



# STUDENT HANDBOOK

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**‘Your essential guide explaining the Student Journey’**



Welcome,

This student handbook provides you with important information associated with the course you are intending to enrol in.

It is essential that you refer to and read the components relevant to the course as it explains the journey you will take as a student and includes your own personal obligations, the training conditions, and the assessment processes to ensure you are well informed and capable of successfully completing the course prior to enrolment.

Though you may have booked and paid for a course, your payment was for a position on the course which is not guaranteed until you have completed the pre-enrolment process which includes:

*Completing a Self-Evaluation Form prior to training*

*Completing a Language, Literacy, and Numeracy Test (LLN) on the training day*

*Completing an Enrolment Form after the LLN test*

Pre-testing is essential as it ensures the training organisation has determined your existing knowledge and skills allowing them to provide specific pathways for your personally individualised training and assessment plan.

In order to complete this course satisfactory, you should have a good command of written and oral communication in the English language.

Assistance of any form is not permitted when completing the Language, literacy and numeracy tests. A sample test is located [here](#).

You have a **maximum 90-days** to complete the training and assessment program.

After 90-days you are automatically notified and withdrawn from the program.

If enrolling in an Implement Traffic Control Plans or Combo course you will need to get work in the industry and acquire the necessary documentation from them as detailed in the [Assessment Brochures](#) on [page 6](#) before the final assessment day.

## Training Flow Chart of the Journey

### Contact Training Organisation to discuss the course and conditions.

Bookings maybe taken for a position on the course with the option to withdraw before training commences. See Refund policy on page nine (9)

You will receive a pre-enrolment information pack including this student handbook with links to the; marketing brochure, self-evaluation forms, training materials, theory assessment exams, and information on the assessment processes. It is important you read all information to determine whether you believe you can satisfactory complete the training program.

### Read this [Student Handbook](#)

Available online, in person, and sent after making a booking to attend the course.

### Read the [Training and Assessment Marketing Brochures](#)

These brochures provide the location, times and maps of the training/assessment and provide further student obligations to be met and understand.

Refer to the [Enrolment Form](#) for any additional terms and conditions.

Refer to the [Language, Literacy and Numeracy](#) sample test to determine if you are capable of completing the program.

Refer to the [Assessment Processes](#) to understand how you will be assessed.

**Complete** the [Self-Evaluation Form](#) and [Theory Assessment Questionnaire](#) for the course you intend in enrolling in and take to the training day for review by the trainer / assessor.

Attend the Training day in **correct uniform** as stated in the Marketing Brochure  
**Ensure you arrive on time as you may not be permitted entry if late.**

Provide trainer with completed [Self-Evaluation Form](#) and [Theory Assessment Questionnaire](#)

**Complete** Language, Literacy and Numeracy Test - Assistance is not permitted

If successful in completing Language, Literacy and Numeracy Test complete Enrolment Form.  
If unsuccessful, discuss Action Plan with trainer or seek refund from training organisation.

**Complete** [Enrolment Form](#) and [Student Consent and Declaration Form](#)

### Training Course Commences

At the end of Training those students that have returned their correctly completed theory assessment questionnaires will be awarded a Statement of Completion valid for 90-days to work on roads.

Students who do not hand in the theory assessment questionnaires will be required to email or hand deliver them for marking. These Statement of Completions will then be mailed to the individual.

Training Course Concludes. **Students then proceed to [Assessment Process](#)**

## Assessment Flow Chart of the Journey

Traffic Controller Courses Only Process

Implement Traffic Control Plans and Combo Course Process

Refer to the [Assessment Marketing Brochure](#) for the type of assessment you qualify for.

Contact the Training Organisation to book your assessment process

Attend Assessment Day with everything as detailed in the confirmation email.

- Ensure you are wearing correct P.P.E

Complete the Assessment Process as detailed in the Context and Conditions documents (Page 7).

Complete the Self-Evaluation Post Assessment

Hand in all required paperwork.

Contact Traffic Companies to complete on the job work experience.

- Ensure the Supporting Evidence workbook is signed by an approved third-party observer
- Gather evidence from the workplace including:
  - o Certified Traffic Control Plan
  - o Road Occupancy Licence / Council Permit
  - o Signed Safe Work Method Statement
  - o Risk Assessment
  - o Logbook

All evidence must relate to the same job

Contact the Training Organisation to book your assessment process

Attend Assessment Day with everything as detailed in the confirmation email.

- Ensure you are wearing correct P.P.E

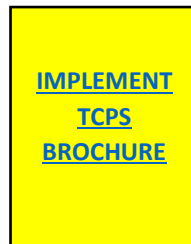
Complete the Assessment Process as detailed in the Context and Conditions documents (Page 7).

Complete the Self-Evaluation Post Assessment

Hand in all required paperwork.

## TRAINING BROCHURES

Here you find the three separate training brochures with specific information about each of the courses. It is important to read these. They include information about; the training location, maps and what you need to bring on the day. Please see Theory and Practical Training Information Brochure by clicking below:



## ENROLMENT FORMS

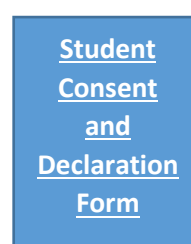
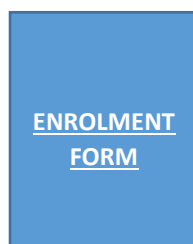
You will be required to complete an enrolment form on the day of training after completing your Language, Literacy and Numeracy test. You can access the enrolment form in the link below to see the specific terms and conditions of the course and what information you should bring.

Please ensure you bring [100 points of evidence](#).

One form of evidence MUST include:

- Australian / New Zealand Passport, or
- Australian / New Zealand Birth Certificate, or
- Australian / New Zealand Citizenship documentation, or
- Harmonisation VISA, or
- Foreign Passport with VISA status and Immigration information.

**Overseas Students are not permitted to complete this training and assessment.**



## ASSESSMENT BROCHURES

Here you find the three separate Assessment brochures with specific information about each of the courses. It is important to read these. They include information about; the assessment location, maps and what you need to bring on the day.

You need to book in separately for Assessment Days. If you are doing the Implement Traffic Control Plans or Combo course you need to also get work experience and gather the necessary evidence from the employer before attending the final assessment day.

If you have difficulty in finding work experience you should contact the training organisation (60) days after your Statement of Completion is issued to discuss alternative options that might be available.

Statement of Completions are only valid for 90-days. You are allowed one extension Statement of Completion at a cost of \$35 per certificate.

Pre-reading and theory based learning and assessments must be completed before attending any face-to-face training and assessment.

Theory Assessment Questionnaire (See page 7) are completed in your own time and should be brought to the face-to-face training day for marking.

Upon successfully completing the Theory Assessment Questionnaire (see page 7) and face-to-face training the student can coordinate the Practical Assessment day.

Students should allow for a full day from 07:30 – 16:30 to complete the practical assessment process within 90-days of successfully completing their theory training.

Students that have enrolled in the Implement Traffic Control Plans course will also be required to complete work experience and have their Supporting Evidence Documents signed off by another qualified Implement Traffic Control Plans – RMS Photocard Holder.

For further details of how you are assessed and the duration of each assessment process refer to the [Evidence Booklet](#) (click to view).

Please see Traffic Assessment Information Brochure by clicking below:



## TRAINING AND ASSESSMENT PROCESS

Each of the three courses have specific training and assessment criteria. These are represented by the dot point information next to the course. You can click on each point to review the training materials and assessment conditions for each course.

In some cases you will need to complete the information before the day of training.

It is advised that you review the Context and Conditions of Assessment as this is what you are expected to be able to complete during the assessment process.



### Traffic Controller

[Complete Self-Evaluation Form](#) (prior to Training day and give to trainer for review).

**Language, Literacy and Numeracy Test** (completed on the day – [example here](#)).

**Theory Assessment Questionnaire** (you will not receive a Statement of Completion until this component has been completed).

**Theory Learner Guide** – provides information to complete the questionnaire.

For further information on course fees, refund policies, complaints and grievances please refer to our website.– provides information to complete the questionnaire.

[Context and Conditions of Assessment](#) – provides the details of what the assessor will



### Traffic Management Implementer

[Complete Self-Evaluation Form](#) (prior to Training day and give to trainer for review).

**Language, Literacy and Numeracy Test** (completed on the day – [see example here](#)).

**Theory Assessment Questionnaire** (you will not receive a Statement of Completion until this component has been completed).

**Theory Learner Guide** – provides information to complete the questionnaire.

**Implement Traffic Control Plans Presentation** – provides information to complete the questionnaire.

**Supporting Evidence Tool** – for the student to arrange a traffic company to sign and supply the evidence requested within the document (Table B).

[Context and Conditions of Assessment](#) – provides the details of what the assessor will observing you complete on the final assessment day. You need to demonstrate consistency in completing the performance criteria over the duration of the assessment.



### Combo – Traffic Controller and Traffic Management Implementer

[Complete Self-Evaluation Form](#) (prior to Training day and give to trainer for review).

**Language, Literacy and Numeracy Test** (completed on the day – [see example here](#)).

**Theory Assessment Questionnaire** (you will not receive a Statement of Completion until this component has been completed).

**Theory Learner Guide** – provides information to complete the questionnaire.

**Traffic Combo Presentation** – provides information to complete the questionnaire.

**Supporting Evidence Tool** – for the student to arrange a traffic company to sign and supply the evidence requested within the document (Table B).

[Context and Conditions of Assessment](#) – provides the details of what the assessor will observing you complete on the final assessment day. You need to demonstrate consistency in completing the performance criteria over the duration of the assessment.

## RECOGNISED PRIOR LEARNING (RPL) / REFRESHER / RENEWAL

RMS allows for a number of alternate courses to achieve a RMS Photocard.

### Recognised Prior Learning (RPL)

RPL is available to those students wishing to apply which will allow you to receive a nationally recognised Statement of Attainment testamur. RPL however is not recognised by Roads and Maritime Services (RMS) to gain a RMS Photocard. All students must complete the RMS process in order to gain the NSW qualification e.g. Traffic Controller or Implement Traffic Control Plans.

Should you wish to apply for RPL please complete the attached documents.

Traffic Controller [here](#) / Implement Traffic Control Plan [here](#) / Combo [here](#)



## **POLICIES AND PROCEDURES**

### **ENROLMENT PROCEDURE**

### **COMPLAINT / GRIEVANCES AND APPEALS POLICY**

### **COMPLAINT / GRIEVANCES AND APPEALS PROCEDURE**

### **CANDIDATE/CLIENT COMPLAINT LODGEMENT REPORT**

### **CANDIDATE/CLIENT COMPLAINT /PRINCIPAL PERFORMANCE ACTION REPORT**

### **REFUNDS, FINANCE AND FEES POLICY**

### **REFUNDS FORM**

### **SUPPORT SERVICES**

**For any other information please do not hesitate to contact  
our Training Division at**

**02 9699 7711**

**or**

**[info@affirmtraining.com.au](mailto:info@affirmtraining.com.au)**