivery: face-to-face**

**Location: on site or classroom**

Course	Duration
Rail Infrastructure Induction	3 days
Communications and Environment	2 days
Fatigue Management	.5 day
Track Safety Awareness	1 day
Operate Minor Mechanical Equipment	1 day
Apply Track Fundamentals	2 days
Sleepers, Ballast and Fastening Systems	2 days plus follow-up field assessment
Carry Out Rail Installation	1 day plus follow-up field assessment

### 7.2 TLI21315 Certificate II in Rail Infrastructure (track surfacing)

**Duration: 15 days plus follow-up field assessments**

**Pre-requisite: nil**

**Mode of delivery: face-to-face**

**Location: on site or classroom**

Course	Duration
Rail Infrastructure Induction	3 days
Communications and Environment	2 days
Fatigue Management	.5 day
Track Safety Awareness	1 day
Operate Minor Mechanical Equipment	1 day
Apply Track Fundamentals	2 days
Sleepers, Ballast and Fastening Systems	2 days plus follow-up field assessment
Track Geometry for Surfacing	2 days plus follow-up field assessment
Travel Medium/Heavy Self Propelled On-Track Machine (Over 10 Tonne)	1 day plus follow-up field assessment
Propel and Operate Light On-Track Equipment (Under 10 Tonne)	1 day plus follow-up field assessment

### 7.3 TLI32515 Certificate III in Rail Infrastructure (track examination)

**Duration:** 13 days plus follow-up field assessments

**Pre-requisite:** TLI21315 Certificate II in Rail Infrastructure (track work) Track Geometry and Infrastructure Inspection to be completed prior to Check and Repair Track Geometry

**Mode of delivery:** face-to-face

**Location:** on site or classroom

Course	Duration
Plans and Measurements	2 days
Communication Systems and Protocols	.5 day
Implement OHS Plans and Workplace Briefings	1.5 days
Apply Quality Systems	1 day
Track Geometry and Infrastructure Inspection	4 days plus follow-up field assessment
Apply Accident-Emergency Procedures	1 day
Check and Repair Track Geometry	1 day plus follow-up field assessment
Lead a Work Team or Group	2 days

### 7.4 TLI32515 Certificate III in Rail Infrastructure (track welding)

**Duration:** 14 days plus follow-up field assessments

**Pre-requisite:** TLI21315 Certificate II in Rail Infrastructure (track work)

**Mode of delivery:** face-to-face

**Location:** on site or classroom

Course	Duration
Plans and Measurements	2 days
Communication Systems and Protocols	.5 day
Implement OHS Plans and Workplace Briefings	1.5 days
Apply Quality Systems	1 day
Apply Accident-Emergency Procedures	1 day
Lead a Work Team or Group	2 days
Aluminothermic Welding Skill Set	5 – 7 days plus follow-up field assessment
Grind Rails	1 day

## 7.5 TLI32515 Certificate III in Rail Infrastructure (track maintenance)

**Duration:** 13 days plus follow-up field assessments

**Pre-requisite:** TLI21315 Certificate II in Rail Infrastructure (track work) plus Track Geometry and Infrastructure Inspection

**Mode of delivery:** face-to-face

**Location:** on site or classroom

<b>Course</b>	<b>Duration</b>
Plans and Measurements	2 days
Communication Systems and Protocols	.5 day
Implement OHS Plans and Workplace Briefings	1.5 days
Apply Quality Systems	1 day
Check and Repair Points and Crossings	2 days plus follow-up field assessment
Apply Accident-Emergency Procedures	1 day
Check and Repair Track Geometry	1 day plus follow-up field assessment
Lead a Work Team or Group	2 days
Implement Track Maintenance and Construction	2 days

## 7.6 TLI32515 Certificate III in Rail Infrastructure (track construction)

**Duration:** 15 days plus follow-up field assessments

**Pre-requisite:** TLI21315 Certificate II in Rail Infrastructure (track work)

**Mode of delivery:** face-to-face

**Location:** on site or classroom

<b>Course</b>	<b>Duration</b>
Plans and Measurements	2 days
Communication Systems and Protocols	.5 day
Implement OHS Plans and Workplace Briefings	1.5 days
Apply Quality Systems	1 day
Apply Accident-Emergency Procedures	1 day
Track Geometry and Infrastructure Inspection	4 days plus follow-up field assessment
Check and Repair Track Geometry	1 day plus follow-up field assessment
Lead a Work Team or Group	2 days
Implement Track Maintenance and Construction	2 days

## 7.7 TLI31815 Certificate III in Rail Track Surfacing

**Duration:** 12 days plus follow-up field assessments

**Pre-requisite:** TLI21315 Certificate II in Rail Infrastructure (track surfacing)

**Mode of delivery:** face-to-face

**Location:** on site or classroom

Course	Duration
Plans and Measurements	2 days
Communication Systems and Protocols	.5 day
Implement OHS Plans and Workplace Briefings	1.5 days
Apply Quality Systems	1 day
Apply Accident-Emergency Procedures	1 day
Measure and Mark Track for Resurfacing	1 day plus follow-up field assessment
Lead a Work Team or Group	2 days
Check and Repair Track Geometry	1 day plus follow-up field assessment
Implement Track Maintenance and Construction	2 days

## 7.8 Other courses

**Pre-requisite:** nil

**Mode of delivery:** face-to-face

**Location:** on site or classroom

Course	Duration
Maintain Rail Joints	1 day plus follow-up field assessment
Adjust Rail	1.5 days plus follow-up field assessment
Follow Occupational Health and Safety Procedures	1.5 days
Manual Handling and Hand Tools	1 day
Install Minor Structures	2 days plus follow up field assessment
Install and Maintain Guard Rails	1 day plus follow up field assessment
Principles of Tamping Machine Operations	1 day
Principles of Ballast Regulator Operations	1 day
Scrap Steel and General Oxy-Cutting	1.5 days
Flashbutt Welding	1 day plus follow-up field assessment
Implement Ballast Unloading	1 day plus follow-up field assessment
Electric Track Welding Skill Set	6 days plus follow-up field assessment
Operate Road/Rail Vehicle	1 day plus follow-up field assessment
Track Vehicle Access Within a Defined Worksite	1 day plus follow-up field assessment