



Client Information Handbook

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Welcome to Iron Training and Consulting

At Iron Training & Consulting we strive to provide a supportive environment to help you learn.

We pride ourselves on the high level of client support offered and trust that you will make the most of this opportunity.

This handbook contains general information regarding Iron Training & Consulting' policies and procedures, available services and requirements, which are designed to ensure everyone training with Iron Training & Consulting is given their best opportunity to achieve success.

We ask that you take the time to read the information provided before undertaking any of the services we provide.

If there is anything in this handbook you do not understand or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

Registered Training Organisation

A Registered Training Organisation (RTO) in Australia is a vocational education organisation providing training and assessment that result in qualifications and statements of attainment within the Australian Qualifications Framework (AQF). These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.

National Registration Information

Iron Training & Consulting is a registered business name of Iron Training Pty Ltd.

All RTOs are given a national provider number; Iron Training & Consulting provider number is 52709.

On 17 August 2022 Iron Training & Consulting transferred its registration with the Western Australia Training Accreditation Council (TAC) to the Australian Skills Quality Authority (ASQA) under the *National Vocational Education and Training Regulator Act 2011*. With this transfer Iron Training and Consulting became a national training provider able to delivered our training products across Australia.

RTOs need to renew their registration every five or seven years and must pass an audit to do so; they can also be audited at any time during their registration period. Iron Training & Consulting is due to renew its registration on 31 January 2027.

When audited Iron Training & Consulting must prove that they have complied fully with the *Standards for Registered Training Organisations (RTOs) 2015* (the Standards).

Client Feedback

Iron Training & Consulting seeks feedback from all clients on their satisfaction with services they have received.

You will be asked to complete feedback forms regarding both the quality of our training products and the services delivered. Please take the time to complete these forms. Feedback and / or suggestions can be provided to your trainer at any time throughout your training.

Third Party Provider Arrangements

RTOs may; from time-to-time, develop agreements with other organisations to deliver nationally recognised training and assessment or provide other services on behalf of Iron Training & Consulting, in these partnerships the other organisations are called third party providers (TPP).

Iron Training & Consulting currently has no TPP agreements in place.

Training Services

Iron Training & Consulting provides training and/or assessment services in two areas:

- Nationally Recognised Training (Qualifications and Units of Competency) and
- Certificates of Attendance (Non-nationally recognised training).

The following tables list the nationally recognised qualifications/units of competency on our scope of registration and non-nationally accredited training.

Nationally Recognised Training National Unit Code and Name of unit
TLI27121- Certificate II in Rail Infrastructure (Q)
TLI37122- Certificate III in Rail Infrastructure (Q)
CPPFES2005 Demonstrate first attack firefighting equipment
RIIVEH305F Operate and maintain four-wheel drive vehicle

Non-Nationally Recognised Training and Consultation Services: Iron Training & Consulting will work with our clients to develop training or assessment service to achieve the clients required specific outcomes.

Course Information

Full details and course information is available on the Iron Training & Consulting website.

<https://www.irontraining.com.au/courses>

Individuals and companies that book on courses will be provided information regarding their specific course when sent confirmation of their booking.

Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online Registry that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

USI Transcripts:

Be advised that Iron Training & Consulting upload completed training information to the USI Registry according to our legal obligations (annually).

Any training completed between January to December of a year the transcripts will be available no later than the end of May the following year. See link below for more information.

<https://www.usi.gov.au/faqs/training-data-collection-timeframes-and-usi-transcripts>

Payment of Course Fees

Individuals:

Course Fees

Fee for Service Course Fees

- I. Iron Training & Consulting will strive to maintain highly competitive fair and reasonable fee structures, outlining these in a "Schedule of Fees".
- II. Iron Training & Consulting adjust sits fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- III. Iron Training & Consulting provides details of course fees in all course information.
- IV. Course fees may be negotiated with individual students, as approved by the CEO of Iron Training & Consulting.

Fee Payment Arrangements

Fee for Service Course Fees

- I. All Fee for Service Course Fees are payable via a payment plan.
 - a) Iron Training & Consulting will not accept prepaid fees from individual students in excess of a total of \$1500 (being the threshold total prepaid fees amount).
 - b) In accordance with Schedule 6 – Standards for RTOs; Iron Training & Consulting adopts the following to protect fees paid in advance.
 - c) Details of payment schedules and specific conditions relating to payment plans are available at enrolment and provided to the student in writing.
- II. Flexible payment arrangements/options will accommodate individual circumstances.
- III. Fees must be paid in full before certification will be issued.
- IV. If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Iron Training & Consulting reserves the right to suspend the students learning or assessment (or both) until all fee payments are up-to-date.
- V. Flexible payment arrangements, such as instalments, credit card, direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of students.

Companies:

You will be required to enter a valid Purchase Order number to secure your registrations. Terms for payment are 30 day's net unless by prior arrangement.

- For Companies that don't have a valid Purchase Order then they too will be required to make payment via our PayPal site so please have your credit or debit card handy.
- If your company does not have either Purchase Orders or Credit Cards then you will be required to call into our office to complete the registration form and make payment.

Once your registration has been received and processed, we will forward a formal confirmation via email.

Cancellations, Refunds or Transfer of Courses

Please see our [Cancellation / Refund Policy](#) at the end of this handbook.

How to Request a Refund

Iron Training & Consulting understands that the circumstances vary may need to cancel a course and request a refund vary so whilst written advice (email or txt) is required to process.

Companies that cancel a course and require refunds must make the request in writing (email).

Public Course Cancellation

For public courses, we require a deposit paid upon enrolment.

In the event of cancellation by the attendee, our policy states, a full refund will be given, provided we receive notification of cancellation at least 10 days prior to the course date.

A 50% refund will be provided up to 3 days prior to the course date and cancellations received less than 48 hours before the course, are not entitled to a refund.

Refunds will not be given for a “no show” on the day.

In the event of a course requiring rescheduling due to instructor illness or unavailability, the cost of the course will be refunded in full, or alternatively rescheduled at a later date, should you not be able to attend the rescheduled course a full refund will be provided.

In-house Training Course Cancellation

Training courses held in-house at your premises, will be invoiced prior to the course being held and must be paid for prior to the date of the training.

In the event of cancellation of the course by the client, our policy states that any work conducted prior to the course in regards to course content will be billed in full. A full refund will be provided on the actual cost of the course, provided we receive notification of cancellation at least 7 days prior to the course date. A 50% refund will be provided up to 48 hours prior to the course date and cancellations received less than 48 hours before the course, are not entitled to a refund.

In the event of a course requiring rescheduling due to instructor illness or unavailability, the cost of the course will be refunded in full, or alternatively rescheduled at a mutually acceptable date.

RTO or Third Party Closing or Ceasing to Deliver Training.

In addition to the rights provided by Australian Consumer Law it is requirement of our regulating body (AQA) that should Iron Training & Consulting; or any organisation delivering training on our behalf, close or cease to deliver training in which a learner is enrolled, that Iron Training & Consulting must make arrangements to transfer to another suitable RTO (or other RTOs) all existing learners who will NOT complete their training before we cease operating.

Should this situation occur Iron Training & Consulting will formally notify each existing learner of the arrangements made and obtain their agreement to those arrangements, including any refund of fees available.

Modes of Delivery

A delivery mode describes the way training will be delivered to support and enable learning. Iron Training & Consulting provides training to its learners predominately through:

- face-to-face
- On-Job consolidation, and
- Practical observation.

Assessment

Assessment or competency-based assessment is, “*The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective.*”

(<http://www.voced.edu.au/content/glossary-term-assessment>)

Individuals are required to undertake assessments to demonstrate competency in units of competency. Encouragement and support will be provided throughout the assessment process. Any concerns or issues with undertaking assessments, should be discussed with the trainer so that additional support can be provided if required.

- Assessments are conducted according to the guidelines and standards outlined in the Training Package, adhering to the principles of assessment and rules of evidence.
- Competence is to be demonstrated over the full range of performance criteria to industry standards.
- Consistency of outcomes over a period of time will form the basis of assessment.
- Assessments will be carried out by qualified assessors.
- Clients will be provided with a number of opportunities to demonstrate competency for each unit, including the opportunity to re-assessed if required.
- Iron Training & Consulting supports reasonable adjustment of assessments and will work with clients to maximise opportunities for successful completion of assessment requirements.

There are several outcomes an assessor can arrive at following their judgement:

Competent [C]: Competent shows that sufficient evidence has been gathered to demonstrate achievement of the standard or objective.

Individuals judged as competent are issued with a Statement of Attainment or Certificate and Record of Results. (See [Certification Documents](#))

Not Yet Competent [NYC]: Not yet competent shows that insufficient evidence has been gathered to demonstrate achievement of the standard or objective.

At the completion of a course or following assessment, if a learner is deemed not yet competent, after every effort has been made to achieve the required competency, Iron Training & Consulting offers further training at a later date. This is discussed at the completion of the course and dates and costs, if necessary, are discussed.

Recognition of Prior Learning [RPL]: Competency is achieved through the Recognition of Prior Learning process. (See [Recognition of Prior Learning](#))

National Recognition/Credit Transfer [CT]: Recognition of a competent assessment judgement by another Registered Training Organisation. (See [National Recognition](#))

Complaints and Appeals

Please see our [Complaints and Appeals Policy](#) at the end of this handbook or visit our website <https://www.irontraining.com.au/policy-and-procedures>

Working with Others

At all times, the course you are attending should be considered a work situation rather than a classroom and is subject to normal employment expectations. Iron Training & Consulting expects the following from its employees and therefore of its learners, your cooperation while with us will be appreciated.

- **Eating and Drinking** – We are flexible enough to allow drinks to be consumed in training areas but all care must be taken to keep work environment clean and safe. Food should only be consumed during designated breaks and in appropriate areas.
- **Kitchen Area** - Please keep this area clean. Tidy up after yourself and do not leave a mess for others to clean up.
- **Toilets** – Toilet facilities are provided for males and females these facilities need to be kept clean and hygienic at all times.
- **Other Classes** - Please respect their privacy and need to learn. Try not to interrupt or disturb others. Be mindful of noise levels.
- **Panadol** and other medical drugs cannot be issued to clients according to WHS regulations.
- **Smoking** – Iron Training & Consulting encourages our clients to lead a healthy lifestyle but do provide designated smoking area for those who wish to do so.
- **Parking** – Free parking is provided where available.
- **Dress Code** - Be prepared to follow our course dress code, including the removal of facial piercings for work placement activities if required. (See [Work Health and Safety](#))
- **Mobile Phones** – We ask that mobiles phones not be used for any reason during class times and are to be turned off or put on silent. Should you be expecting an urgent call please leave your phone with reception and they will answer it for you.
- **Respect** – Please respect your trainer, fellow classmates and Iron Training & Consulting staff at all times.
- **Drugs and alcohol** – Iron Training & Consulting does not tolerate people in our workplace that are under the influence of drugs and/or alcohol or have in their possession, for use in the workplace any drugs and/or alcohol. If you are you will be asked to leave our workplace immediately.

Information for Enrolment

Iron Training & Consulting will give an induction to all participants at the start of each training course. This will cover:

- Training venue, including safety and emergency details
- Course content and outline
- Procedures for assessments to be undertaken
- Use and care of equipment
- General housekeeping
- Complaints and appeals processes
- Care and acknowledgement of fellow course participants and staff
- Iron Training & Consulting' responsibility under the Access and Equity, Privacy and Duty of Care requirements
- Certification to be issued/offered

Access and Equity

Iron Training & Consulting will ensure all students have equal opportunity to pursue their training and development. This means participants will have access to a fair and equitable environment without regards to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability. All training and enrolments will be conducted in an ethical and responsible manner, ensuring fairness and compliance to Equal Opportunity Legislation. All trainers and assessors will be responsible to observe and be advocates for this policy.

Iron Training & Consulting provides an opportunity for persons regardless of cultural background and gender to attend and undertake training. Iron Training & Consulting also allows participants with disabilities to attend as long as they do not put themselves or fellow participants at risk of injury, and they are of the understanding that they have the ability to obtain and undertake the skills required.

Reasonable Adjustment

Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment then strategies contained in the *Government of Western Australia, Department of Training and Workforce Development, Assessment in the VET Sector, 2015 (Page 62)*, may be used where appropriate.

The kinds of reasonable adjustment that can be made

- *customising resources or activities within a training package or accredited course;*
- *modifying a presentation medium;*
- *providing additional support;*
- *providing assistive or adaptive technologies;*
- *making additional information accessible both before enrolment and during the course; and*
- *monitoring these adjustments to ensure that the learner's needs continue to be met."*

Participants must have a good command of the English language. They must be able to read and write English to be able to undertake the written assessments.

Student Support Services

Iron Training & Consulting is committed to providing support services or referral for students within its scope of operations. The nature of the support depends on an assessment of the individual's needs.

If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy. If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, Iron Training & Consulting may not be able to provide the support or assistance required.

Support services may include the following areas.

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where students require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Students can be referred to external agencies for support.
- **Disability Support:** Iron Training & Consulting can refer students to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs those costs must be met by the student, unless other arrangements are made with Iron Training & Consulting.

Recognition of Prior Learning

Every participant is given the opportunity to demonstrate their prior learning. Recognition may negate the need for training, but full assessments must be completed.

Participants can contact Iron Training & Consulting for details relating to the requirements for Recognition of Prior Learning. Participants will be required to produce documentary evidence of their knowledge and experience, being in the form of CV's, letters, references from managers, prior training, and work experience etc. These must be supported by the contact details of reputable, contactable referees who can confirm the prior learning. The assessor will make judgement, if the participant has the necessary experience and skills that are required.

National Recognition

Iron Training & Consulting accepts and provides credit to learners for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) Authenticated VET transcripts issued by the Registrar.

Privacy and Storage of Records

Iron Training & Consulting ensures that all records are kept confidential. All records are kept in accordance with the statutory regulatory requirements. Iron Training & Consulting only collects information that is necessary to comply with their obligations within the Standards.

All assessment information is securely stored; electronic records in password protected databases.

Certification Documents

Iron Training & Consulting will issue a Nationally Recognised Statement of Attainment or Certificate and Record of Results indicating the competencies that have been achieved on completion of all training and assessment components within 30 days of successfully completing.

If the program is partially completed a Statement of Attainment will be issued for units in which the participant has been assessed as competent.

Your will only be issued upon successful completion of the required Units of Competence and when full monies have been paid to Iron Training & Consulting.

Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact Iron Training & Consulting for reissuance.

To have either your Certificate or Statement of Attainment reissued you will need to provide ID, preferably photographic in the form of a driver's licence, passport or proof of age in an email request to Admin@irontraining.com.au

Legislation

Iron Training & Consulting is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes:

- a) National Vocational Education and Training Regulator Act 2011 (Cth)
- b) Equal Opportunity Act 1984 (WA)
- c) Health Act 1911 (WA)
- d) Workers' Compensation and Injury Management Act 1981 (WA)
- e) Work Health and Safety Act 2022 (WA)
- f) Australian Human Rights Commission Act 1986 (Cth)
- g) Racial Discrimination Act 1975 (Cth)
- h) Privacy Act 1988 (Cth)
- i) Copyright Act 1968 (Cth)
- j) Industrial Relations Act 1979 (WA)
- k) Fair Work Act 2009 (Cth)
- l) Work Health and Safety Act 2011 (Cth)
- m) Disability Standards for Education 2005 (Cth)

Iron Training & Consulting will monitor changes to this legislation and where those changes directly affect Iron Training & Consulting operations will notify everyone concerned.

Work Health and Safety

Iron Training & Consulting is committed to providing a safe and healthy work and training environment for all participants and trainers. Iron Training & Consulting makes every reasonable effort to prevent accidents and injuries to both participants and trainers. Iron Training & Consulting promotes the health, safety and welfare of all participants, in accordance with the current WA State and Federal Legislation and Industry Statutory Regulatory requirements.

All participants must be fit and capable of undertaking their practical assessment to the extent that they do not endanger themselves or fellow participants attending the course. Any physical disabilities need to be advised prior to the course. This will assist Iron Training & Consulting to make a judgment to ensure that they are capable to undertake the course.

All participants must wear sturdy, fully enclosed footwear. Normal work boots that are clean, and free of oil and grease, are preferred. Appropriate clothing suitable to the course they are undertaking must be worn.

PRACTICAL ASSESSMENTS - PARTICIPANTS MUST WEAR: Safety footwear (closed in lace up shoes, runners or steel capped boots) and long pants. If weather is warm, please also bring a hat, sunscreen and water.

Further Inquiries

If you have any further questions pertaining to your enrolment, course, or learning, please do not hesitate to contact any one of the dedicated, friendly Iron Training & Consulting team.

T: 0417 570 733

E: admin@irontraining.com.au

Complaints and Appeals Policy

ITC view all complaints and appeals as an opportunity to improve the services we provide. Where a learner feels they have cause to raise an issue we encourage them to do so.

Complaints

This policy covers managing and responding to allegations involving the conduct of:

1. Our organisation including, our trainers, assessors and other staff
2. Any third parties providing services on our behalf including its trainers, assessors or other staff, and
3. Our learners.

Appeals

This policy also covers to requests for review of decisions, including assessment decisions, made by:

1. Our organisation, and
2. Any third parties providing services on our behalf.
- 3.

Our approach to resolving issues:

In all cases we ask that if you feel comfortable doing so you first try to resolve the issue by speaking to someone about it.

Ideally the person you speak should be the person concerned, if not that person, then someone you believe to be their supervisor or another person in authority.

If you are uncomfortable raising the issue in person then we ask that you answer six simple questions for us, but we will need enough information to take action on your behalf:

Question	What information we would like to know
Who	Who is the person you have the issue with? Their name is best if you have it or how you came into contact with them i.e., receptionist, person you spoke over the phone, etc.
What	What was it that raised your concerns? I.e., inappropriate behaviour, a decision you believe wasn't fair, an instruction you believe was unsafe, etc.
When	What was the date and/or course you were attending when the issue arose?
Where	Where did the issue occur? Tell us as much about the place where the issue occurred as you can.
Why	Tell us why you believe the issue occurred, i.e., misunderstanding during training, insufficient instructions provided, lack of sensitivity to diversity, etc.
How	How would you like the issue resolved? What would be your preferred outcome?

How to lodge your complaint or appeal.

You can answer these questions by any means you prefer, telephone, email, text, letter or note or ask us for a form.

Acknowledgement:

We have a regulatory obligation to acknowledge your complaint or appeal in writing so we will need enough personal information about you to do so, we will need your name and either a postal address or email address.

Natural Justice and Procedural Fairness:

Put simply, this means there are two views to every situation; yours and the other persons. So, we will afford all parties concerned an opportunity to give their view of the issue before any decisions are made.

Timeframes:

We are required to finalise complaints and appeals as soon as practicable (as quickly as reasonably possible). Where we can resolve the issue at the time we will. If we can't resolve the issue at the time, we will finalise it within five working days of you advising us.

If we think that the issue might take longer than 60 calendar days to process and finalise, we will write and tell you so and the reason why, we will also give you regular updates on the progress of the matter.

What if we are unable to resolve the issue?

If we are unable to resolve the issue, and you ask us to, we will have an appropriate independent third party provide a review at no cost to you.

Your privacy is ensured:

We will take appropriate measures to ensure your personal details and the details of your complaint or appeal are kept secure.

Who else can you lodged a complaint with?

If you are not satisfied with the outcome of your complaint or appeal, or feel that you want take the issue to an external authority, you can contact the following:

NOTE: ASQA requires that before lodging a complaint with them that our complaints/appeals process must have been followed first.

Australian Skills Quality Authority (ASQA)

By phone: To speak to an ASQA representative please contact the ASQA info line on 1300 701 801 between 9.00 am and 7.00 pm (AEDT), Monday to Friday (dial +61 3 8613 3910 from outside Australia).

Interpreter services are available through the Australian Government's Translating and Interpreting Service by calling 131 450.

Online: You can contact ASQA online by completing the [Online Form](#)

To submit feedback about a training provider, visit our community space [asqaconnect](#)

Post: ASQA's postal address is GPO Box 9928, Melbourne, VIC 3001.

OR

The National Training Complaints Hotline

Phone: 13 38 73 - Please select option 4, Monday–Friday, 8am to 6pm nationally.

Email: Please see the process for [submitting an email complaint](#).

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

Cessation of RTO registration

If IRON TRAINING & CONSULTING ceases operations, then steps will be taken to ensure that all continuing students either complete their training or are placed with another RTO before the transfer or sale is completed. IRON TRAINING & CONSULTING will meet all its legal obligations to students. IRON TRAINING & CONSULTING will protect former and continuing students and student records. Any situation involving changes to the legal entity of an RTO, arrangements must be made for all current students to receive a copy of their student records, if not previously provided, including:

- a Certificate for each qualification completed,
- a Statement of Attainment for any units of competence completed in partial fulfilment of a qualification, and
- evidence of training and assessment activities undertaken that at the time of change in Iron Training & Consulting's legal entity were only in partial fulfilment of a unit of competence;
- providing the Regulator, in an agreed electronic and/or hard copy form, the following
 - information for each student who has undertaken nationally recognised training with the Registered Training Organisation since initial registration:
 - full name of student and date of birth,
 - name and national code of qualification(s) issued,
 - names and national codes of the units of competence and/or modules completed,
 - dates on which the requirements for each qualification were achieved or, for qualifications only partly achieved, the date each unit of competence and/or module was achieved;
- When a change of IRON TRAINING & CONSULTING' control, management or operations results in the grant of RTO registration to a new legal entity, the new provider may seek to enrol students of the previous RTO entity. Students enrolled by the previous legal entity are not bound to accept enrolment with the new legal entity, and may opt to transfer to other registered providers.
- The sale or transfer of IRON TRAINING & CONSULTING business cannot 'transfer' the enrolment of individual students to the new entity. Individual students must consent to any transfer. Students enrolled by the previous legal entity, and who have paid for ongoing courses of study with that provider, are entitled to apply for a refund of tuition fees in accordance with the provider's refund policy and general consumer protection legislation