

This Code of Practice has been developed to inform our clients of how our services meet the requirements of national standards for registration.

1. Introduction

BE Logistics Training is a National Vocational Education and Training Regulator Registered Training Organisation (NVR RTO) specialising in providing quality training and assessment in transport and logistics qualifications.

BE Logistics Training provides training programs in the following qualifications:

- TLI32410 – Certificate III in Logistics
- TLI31210 – Certificate III in Driving Operations
- TLI31610 – Certificate III in Warehousing Operations

2. Marketing and advertising

BE Logistics Training will adhere to the principles of ethical and accurate advertising and marketing. All information provided to prospective clients will be correct at time of publishing.

3. Fees and Refund Policy

Unless arranged otherwise, our training courses do not attract fees for the individual where the traineeship is sponsored by the Employer. Your Employer may be able to access Government funding to assist with subsidising the cost of the traineeship. Where access to Government funding does not prove to be sufficient for the costs of the traineeship, any additional fees or costs will be disclosed to the Employer prior. Through this approach, your Employer will be made aware of all fees prior to committing to providing you this training.

Refunds of monies paid to BE Logistics Training by the Employer that are additional to any accessed Government subsidies are subject to the Refunds Policy. The full Refunds Policy is accessible through the BE Logistics Training website.

In the event that we are not able to fulfil our obligations to you we have measure in place to ensure that you receive the service from another funded training provider or a refund will be provided to your Employer.

4. Privacy

BE Logistics Training takes the privacy of our learners very seriously and we will comply with all legislative requirements. These include the Privacy Act and the National Privacy Principles (2001).

In some cases as required by law, and as required by the VQF we will need to make learner's information available to others. In all other cases we ensure that we will seek the written permission of the learner.

5. Learner Training Records Policy

BE Logistics Training are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our learner's privacy.

Access to training records is available to learners. In the event of an incident investigation, the National, State or Territory Authority and the Designated Employer Representative may request your trainee files.

To obtain access to your own learner file, or to have copies of documentation provided to you or a designated other party (as detailed above), you must complete the BE Logistics Training Learner Records Access Form, which is available from the RTO.

6. Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis, with out any bias or discrimination.

Any issues or questions regarding access and equity can be directed to BE Logistics Training RTO Manager.

7. Harassment and Discrimination

BE Logistics Training is required under Australian law to ensure that we provide training and assessment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that all staff and learners feel valued, respected and are treated fairly.

8. Workplace Health and Safety Policy

BE Logistics Training will meet all required aspects of their responsibility under the legislation in ensuring the provision of a safe learning environment that is free from risk to health through a number of mechanisms including; hazard identification processes, risk management processes, and the application of appropriate strategies to meet any identified needs where there are concerns related to health and safety within the scope of responsibility of BE Logistics Training.

9. Language, Literacy and Numeracy (LLN) Assistance

BE Logistics Training standard course material contains written documentation and limited numerical calculations. BE Logistics Training recognises that not all people are able to read, write and perform calculation to the same standards.

BE Logistics Training will endeavour to help all RTO staff where possible to accommodate anyone with difficulties with Language, Literacy or Numeracy. In the event that a learner's needs exceed BE Logistics Training capabilities, BE Logistics Training will refer a learner to an external support provider such as their local TAFE College.

10. Learner Support, Welfare and Guidance

BE Logistics Training will assist all learners in their efforts to complete relevant training programmes. In the event that a learner is experiencing any difficulties with their studies, BE Logistics Training would recommend that the learner see their Trainer or another member of BE Logistics Training' staff.

The staff member will ensure that the full resources of BE Logistics Training are made available to provide all possible opportunity to achieve the required level of competency in all Nationally Recognised Training.

Should the learner be experiencing a personal difficulty BE Logistics Training will make every attempt to accommodate their needs within BE Logistics Training (limited) capacity. BE Logistics Training has a compassionate and understanding approach to the range of difficulties faced by learners. The learner can be directed to contact the RTO Manager.

If the learner's needs exceed BE Logistics Training capabilities, BE Logistics Training will refer them onto an appropriate external agency.

11. Client Complaints and Appeals

BE Logistics Training RTO staff will deal with any learner complaints and/or appeal in an effective and timely manner, typically resolving all complaints/appeals within three weeks. The RTO Manager will investigate the complaint or appeal insuring all involved parties have a fair opportunity to discuss the concern with the RTO Manager. The RTO Manager will reach a resolution and provide this out come in writing.

If the issue is not resolved at this point, the complaint or appeal will be elevated to the CEO and/or an independent person or panel for review which will be a member, or members, of the Employer's Human Resources Department or other appropriate personnel identified by the Employer.

If the Learner is still not satisfied with the resolution of the complaint or appeal, the "National Complaints Code" directs them to seek further assistance from ASQA, whose details are listed below:

ASQA

Complaints team
Australian Skills Quality Authority
GPO Box 9928
Melbourne VIC 3001

Alternatively the learner can contact the National Complaints Hotline on 1300 701 801. A copy of the National Complaints Code is available from BE Logistics Training RTO Manager.

12. Industry engagement

BE Logistics Training will develop a training and assessment strategy in consultation with your employer. This strategy will ensure that all the training and assessment provided to you within your traineeship will meet industry and organisational requirements. Continual consultation with your employer throughout the traineeship will enable the collation of workplace evidence of performance, which will contribute to our assessments.

All of BE Logistics Training Trainer and Assessors maintain their industry knowledge through workplace placements and consultation with major transport companies i.e. Border Express.

13. Feedback

BE Logistics Training collects feedback from learners for every course we deliver. Feedback is gathered using BE Logistics Training feedback forms, verbal feedback and interviews.

The RTO Manager will collect and analyse feedback received. Feedback provided may result in continuous improvement activity which assures the quality of training and assessment provided across all of our operations as a training provider.

14. Legislative Requirements

BE Logistics Training is subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation is continually being updated and, the CEO is responsible for ensuring all staff are made aware of any changes to current legislation.

Current legislation is available online at <http://www.comlaw.gov.au> and www.legislation.nsw.gov.au Current legislation that effects our operations includes but is not limited to the legislation listed below:

Commonwealth Legislation:

- National Vocational Education and Training Regulator Act 2011.
- Work Health and Safety Act 2011
- Human Rights and Equal Opportunity Commission Act 1986.
- Disability Standards for Education 2005.
- Disability Discrimination Act 1992.
- Racial Hatred Act 1995.
- Racial Discrimination Amendment Act 1980.
- Sex Discrimination Amendment Act 1991.
- Sex and Age Discrimination Legislation Amendment Act 2011.
- Privacy Act and National Privacy Principles (2001).
- Skilling Australia's Workforce Bill 2005.
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- Australian Dangerous Goods Code
- Load Restraint Guide
- National Heavy Vehicle Accreditation Scheme

15. Recognition of Prior Learning (RPL)

BE Logistics Training recognises that learners will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid irrespective of how they were acquired.

Individuals who believe they have skills and knowledge that would be covered in the training programs offered by BE Logistics Training should apply at time of enrolment to have their skills and knowledge assessed and where appropriate in order to have the training program reduced.

Learners can make an application for Recognition of Prior Learning at any time during the training program. An RPL application pack is available from the RTO Manager.

16. Credit Transfer

Credit Transfer is available to all learners enrolling with BE Logistics Training in any of BE Logistics Training traineeship programs.

Credit Transfer – means credit towards a qualification granted to learners on the basis of outcomes gained through participation in courses or national training package qualifications with another Registered Training Organisation.

17. Flexible Delivery and Assessment Procedures

BE Logistics Training recognises that not all individuals learn in the same manner, and that with an amount of “reasonable adjustment”, individuals who may not learn best with traditional learning and assessment methods will still achieve good results.

BE Logistics Training will make any necessary adjustment and tailor a training program to meet the needs of a learner. This tailored program would be developed in consultation with all parties involved in the traineeship, including the Employer, the Trainee and the Facilitator. The ability to complete a written assessment is not to be interpreted as a barrier to competency (in cases where this is not a requirement within the Unit of Competence), provided that the learner can verbally demonstrate the required competency.

These adjustments may include having someone read assessment materials to learner or they may include having someone record the learner’s spoken responses (as a scribe) to the assessment questions.

BE Logistics Training undertakes to assist learners achieve the required competency standards where it is within BE Logistics Training ability. Where BE Logistics Training cannot assist a learner, they will be referred, where possible, to an agency that can assist.