

STUDENT HANDBOOK

► Public Transport SA Training



Government of South Australia

Department for Infrastructure
and Transport

We acknowledge the Traditional Custodians of the Country throughout South Australia and recognise their continuing connection to land and waters.

We pay our respects to the diversity of cultures, significance of contributions and to Elders past, present and emerging.



Document History

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Description	This document contains general orientation and guidance to support services, resources and expectations for students of Public Transport SA Training.

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This Student Handbook has been prepared for the students of PTSA Training

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RTO: 46383

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Introduction

Message from the CEO

Welcome to Public Transport SA Training, our Enterprise Registered Training Organisation (RTO). We are proud to play an important role in supporting the Department for Infrastructure and Transport (DIT) as it accomplishes its vision for every South Australian to access transport services they can rely on.

Our mission is to help staff gain the skills and qualifications they need to do their jobs safely and effectively. We offer accredited and workplace specific training that meets national standards and supports the unique needs of South Australia's rail network.

Looking ahead, our RTO will continue to provide training that helps DIT maintain strong local knowledge and expertise in rail operations and safety. This ensures that our state's transport system remains reliable, well-managed, and ready for the future.

Thank you for being part of this journey. We look forward to supporting your learning and success.

Alicia Carisimo

Chief Executive Officer
Public Transport SA Training RTO

Our students, our employees

All students of Public Transport SA Training (RTO 46383) are employees of the Department for Infrastructure and Transport. Whilst in training all departmental policies, procedures, employee supports and expectations apply. The term 'student' referenced in this and other training related documents refers to employees who are engaged in training.

Public Transport SA Training Overview

What courses can I study with Public Transport SA (PTSA) Training:

PTSA Training strictly adheres to *Standards for RTOs 2025* with all programs aligned to the qualifications contained in the following training packages:

- TLI Transport and Logistics Training Package
- PSP Public Sector Training Package

PTSA Training is able to offer students accredited training in the following:

Qualifications:

- TLI42622 Certificate IV in Train Driving
- TLI22321 Certificate II in Rail Customer Service

Units of Competency:

- PSPETH006 Uphold the values and principles of public service

Workplace competency:

PTSA Training also delivers training that is customised to our workforce that is not Nationally Accredited. This training is also built, delivered and monitored to the same quality standard. Please speak to our training staff about how we can assist you to meet the training needs of your team.

How is training delivered?

Training courses with PTSA Training are delivered by:

- Face-to-face
- Online
- Blended learning
- Workplace training

What are the prerequisites?

Prerequisites are specific to individual courses. Please consult the course outline for your chosen course for prerequisite information.

How do I enrol?

Training is aligned to your job role and enrolment is initiated upon commencement of your employment with the Department for Infrastructure and Transport. Prior to training commencement, you will be provided with; course information, enrolment paperwork and the Student Handbook.

Course fees

As all students of PTSA Training are employees of the department, there will be no course fees.

Recognition of Previous Experience

All students enrolling with PTSA Training will have the opportunity to apply for recognition of their previous experience. Recognition of previous experience can be:

Credit Transfer (CT)

When you have completed the same (or equivalent) unit of competence with another RTO

Recognition of Prior Learning (RPL)

This is the process of gaining credit for the skills and knowledge you have gained through work, life or previous study.

Please be aware that some training contains critical workplace assessment criteria specific to the South Australian rail network. This may mean that while training and assessment may be modified for those with prior experience, gap training and assessment may need to occur to ensure safety and currency on the local network.

If you would like to apply for Credit Transfer or RPL please complete a skills recognition application form or speak with your trainer prior to enrolment.

Student Support and Expectations

Student Support Policy

PTSA Training will assist all students in their efforts to complete training programs by all methods available and reasonable. PTSA Training will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses. PTSA Training will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other PTSA Training staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of PTSA Training to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event a student is experiencing personal difficulties, training staff will encourage the student to contact PTSA Training staff who will provide discreet, personalised and confidential assistance according to the nature of the difficulties.

In the event a student exceed the capacity of the support services PTSA Training can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. PTSA Training staff members will assist students to source appropriate support.

Flexible Delivery and Assessment Procedures

PTSA Training recognises that its students may show evidence of competency in a variety of ways. Reasonable adjustments to teaching and assessment methods may be provided to a student who is experiencing difficulty (*where possible and appropriate in keeping with workplace safety standards and role expectations*).

Acceptable adjustments to teaching and assessment methods may include, but are not limited to;

- having a trainer read assessment materials to students
- allowing a student to sit for an assessment alone in a different room.

Client Services

PTSA Training is committed to delivering high quality services that support students throughout their training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. PTSA Training will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO. Students who undertake training with PTSA Training receive every opportunity to successfully complete their chosen training program. PTSA Training will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

Student Advice

PTSA Training takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

PTSA Training delivers specialised training and assessment services. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. PTSA Training has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering an agreement.

In summary, PTSA Training will provide:

- Training programs and services that promote inclusion and are free from discrimination.
- Support services, training, assessment and training materials to meet the needs of a variety of individual students.
- Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs.
- Consideration of the views of the student community, government agencies and organisations, and industry when planning training programs.
- Access to information course materials in a readily available, easily understood format.

Language, Literacy & Numeracy and Digital Literacy Assistance

PTSA Training course information and learning materials contain written documentation, numerical calculations and various levels of online learning.

PTSA Training recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by PTSA Training staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

PTSA Training will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student need exceed the ability of the PTSA Training staff to assist, the student will be required to an external support agency so they can obtain the skills required to complete the training program.

Professional Behaviour

Students:

As employees, all students of PTSA Training are expected to adhere to the Code of Ethics and all other associated standards of professional behaviour whilst in training. Assessment conditions are defined prior to each assessment event. Breach of these conditions is considered a breach of the Code of Ethics. PTSA Training staff who is dissatisfied with the behaviour or performance of a student has the authority to:

- Warn the student that their behaviour is unacceptable
- Ask a student to leave the class
- Inform the students' workplace manager
- Inform Human Resources

If a student wishes to object or lodge an appeal against the action taken, they have the right and opportunity to follow the PTSA Training complaint procedure.

Training Staff:

PTSA Training staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the Code of Ethics will result in discussion between the relevant trainer and PTSA Training Management with appropriate action taken.

Feedback

As a student with PTSA Training, your feedback is critical to our continuous improvement. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their learning journey. PTSA Training supplies feedback forms to all students at the end of each program.

Participant feedback is an important factor in monitoring and developing business practices and quality training. The CEO also welcomes feedback on other improvement opportunities, such as risk assessment, student suggestions, complaints and appeals, validation sessions and audit reports. In order to encourage and achieve continuous improvement, based on the collection of the above-mentioned data, PTSA Training will maintain a written record of all improvement strategies and reviews.

Work, Health, Safety and Wellbeing

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. In addition to DIT workplace policies PTSA Training has initiated procedures, policies and guidelines to ensure an ongoing commitment to health and safety including each site used for training delivery.

A full list of policies, procedures and workplace guidelines can be found on the DIT Safety Management System.

The DIT employee wellbeing programme is also available to assist students. Full details can be found on the intranet; [People, Culture and Capability - My Wellbeing - DIT Intranet](#)

If you need immediate support:

- contact your manager
- call [People Culture and Capability](#) on 7133 2100
- access our Employee Assistance Program:

<p><u>CHG</u></p> <p>Phone: 1800 870 147 Available: 24 hours a day 7 days a week. Website: https://chg.net.au</p> <p>Critical Incident Response: 0418 883 855.</p>	<p><u>Converge International</u></p> <p>Phone: 1300 687 327 Available: 24 hours a day 7 days a week. Website: convergeinternational.com.au</p>
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A complete list of services can be found on the DIT intranet page: [Employee Assistance Program](#)

Legislative and Policy Requirements

Legislative Overview

Registered Training Organisations (RTO) are subject to legislation pertaining to training and assessment, as well as business practice. PTSA Training will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration.

PTSA Training will also inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. PTSA Training recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

In addition to the legislation applied to DIT work environments, the following additional legislation is relevant to the training business and its staff:

Commonwealth legislation:

- National Vocational Education and Training Regulator Act 2011 National Vocational Education and Training Regulator Amendment (Governance and Other Matters) Act 2020
- Standards for VET Regulators 2015 Standard for VET Regulators (Amendment) 2017
- Standards for registered Training Organisations 2025 Standards for Registered Training Organisations (RTOs) Amendment 2025

Training authorities/regulators:

- National VET Regulator (NVR) National Vocational Education and Training Regulator Amendment (2020 Measures No. 1) Regulations 2020
- Department of Employment and Workplace Relations
- Australian Skills Quality Authority (ASQA)

Unique Student Identifier (USI)

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements.

PTSA Training will only issue a qualification or statement of attainment after a valid USI has been provided. To avoid any delays in issuing certification, USI numbers are verified at the time of enrolment.

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

Privacy and Data Collection

PTSA Training considers student privacy to be of utmost importance. No student information will be disclosed to any party, without consent, except as required by law. Student consent must be obtained in writing. PTSA Training will collect only necessary information as required by law for the processing of training enrolments, certification and National Data Reporting.

PTSA Training will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014).

Data Security

In addition to the DIT policies on data retention and security, PTSA Training ensures privacy and security of student records by complying with the storage requirements details in the Standards for RTOs 2025. PTSA Training will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Student Records

Access to individual student training records will be limited to those required by the *Standards for RTOs 2025*, such as:

- Trainers and assessors to access and update the records of the students whom they are working with.
- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers of ASQA or their representatives for activities required under the *Standards for RTO's 2025*.

PTSA Training has a secure records management system in place to ensure all student data is collected and stored appropriately. Maintenance of records is critical to compliance with the Standards for RTOs and will regularly be subject to continuous improvement processes.

PTSA Training can monitor the outcomes of their learning in the Learner Management System 'Connect'. Students may review their own hard copy assessments and training records by making a request to the training administrative team.

Outcomes of Nationally Accredited Training will be submitted periodically for National reporting and will appear on your USI transcript (see previously listed USI information).

All student records will be maintained for minimum periods as prescribed by Standards for RTOs and current DIT records keeping protocols.

Training and Assessment

Training and assessment strategies developed by PTSA Training will adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

Quality Training and Assessment Principles

PTSA Training will apply the **principles of assessment** and the **rules of evidence**.

Principles of Assessment:

To ensure quality outcomes, assessment should be:

• Fair	• Valid
• Flexible	• Reliable

Rules of Evidence:

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

• Valid	• Authentic
• Sufficient	• Current

Access and Equity

PTSA Training is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. PTSA Training ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. PTSA Training will address access and equity matters as a nominated part of operational duties.

PTSA Training access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race socio-economic background, disability age, marital status, pregnancy, sexual orientation or carers responsibilities.

Practicing these policies will guarantee that any student who meets PTSA Training entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to PTSA Trainings management for consultation.

Complaints and Appeals

PTSA Training welcomes all constructive feedback and students are encouraged to speak with their trainer, manager or training staff in the first instance.

In the event that disagreements cannot be resolved between the immediate parties, all students have access to rigorous, fair and timely complaint and appeal process. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

All persons wishing to make a complaint or objection in relation to the conduct of PTSA Training have access to the following procedure:

Informal Compliant

- An initial complaint or appeal will involve the student communicating directly with PTSA Training verbally or by other appropriate means. PTSA Training Management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal.
- Students dissatisfied with the outcome of the decision may initiate the formal complaint procedure.

Formal Compliant/Appeal Procedure

1. Student submits a Complaint/Appeal in writing and sends it to the Compliance Manager
2. The Compliance Manager registers the complaint and sends written acknowledgement with 7 days, explaining the process.
3. The Compliance Manager informs the appropriate staff within 24 hours.
4. An investigation is conducted within 2 days, involving all relevant parties, including the CEO.
5. The CEO reviews recommendations. The Compliance Manager communicates the outcome to the complainant within 24 hours (*explaining the appeal process if necessary*).
6. Matter is resolved. Review outcomes for improvement.
7. If the matter remains unresolved, an independent mediator is appointed.
8. Final steps:
 - Confirm resolution in writing
 - Update complaints register
 - Update policies if required

All complaints and appeals will be reviewed at PTSA Training management meetings. Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current PTSA Training policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent re-occurrence of the problem.

External Escalation

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact ASQA and lodge a formal complaint.

Australian Skills Quality Authority
GPO Box 9928
Brisbane QLD 4001
asqa.gov.au/about/contact-us



Public Transport SA Training