

Student Information Guide

TABLE OF CONTENTS

01

Introduction

02

Student Policies

03

Enrolment Process

04

Fees, Charges and Refunds

05

Student Support Services

06

Training and Assessment

07

Responsibilities


08

Certification

09

Continuous Improvement and
Feedback

AUSTRALIA'S TRUSTED RAIL TRAINING ORGANISATION



Welcome to The Instruction Company (TICRail), where your goals become our purpose. We are committed to delivering high-quality, nationally recognised training that leads to real outcomes. Equipping you with the skills, knowledge, and confidence to succeed.

As a student, you are at the centre of everything we do. Our training and assessment practices are designed to ensure you not only meet competency requirements but are supported through flexible, engaging, and accessible learning pathways. In line with the 2025 Standards for RTOs, we uphold a strong focus on learner protection, industry relevance, and continuous improvement.

This Student Information Guide provides the essential information you need to get started, from enrolment through to certification. Whether you're here to upskill, start a new career, or formalise existing experience, we're here to support you every step of the way.

About Us

The Instruction Company is a nationally recognised Registered Training Organisation (RTO #20928), proudly operating since 2000. With over two decades of experience, we are committed to delivering high-quality vocational education and training that meets current industry needs and leads to meaningful employment outcomes.

We specialise in the rail and infrastructure sectors, offering nationally accredited qualifications and skill sets across Australia. Our programs are developed in close consultation with industry to ensure they are practical, relevant, and aligned with real-world expectations and job roles



OUR SERVICES

In addition to nationally recognised training, TICRail provides a comprehensive suite of professional services to support workforce capability and compliance, including:

- **Auditing** – Internal and external audits to ensure compliance with industry and regulatory standards.
- **Consultation** – Tailored advice and strategic support for workforce development and training solutions.
- **Courseware Development** – Customised training resources and assessment tools aligned with national training packages.
- **Recertification** – Ongoing training and assessment to maintain industry qualifications and licensing.
- **Verification of Competence (VOC)** – Independent assessment of a worker's ability to perform tasks safely and competently.

WE PRIDE OURSELVES ON



Learner-Centered
Delivery



Industry-Driven
Outcomes



Experienced Trainers
and Assessors



Compliance and
Quality

OUR QUALIFICATIONS

- **RII30820** Certificate III in Civil Construction Plant Operations
- **TLI21921** Certificate II in Track Protection
- **TLI23221** Certificate II in Shunting
- **TLI27121** Certificate II in Rail Infrastructure
- **TLI27221** Certificate II in Rail Track Vehicle Driving
- **TLI22321** Certificate II in Rail Customer Service
- **TLI31421** Certificate III in Light Rail Driving
- **TLI32121** Certificate III in Rail Structures
- **TLI32721** Certificate III in Track Protection
- **TLI32821** Certificate III in Rail Operations
- **TLI33221** Certificate III in Terminal Train Driving
- **TLI37122** Certificate III in Rail Infrastructure
- **TLI33122** Certificate III in Rail Customer Service
- **TLI40921** Certificate IV in Rail Network Control
- **TLI42622** Certificate IV in Train Driving
- **TLI47121** Certificate IV in Rail Infrastructure

Whether you're entering the workforce, upskilling for new opportunities, or maintaining industry certifications, The Instruction Company is here to support your journey from enrolment to employment.

OFFICE LOCATIONS

NSW OFFICES

8A/26 Balook Drive
Beresfield NSW 2322

85 Lorne Street
Junee NSW 2663

QLD OFFICES

117 Brisbane Street
Ipswich QLD 4305

317 - 325 George Street
Brisbane City QLD 4000

WA OFFICES

15 Blackburn Street
Maddington WA 6109

8 Sudbury Road
Mirrabrooka WA 6061

SA OFFICE

477 Regency Road
Prospect SA 5082

CONTACT US

PHONE

1300 036 390

EMAIL

ticrail@ticrail.com.au

WEBSITE

www.ticrail.com.au



STUDENT POLICIES

At TICRail, we are committed to providing a supportive, fair, and transparent learning environment. To help you understand your rights and responsibilities, we have developed a range of policies aligned with the 2025 RTO Standards and relevant legislation. These policies guide how we manage enrolment, assessment, support, privacy, and more to ensure your experience with us is positive and compliant.

What You Need to Know

▶ **Marketing**

Ensures you receive honest, clear, and accurate information about courses before enrolling, so you can make an informed decision.

- P-028.6 Advertising and Marketing Policy and Procedure

▶ **Enrolment**

Guarantees fair access and entry requirements are consistently applied, and you understand what's needed before you begin your course.

- P-001.6 Enrolment Policy and Procedure

▶ **Unique Student Identifier (USI)**

Enables your training to be recorded nationally and ensures your achievements are recognised across providers.

- P-001.6 Enrolment Policy and Procedure

▶ **Privacy**

Protects your personal information and training records, so your details remain secure and confidential at all times.

- P-039.6 Privacy and Personal Information Policy & Procedure

▶ **Access and Equity**

Ensures you are treated fairly and respectfully, with equal access to training and support, regardless of your background or personal circumstances.

- P-019 Access and Equity Policy

▶ **Refunds & Cancellations**

Clarifies your entitlements and options if you cancel or withdraw from training, so you can make informed financial decisions

- P-033.6 Fees Charges and Refunds Policy and Procedure

▶ **Training and Assessment**

Lets you receive credit for existing skills and knowledge so you may reduce training time or cost if you already meet course requirements.

- P-048.6 Recognition Policy and Procedure



▶ **Certification**

Ensures your certificates are issued on time and meet national standards, validating your achievement to employers or other providers.

- P-043.6 Issuing AQF Certification Documentation Policy and Procedure

▶ **Complaints and Appeals**

Gives you the right to raise concerns or appeal decisions without fear of disadvantage, supporting a fair and respectful environment.

- P-006.6 Complaints and Appeals Policy and Procedure

▶ **Support Services**

Guarantees that if you face challenges, academic or personal, you will receive the help you need to stay on track and succeed.

- P-017.6 Student Support & Progression Policy & Procedure

▶ **Code Of Conduct**

Outlines expectations so all students can enjoy a safe, respectful and positive learning environment free from bullying or harassment.

- P-025 Code of Conduct Policy and Procedure

For detailed information about these policies and others, please visit our website at:

[Policies - TIC](#)

If you have any questions or require assistance in understanding our policies, feel free to contact our Student Support team.

ENROLMENT PROCESS



Eligibility Criteria

To enrol in a TICRail course, you must

- Meet the specific entry requirements for the course (e.g., minimum age, prior qualifications)
- Have the necessary language, literacy, and numeracy skills or demonstrate capacity to complete the course
- Provide a valid Unique Student Identifier (USI)
- Be legally entitled to study in Australia

If you do not meet these criteria, please contact our Student Support team for guidance on available options.

FEES, CHARGES AND REFUNDS

TICRail ensure students and clients receive accurate, transparent, and consistent information about course fees, payment terms, and refund conditions in line with national legislation and state funding contracts.

Fee Communication

- All fees are clearly outlined in the Quotation
- Fee details are provided before and during enrolment via website, flyers, verbal communication, and written documentation.

Types of Fees

- Tuition Fees: Course-specific fees.
- Administration Fees: May apply and are non-refundable.
- Material/Resource Fees: For course-related materials.
- Additional Fees: May include reassessment, RPL, re-issuance of certificates, and appeals.

Payment Terms

- Standard payment terms are 7 days from invoice date.
- Payment methods include EFT, direct debit, Visa/MasterCard.

Overdue Payments

- Overdue fees may result in suspension of training or withholding of results/certification.
- Long-term non-payment may involve debt recovery services.

Refunds

- **Cooling-Off Period**
 - A 12-business-day cooling-off period applies before course commencement. Students may cancel without penalty during this time.
- **Fee-for-Service Refunds**
 - Student cancellations:
 - 12 business days before start: Full refund
 - 5–12 business days: 50% refund
 - <5 business days: No refund
 - No refunds after training has commenced.
- **Client cancellations follow similar pro-rata terms.**
- **Government Funded Courses**
 - Refunds are managed according to state-specific funding contracts.
- **Financial Hardship**
 - Students may be eligible for financial hardship support. Please contact our Student Support team for further information

STUDENT SUPPORT SERVICES

At TICRail, we are committed to supporting you throughout your learning journey. We ensure that all students are provided with access to the support services they need to succeed in their training and assessment.

We provide access to a range of support services to help you:

- Succeed academically
- Overcome personal challenges that may affect your study
- Engage safely and respectfully in our training environment
- Access reasonable adjustments for disability or learning needs

If you feel that you are experiencing barriers to completing your course, we encourage you to speak with your trainer or our Student Support Team as early as possible. All discussions are confidential and aimed at helping you find practical solutions.

Internal Support Services

TICRail provides a range of internal support services to help you through your training journey, including:

- **Trainer and Assessor Access** – One-on-one support, feedback, and guidance
- **Language, Literacy and Numeracy (LLN) Support** – Tailored assistance to help develop foundational skills
- **Learning Resources** – Accessible and up-to-date resources for all units of competency
- **Flexible Learning Arrangements** – Where reasonable, we offer alternative delivery modes or assessment methods
- **Wellbeing and Study Support** – Referrals or guidance if you are experiencing personal or academic difficulties

External Support Services

We understand that sometimes you may need access to specialised services beyond the training environment. Below are some trusted organisations that can provide support across a range of areas:

Mental Health

Beyond Blue

Support for anxiety, depression, and general mental wellbeing
Website: www.beyondblue.org.au | Phone: 1300 224 636

Lifeline

24/7 crisis support and suicide prevention services
Website: www.lifeline.org.au | Phone: 13 11 14

Family, Child and Parenting Support

Family and Child Connect

Guidance and referrals for family support, domestic issues, and parenting help

Website: www.familychildconnect.org.au | Phone: 13 FAMI (13 32 64)

Childcare – QLD Government

Information on childcare services, fees, and how to find a provider

Website: <https://earlychildhood.qld.gov.au/early-years> | Phone: 13 QGOV (13 74 68)

Education and Financial Assistance

Centrelink (Services Australia)

Financial and social support for students, families, and individuals

Website: www.servicesaustralia.gov.au | Phone: 13 24 68

The Reading and Writing Hotline

National literacy support and referrals to local classes

Website: www.readingwritinghotline.edu.au | Phone: 1300 655 506



TRAINING AND ASSESSMENT

At TICRail, we are committed to delivering high-quality training and assessment that reflects current industry standards and leads to meaningful employment outcomes. Our approach ensures that every learner has the opportunity to develop the knowledge and skills required to be competent in their chosen qualification or skill set.

How is training delivered?

Training at TICRail is delivered using flexible, industry-relevant methods designed to support different learning styles and workplace needs. Our delivery methods may include:

- **Face-to-Face Training** – In-class workshops led by qualified trainers
- **Blended Delivery** – A combination of online learning and in-person sessions
- **Workplace-Based Training** – On-the-job learning supported by your employer
- **Online or Self-Paced Learning** – Digital content and activities completed at your own pace with trainer support

Each course includes structured training, access to learning resources, and the opportunity for skills practice, whether in a simulated environment or the workplace.

Assessment Methods

All assessments are conducted in accordance with the **Principles of Assessment** and the **Rules of Evidence**, as outlined in the Standards for RTOs 2025. Assessments are designed to be fair, flexible, valid, and reliable.

You may be assessed using a range of methods, including:

- **Written Questions and Quizzes**
- **Practical Demonstrations**
- **Observations in the Workplace or Simulated Environment**
- **Case Studies, Projects or Portfolios**
- **Verbal Questioning or Interviews**

To be deemed competent, you must demonstrate that you can apply the required skills and knowledge consistently in a range of contexts.

Rules of Evidence

Your assessment evidence must be:

- **Valid** – Directly aligned with the unit of competency
- **Sufficient** – Enough evidence to prove competency
- **Authentic** – Your own work
- **Current** – Reflecting current skills and knowledge

Reasonable Adjustment

TICRail is committed to making reasonable adjustments to ensure all learners have equal opportunity to succeed. This may include adjustments to training delivery or assessment methods based on your individual needs, such as:

- Additional time or breaks during assessments
- Use of assistive technology
- Alternative formats (e.g., oral rather than written assessment)

If you believe you require reasonable adjustments, please speak with your trainer or contact the Student Support team before training or assessment begins.

Recognition of Prior Learning (RPL)

RPL is available to learners who have previously acquired relevant skills and knowledge through:

- Work experience
- Life experience
- Previous formal or informal training

RPL allows you to be assessed against the requirements of a unit without undergoing traditional training. You will be required to provide sufficient and valid evidence to demonstrate your competence.

To apply for RPL, speak with your trainer or request an RPL Application Kit from our administration team.

Credit Transfers

Credit Transfer allows you to receive credit for units you have already completed through previous nationally recognised training (e.g. at another RTO or TAFE).

To apply for a Credit Transfer, you will need to:

- Submit a copy of your Statement of Attainment or Transcript
- Complete a Credit Transfer application form

Credit will only be granted for units of competency that match the current course requirements.

If you have questions about the training or assessment process, or would like to explore RPL or Credit Transfer options, please contact your trainer or our Student Support team.

RESPONSIBILITIES

At TICRail, we are committed to delivering high-quality training and assessment services in alignment with the Standards for RTOs 2025. Ensuring a positive and productive learning experience requires shared responsibility between the student and the RTO.

RTO Responsibilities

TICRail will:

- **Provide accurate information** about courses, including entry requirements, fees, learning outcomes, and support services.
 - **Ensure quality training and assessment** that meets national standards and is delivered by qualified trainers with current industry knowledge.
 - **Support all learners** to achieve competency, including those with diverse learning needs, through reasonable adjustments and dedicated support services.
 - **Monitor and support learner progression** through regular engagement and access to feedback.
 - **Maintain compliance** with all legislative and regulatory requirements, including privacy, anti-discrimination, and health and safety laws.
 - **Issue certification** promptly upon successful completion of all course requirements.
 - **Maintain transparency** around policies, complaints and appeals processes, and student rights and obligations.
-

Student Responsibilities

As a student, you are expected to:

- **Actively participate** in all training and assessment activities to the best of your ability.
- **Provide accurate and timely information** during enrolment and throughout your training.
- **Maintain communication** with your trainer/assessor and TICRail support staff.
- **Take responsibility** for your own learning by meeting course requirements and seeking help when needed.
- **Respect others** and contribute to a safe, inclusive, and harassment-free learning environment.
- **Follow all relevant policies and procedures**, including those related to academic integrity, behaviour, safety, and use of resources.
- **Notify TICRail promptly** of any changes to personal details, enrolment status, or if support is required.

Together, we are responsible for creating a learning environment where you are supported to succeed and industry-ready outcomes are achieved.

Trainer Responsibilities

Your trainer is responsible for:

- **Delivering training that is engaging, accessible, and aligned with current industry practices.**
 - **Ensuring that training and assessment practices are compliant** with the requirements of the relevant training package or accredited course.
 - **Providing clear instructions, expectations, and assessment guidance** to support your understanding of the learning content and tasks.
 - **Offering timely and constructive feedback** on assessment tasks to support your development and progression.
 - **Supporting learners with diverse needs**, including making reasonable adjustments where appropriate.
 - **Maintaining accurate training and assessment records**, including attendance, participation, and competency decisions.
 - **Monitoring student progress** and implementing support strategies where learners may be at risk of not completing.
 - **Ensuring a safe, inclusive, and respectful learning environment**, free from harassment, discrimination, or unfair treatment.
 - **Staying current** in both training/assessment practices and industry knowledge through ongoing professional development.
-

Employer & Workplace Supervisor Responsibilities

(Where applicable)

In some training programs, especially those involving **on-the-job learning, traineeships, or work placements**, employers and workplace supervisors play an essential role in supporting the learner's development and ensuring that training outcomes are achieved in a real-world environment.

When applicable, employers and supervisors are expected to:

- **Provide access to relevant workplace tasks** and resources that align with the units of competency being undertaken.
- **Support and supervise the learner** to complete practical tasks safely and correctly in accordance with workplace procedures.
- **Offer feedback and guidance** to help the learner develop their skills and meet workplace and training requirements.
- **Liaise with TICRail trainers and assessors**, attending site visits or progress meetings where required.
- **Verify learner performance** where workplace evidence or third-party reports are used to support assessment decisions.
- **Promote a safe, inclusive, and compliant work environment**, aligned with relevant industry standards and legislation.
- **Encourage ongoing communication** between the learner, trainer/assessor, and TICRail to ensure any concerns or additional support needs are addressed promptly.

CERTIFICATION

At the successful completion of your training, TICRail will issue a certificate that recognises y

Depending on the course you have completed, you may be issued one of the following:

- **Qualification Certificate:** Issued when you have successfully completed all units of competency within a nationally recognised qualification.
- **Statement of Attainment:** Issued when you have successfully completed one or more accredited units of competency, but not an entire qualification.
- **Certificate of Achievement:** Issued for participation in a non-accredited course or workshop that does not lead to a nationally recognised outcome. While not formally recognised under the AQF, this certificate acknowledges your engagement and completion of training designed to enhance your knowledge or practical skills.

Timeframes for Issuing Certificates

- **TICRail** will issue your certificate within 30 calendar days of:
 - Successful completion of all training and assessment requirements
 - Submission and verification of all required documentation
 - Finalisation of course fees
 - Provision of your Unique Student Identifier (USI)

We aim to ensure timely issuance, and you will be notified once your certificate is available. Certificates are typically issued via secure digital delivery and/or printed copy upon request.

Reissuing Certificates

If your certificate is lost, damaged, or you need an additional copy, you can request a reissue by:

- Completing a Student Release Form - a F-316.6 Student Release Form
- Providing proof of identity
- Paying the applicable reissue fee (if required)



CONTINUOUS IMPROVEMENT AND FEEDBACK

At TICRail, we believe in delivering more than just training we strive to provide an outstanding learning experience that supports your development, safety, and success. We achieve this through a culture of continuous improvement, informed directly by your feedback.

Feedback is one of the most valuable tools we have for maintaining the quality, relevance, and effectiveness of our services. It allows us to:

- **Understand the student experience** – what is working well, and what could be improved
- **Identify trends and issues early** – such as support gaps, learning challenges, or course delivery concerns
- **Enhance the quality of training and assessment** – ensuring that our content remains current and aligned with industry expectations
- **Support trainer development** – helping our team refine their methods and approach
- **Demonstrate compliance** – feedback contributes to our internal audits and regulatory obligations under the Standards for RTOs 2025

Whether it's a small suggestion or critical input, every piece of feedback helps us make informed decisions that benefit all learners.

We are committed to ongoing improvement in the following areas:

- Course design, training content, and delivery methods
- Assessment processes and tools
- Trainer and assessor performance and professional development
- Student support services and communication
- Learning resources and facilities
- Enrolment and administration processes

Regular reviews of student, employer, and trainer feedback allow us to evaluate our practices and make data-driven enhancements.

Ways You Can Provide Feedback

You'll be invited to provide feedback at key stages of your learning journey. These may include:

- **Orientation Feedback** – to help us improve your onboarding experience
- **Mid-course Check-ins** – to identify areas for adjustment while training is underway
- **End-of-course Surveys** – to evaluate the overall quality of the course
- **National Learner Satisfaction Surveys** – collected as part of RTO reporting to ASQA
- **Ad-hoc Suggestions** – shared in person, over email, or via our feedback forms

All feedback can be provided confidentially or anonymously

Your feedback is reviewed by TICRail's Quality & Compliance Team. Based on trends, themes, and suggestions, we:

- Log feedback and improvement opportunities
- Take corrective action where required
- Provide updates through our trainers or student newsletters
- Use findings to inform future course development, staff training, and strategic planning



Thank you for taking the time to review this Student Information Guide. We hope it has provided you with the clarity and confidence to begin your learning journey with TICRail. Our team is here to support you every step of the way, from enrolment through to certification and beyond.

If you have any questions about your course, your responsibilities, or the services we offer, please don't hesitate to contact us. We are committed to ensuring that your experience is positive, safe, and rewarding.

We look forward to working with you and supporting your success in the rail and infrastructure industry.

PHONE

1300 036 390

EMAIL

ticrail@ticrail.com.au

WEBSITE

www.ticrail.com.au



RTO ID: 20928