



QUEENSLAND TRAINING  
& DEVELOPMENT

# Student Information Guide

Version 9

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# Introduction

Welcome to Queensland Training and Development Pty Ltd.

We specialise in delivering training in the mining, construction & other Industries. The training units we offer are:

<b>Standard 11 Surface and Underground</b>
RIICOM201D Communicate in the workplace
RIIERR203D Escape from hazardous situations unaided
RIIERR205D Apply initial response first aid
RIIERR302E Respond to local emergencies and incidents
RIIGOV201D Comply with site work processes/procedures
RIIRIS201D Conduct local risk control
RIIWHS201D Work safely and follow WHS policies and procedures
<b>Supervisor and G2</b>
RIICOM301D Communicate information
RIIRIS301D Apply risk management processes
RIIWHS301D Conduct safety and health investigations
RIIRIS402D Carry out the risk management process

<b>RII30715 Certificate III in Mine Emergency Response and Rescue</b>
<b>Prerequisite Units:</b>
PUASAR002A Participate in a rescue operation
PUAFIR215 Prevent injury
PUEME002C Manage injuries at emergency incident
<b>Core Units:</b>
HLTAID003 Provide first aid
RIICOM201D Communicate in the workplace
RIIRIS201D Conduct local risk control
RIIWHS201D Work safely and follow WHS policies and procedures
<b>Elective Units:</b>
HLTAID006 Provide advanced first aid
PMAOHS211B Prepare equipment for emergency response
PUAFIR207B Operate breathing apparatus open circuit
PUAFIR316 Identify, detect and monitor hazardous materials at an incident
PUAFIR320 Render hazardous materials incidents safe
PUASAR024A Undertake road crash rescue
PUASAR025A Undertake confined space rescue
PUASAR032A Undertake vertical rescue
RIIERR201E Conduct fire team operations
RIIERR201D Apply initial response first aid
RIIERR302D Respond to local emergencies and incidents
RIIGOV201D Comply with site work processes/procedures
RIIRIS301D Apply risk management processes

### RII30115 Certificate III in Surface Extraction Operations

#### Core Units:

RIIENV201D Identify and assess environmental and heritage concerns

RIIRIS301D Apply risk management processes

RIIWHS201D Work safely and follow WHS policies and procedures

#### Elective Units:

HLTAID003 Provide first aid

RIICOM301D Communicate information

RIIGOV201D Comply with site work processes/procedures

RIIHAN305D Operate a gantry or overhead crane

RIIMPO206D Conduct bulk water truck operations

RIIMPO301E Conduct hydraulic excavator operations

RIIMPO338E Conduct rigid haul truck operations (Mechanical)

RIIMPO338E Conduct rigid haul truck operations (Electric)

RIIVHE201D Operate light vehicle

RIIVEH305E Operate and maintain a four wheel drive vehicle

RIIWHS301D Conduct safety and health investigations

### RII30215 Certificate III in Underground Coal Operations

#### Core Units:

RIICOM301D Communicate information

RIIERR201E Conduct fire team operations

RIIGOV201D Comply with site work processes/procedures

RIIMCU208D Conduct basic strata control operations

RIIMCU214D Conduct face ventilation operations

RIIRIS301D Apply risk management processes

#### Elective Units: (Group A)

RIIMCU209D Conduct roadway maintenance

RIIMCU301D Conduct specialised strata control operations

RIIMCU302E Construct and maintain ventilation devices

RIIMCU303D Conduct continuous miner operations

RIIMCU304D Conduct shuttle car operations

#### Elective Units: (Group B)

RIIENV301D Conduct atmospheric monitoring

RIIERR203D Escape from hazardous situations unaided

RIIERR205D Apply initial response first aid

RIIERR301D Respond to mine incident

RIIERR302E Respond to local emergencies and incidents

RIIWHS301D Conduct safety and health investigations

### RII Stand Alone Units of competency

RIIHAN203D Conduct lifting operations

RIIHAN305D Operate a gantry or overhead crane

RIIVHE201D Operate light vehicle

RIIVEH305E Operate and maintain a four wheel drive vehicle

RIIWHS202D Enter and work in confined spaces

RIIWHS204D Work safely at heights

RIIWHS401D Supervise work in confined spaces

### Health Competencies:

UETDRRF06B Perform rescue from a live LV panel
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID002 Provide basic emergency life support
HLTAID003 Provide first aid
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID005 Provide first aid in remote situations
HLTAID006 Provide advanced first aid
HLTAID007 Provide advanced resuscitation
HLTAID008 Manage first aid services and resources
PUAEME005A Provide pain management

### Forestry Competencies:

FWPCOT3259 Operate a four wheel drive on unsealed roads
FWPCOT3260 Recover four wheel drive vehicles
FWPGM3125 Perform complex 4x4 operations
PMASUP236 Operate vehicles in the field

### Transport and Logistics Competencies

AURHTJ006 Remove, inspect, repair and fit tyres and tubes (heavy)
TLIA1001 Secure cargo
TLIA3008 Transfer cargo
TLIB1028 Maintain and use hand tools
TLIB2003 Carry out vehicle servicing and maintenance
TLIB2008 Carry out inspection of trailers
TLIB2022 Diagnose and rectify minor faults
TLIB3005 Carry out maintenance of vehicles designed to carry special loads
TLIB3006 Carry out inspection of vehicles designed to carry special loads
TLIC2049 Operate heavy vehicle on unsealed roads
TLIC3003 Drive medium rigid vehicle
TLIC3004 Drive heavy rigid vehicle
TLIC3036 Apply safe car driving behaviours
TLIC3037 Apply safe heavy vehicle driving behaviours
TLIC3063 Operate vehicle carrying special loads
TLIC3084 Operate a lift on/lift off collection vehicle
TLID2004 Load and unload goods/cargo
TLID3033 Operate a vehicle-mounted loading crane
TLIU1009 Monitor plant and equipment in an environmentally sustainable manner

### Helicopter Underwater Escape Training (HUET)

AVIF2014 Undertake aircraft underwater escape and survival
PMAWHS214 Undertake helicopter safety and escape

<b>AVI30216 Certificate III in Aviation (Rescue Crewman)</b>
<b>Core Units:</b>
AVIF0001 Apply aircraft safety procedures
AVIF2014 Undertake aircraft underwater escape and survival
AVIF2020 Employ fatigue risk management practices in an aviation workplace
AVIF3005 Maintain the safety of people and aircraft
AVIF3006 Respond to abnormal and emergency situations in an aircraft
AVIW3024 Perform wireman duties
AVIW3025 Complete aircraft and flight equipment pre-and post-flight actions
AVIZ1005 Maintain basic situational awareness in an aviation workplace
<b>Elective Units:</b>
AVIF0014 Manage human factors in aviation operations
AVIF3016 Marshal aircraft
AVIW3006 Refuel aircraft
AVIW4028 Manage aircraft sensor systems
AVIY3052 Conduct helicopter landing site and unprepared helicopter landing site operations
AVIY4054 Conduct hoisting operations

<b>AVI40116 Certificate IV in Aviation (Air Crewman)</b>
<b>Core Units:</b>
AVIF0001 Apply aircraft safety procedures
AVIF0004 Implement aviation risk management processes
AVIF0014 Manage human factors in aviation operations
AVIF2014 Undertake aircraft underwater escape and survival
AVIF2015 Utilise emergency breathing system
AVIF3005 Maintain the safety of people and aircraft
AVIF3006 Respond to abnormal and emergency situations in an aircraft
AVIF3016 Marshal aircraft
AVIO0002 Manage disruptive behaviour and unlawful interference with aviation
AVIW3025 Complete aircraft and flight equipment pre-and post-flight actions
AVIY3052 Conduct helicopter landing site and unprepared helicopter landing site operations
AVIZ1005 Maintain basic situational awareness in an aviation workplace
BSBMGT401 Show leadership in the workplace
TLIA1001 Secure cargo
TLID2003 Handle dangerous goods/hazardous substances
TLIE3002 Estimate/calculate mass, area and quantify dimensions
<b>Elective Units:</b>
AVIF3016 Marshal aircraft
AVIL3003 Plan an aircraft load
AVIW3006 Refuel aircraft
AVIW3024 Perform wireman duties
AVIW4028 Manage aircraft sensor systems
AVIY4053 Perform aircrewman cockpit duties
AVIY4054 Conduct hoisting operations

Other Units of Competency
CPPFES2021A Inspect, test and maintain fire extinguishers
HLTPAT005 Collect specimens for drugs of abuse testing
MSMPER300 Issue work permits
MSMWHS217 Gas test atmospheres
RIIHAN201D Operate a forklift
RIIHAN208D Perform dogging
RIIHAN301D Operate elevating work platform
RIIHAN307D Operate a vehicle loading crane
RIIHAN309E Conduct telescopic materials handler operations
RIISAME301E Test operational functions of vehicles and equipment
AURKTJ011 Remove, inspect and fit earthmoving and off-the-road tyres
AURKTJ012 Remove, inspect and fit earthmoving and off-the-road wheel and rime assemblies

Our highly qualified staff has a wealth of knowledge and experience and are committed to providing a quality and enjoyable learning experience in a peaceful environment.

**Queensland Training and Development Pty Ltd Head Office Contact Details:**

**Telephone:** 07 4954 6038

**Postal address is:** Shop 6 Bucasia Gardens, 839 Mackay Bucasia Road, Bucasia 4750

**Email:** [training@qtad.com.au](mailto:training@qtad.com.au)

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

We look forward to working together with you to help you complete your chosen course of study and wish you the best in your chosen career path.

Yours sincerely

Deborah O'Shea & Kellie Tait  
Directors

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## Counselling

Where counselling is sought please contact your Trainer/Assessor to discuss or contact a Queensland Training and Development Pty Ltd representative direct at the office **07 4954 6038**

Queensland Training and Development Pty Ltd can advise you of Counselling services to assist you with your training needs and requirements.

## Literacy & Numeracy Assistance

Our training program includes training and support in Literacy and Numeracy.

If you feel you need further information on this, please contact Queensland Training and Development Pty Ltd office on **07 4954 6038** so we can help you.

## Aboriginal and Torres Strait Islander Support

Please contact your Training Coordinator or Queensland Training and Development Pty Ltd office direct line **07 4954 6038**

# Recognition of Prior Learning

*This guide contains information on:*

R.P.L recognises skills and knowledge already gained by assessment against established competency standards, regardless of where or how that skill or knowledge was obtained. This could mean formal or informal training, work experience and/or life experience. It is evidenced based

R.P.L. may lead to industry classifications, awards, exemptions or partial exemptions for competencies or programs of training. If you believe you have skills in your chosen area of study you should consult with the Queensland Training and Development Pty Ltd Trainer/Assessor prior to the enrolment process.

# Literacy & Numeracy

All Queensland Training and Development Pty Ltd courses involve Literacy and numeracy support.

If additional help and support is required, the Trainer/Assessor will discuss with you options for extra Literacy and Numeracy training.

If students are not achieving successful outcomes in their course of study they can apply to Queensland Training and Development Pty Ltd for further assistance from the Trainer/Assessor

*Queensland Training and Development Pty Ltd can provide on request the following support:*

- Basic literacy and numeracy training
- One on one assistance
- Understanding assessment requirements
- Proof reading assessment pieces
- General Learning Support

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# Recognition of Qualification Issued by another NVR

## R.T.O.

Queensland Training and Development Pty Ltd will recognize and accept AQF and VET qualifications and VET Statement of Attainments issued by any other NVR R.T. O's.

They must meet current AQF Standards and should provide a Statement of attainment listing all units completed.

For further information and clarification on your Certificate or Qualification please submit to either your Trainer/Assessor or post to Queensland Training and Development Pty Ltd for verification.

All documents will then be reviewed to ensure they meet AQF standards and guidelines.

## Fees

Please refer to our Course Schedule for full list of prices

## Cancellation/Refunds Policy

*NVR guidelines require an R.T.O. to protect fees paid by the client...*

Refunds of fees for non government-funded courses are available under the following circumstances:

1. Cancellation of course by the **Director** after enrolment and commencement. (The Student does not have to make an application for a refund; Queensland Training and Development Pty Ltd will process it automatically).
2. Cancellation by a **Student** after commencement of a course for special circumstances such as:
  - Illness - Medical certificate
  - Show extreme personal hardship
  - Family difficulties
3. Cancellation by a Student with no special circumstances after enrolment into course:
  - No refund will be given

The Student must complete an application for a refund. (Written evidence must be provided to qualify for special circumstances).

A student should request an “Application for a refund form” from the administration office. However, should Student’s wish to participate in competencies in a future course, the original fees paid, can be used as credit towards that course if it starts within 6 months of the initial payment.

**No refund will be given if the attendee is found “Not Competent” on completion of the course.**

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## Course Prerequisites & Study Assistance

To obtain further information on course prerequisites, please contact our office. At present, QTAD do not have any courses on scope that require the completion of Pre-Requisite Units.

## Attendance

At the commencement of the course, all students will be required to sign on to the course and complete a Student Enrolment Form.

## Manner of Assessment

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved with 100% accuracy. The Student is deemed to be competent or not yet competent based on the evidence collected.

Each assessment can be attempted up to three (3) times in order to achieve competency.

### **Assessments may include:**

- Group discussions, case studies, projects, self assessment surveys
- Practical assessments
- Practical tasks, test/exam, and observable tasks
- Individual presentations or research activities

Each piece of assessment submitted must be signed and dated by the Student and the Trainer/Assessor and duly recorded in the Training Record Book.

## Rights and Obligations

As a Student, you have the same rights as all workers, such as the right to:

- A safe working environment
- No Discrimination on the basis of race, colour, creed or sexual orientation
- No harassment (either bullying or sexual harassment)

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## Student Records

Student records are managed securely and confidentially and are available for perusal on written request and sighting of identification by the Student.

All records are kept on a hard drive and all assessments are scanned in and kept on an internal drive and are stored in 5 separate locations online. (Electronic copy).

## On successful Completion

Once you have been found competent in the skills and knowledge of your specified course you will be presented with a **Nationally Recognised AQF VET Qualification Statement of Attainment**.

### Assessment Results

Student’s completing competencies will be assessed as either:

- C** - Competency Achieved; or
- FTR** - Further Training Required

## Student Feedback

Feedback is encouraged and in the first instance should be directed towards your Trainer/Assessor. If you are not satisfied with the response, please make an appointment with the **Queensland Training and Development Pty Ltd Management: 07 4954 6038**

At various times throughout, and at the completion of your course, we will seek your comments and feedback in relation to the competency content, delivery methods and Trainer/Assessor performance.

This form is called a “Student feedback form” and will be issued by the Trainer/Assessor at the end of each individual unit session.

This feedback can be anonymous and helps us to identify processes for continuous improvement of future programs of study.

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# Appeals and Complaints

Queensland Training and Development Pty Ltd seeks to provide a safe and professional learning environment free from discrimination.

Assessments are conducted in line with the principles of;

- Validity
- Reliability
- Fairness
- Flexibility

As a Student you are encouraged to discuss any issues with the Trainer/Assessor.

Students who are dissatisfied with academic decisions, procedural matters or any issues that directly relate to the successful completion of their course please email or phone for a Complaint/Appeals form.

If any Student has a complaint about their Trainer/Assessor or the delivery of training or the NVR R.T.O. material and resources they:

- Must complete a Queensland Training and Development Pty Ltd Student Complaints/Appeal form – **“all contact NVR R.T.O. details on form”**
- This form must be either handed to your Trainer/Assessor or
- Posted direct to Queensland Training and Development Pty Ltd or
- Emailed to either Trainer/Assessor, C.E.O. or Director

The grievance/complaint can be presented in person or in writing within **14 days** of the incident occurring.

### Steps to follow once completed:

On date of receiving the complaints form, Queensland Training and Development Pty Ltd will process the form within **14 days**

The complaints form is then reviewed and followed through with one of the following:

1. If a complaint about the Trainer/Assessor – The Director is notified, the Trainer/Assessor and the Employer or a third party are notified, and meetings will be made to discuss the issue and work towards a solution. The student is notified via letter from Queensland Training and Development Pty Ltd as to the outcome reached.
2. If a complaint about the NVR R.T.O. and resources – the Director, the Trainer/Assessor, third party and/or the Employer is notified. A meeting is held and actions implement to rectify the complaint.
3. Upon agreement of both parties Queensland Training and Development Pty Ltd will send a letter to the student of agreement reached, this letter will then be scanned, saved and filed for future records.

### External - Informal complaints resolution

4. If a complaint cannot be resolved internally students may lodge a complaint to ASQA only after exhausting the NVR R.T.O. internal complaints procedures.
5. Student complaints must be lodged using ASQA’s online complaint form.

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# Training Schedule

At Queensland Training and Development Pty Ltd we keep restrictions on class sizes, this ensures that each student gets the best training possible.

## We supply the following:

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- pens/highlighters
- paper work
- note pads forms etc
- manuals
- student assessments

## What is required of you in the training room;

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- In closed shoes
- Casual comfortable clothing

## Breaks

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- Will be detailed as part of your orientation.

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