



collins Institute
OF TRAINING
RTO CODE: 46221

COLLINS INSTITUTE OF TRAINING

JR Education Group Pty Ltd

STUDENT HANDBOOK

Online Delivery

TLIF0005 | TLIF0006

Legal Entity	JR Education Group Pty Ltd
Trading Name	Collins Institute of Training
Version	3.0
Review Date	December 2026
Delivery	Online — Catapult LMS + Virtual Classrooms
Students	Domestic Only
Regulator	Australian Skills Quality Authority (ASQA)

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Section 1 — Welcome to Collins Institute of Training

Welcome, and well done for taking this step. Whether you are a truck driver looking to sharpen your understanding of fatigue management under the Heavy Vehicle National Law, a scheduler who needs to ensure your team is working safely and compliantly, or a supervisor responsible for keeping drivers alive and your business out of trouble — you have come to the right place.

Collins Institute of Training is the trading name of JR Education Group Pty Ltd, a registered training organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA). We are based in Sunshine West, Victoria, and we deliver all of our training online through the Catapult Learning Management System, supported by live, trainer-facilitated virtual classroom sessions.

We built this RTO because we believe fatigue management training in the road transport sector matters — not just for compliance box-ticking, but for keeping drivers alive and businesses accountable. Every year in Australia, fatigue is a factor in a significant proportion of fatal heavy vehicle crashes. The training you are about to undertake is not bureaucratic paperwork. It is genuinely important.

This Student Handbook is your comprehensive guide to everything you need to know before, during and after your training with us. Please read it in full before signing your enrolment form. It covers your rights, our obligations, how your learning and assessment works, what support is available, what fees apply, and what to do if something goes wrong.

If anything is unclear after reading this handbook, please call us on 0433 342 037 or email info@collinsinstituteoftraining.com.au. We are a small team and we will always make time to talk to you.

1.1 About Collins Institute of Training

Collins Institute of Training is the trading name under which JR Education Group Pty Ltd delivers nationally recognised vocational education and training. We specialise in the Transport and Logistics sector with a specific focus on fatigue risk management for heavy vehicle operations.

We are registered with ASQA to deliver training under the 2025 Standards for Registered Training Organisations (RTOs). All statements of attainment we issue are nationally recognised under the Australian Qualifications Framework (AQF) and recorded on your permanent USI transcript.

Our training is aligned to the TLI Transport and Logistics Training Package — the nationally endorsed training package that defines competency standards for the transport and logistics industry across Australia.

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Training Package	TLI — Transport and Logistics
Courses	TLIF0005 TLIF0006
Delivery	Online via Catapult LMS with virtual classroom sessions
Student Type	Domestic students only

1.2 Our Commitment to You

We are not a high-volume, tick-box operation. We are a committed team that genuinely cares about what we deliver and the outcomes for our students. Here is what you can expect:

- Accurate, complete and honest information about every course — what it costs, what is required, and what credential you receive.
- Genuine respect at all times, regardless of your background, experience level, language or learning style.
- Training grounded in real transport practice — not just regulatory theory.
- Fair assessment with meaningful feedback and every reasonable opportunity to demonstrate your competency.
- Your personal information kept safe and used only for authorised purposes.
- Prompt, professional responses to your questions, concerns and complaints.
- Continuous improvement based on your feedback and our own quality monitoring.

1.3 Regulatory Framework

Collins Institute of Training operates within a national regulatory framework that protects you as a student. Understanding this framework is part of knowing your rights.

2025 Standards for Registered Training Organisations (RTOs)

These national standards govern every aspect of how an RTO must operate — training quality, assessment validity, student support, records management, marketing, and governance. ASQA uses these standards to audit RTOs and take compliance action where needed. This handbook and our policies are structured to meet the requirements of these standards.

National Vocational Education and Training Regulator Act 2011 (NVETR Act)

This Commonwealth legislation established ASQA and defines its regulatory powers, including the power to register RTOs, audit their operations, and impose sanctions for non-compliance. It also establishes baseline rights for students in the VET system.

TLI Transport and Logistics Training Package

This training package sets the competency standards for TLIF0005 and TLIF0006. It defines exactly what a competent person must be able to do (performance evidence), what they must know (knowledge evidence), and the conditions under which assessments must be conducted



(assessment conditions). Our training and assessment tools are mapped directly to these requirements.

Heavy Vehicle National Law (HVNL)

Both courses are contextualised to the HVNL, which is the primary legislation governing fatigue management for heavy vehicles over 4.5 tonnes in all states and territories except WA and NT (which have equivalent laws). The HVNL establishes Standard Hours, Basic Fatigue Management (BFM) and Advanced Fatigue Management (AFM) tiers, and sets out obligations for drivers, schedulers, operators and employers.

Privacy Act 1988 (Cth) and Australian Privacy Principles

We handle all student personal information in accordance with the Privacy Act 1988 and the 13 Australian Privacy Principles (APPs). Full details of how we manage your information are set out in Section 8.4 of this handbook.

Student Identifiers Act 2014

All students in nationally recognised training are required to hold a Unique Student Identifier (USI). This Act governs the creation and management of USIs and the obligations of RTOs in collecting and verifying them. Full details are in Section 3.3.



Section 2 — Courses Offered

Collins Institute of Training currently delivers two nationally recognised units of competency from the TLI Transport and Logistics Training Package. Both are delivered entirely online through the Catapult LMS with live virtual classroom sessions. No face-to-face attendance is required.

2.1 TLIF0005 — Apply a Fatigue Risk Management System

Unit Code	TLIF0005
Full Title	Apply a Fatigue Risk Management System
Training Package	TLI — Transport and Logistics
Qualification Pathway	Certificate III in Driving Operations (TLI31222)
Duration	20 hours nominal supervised training and assessment
Fee	\$150 all-inclusive (registration, materials, and tuition fees)
Delivery	Online — Catapult LMS + live virtual classroom sessions
Assessment	Knowledge questions, scenario workbooks, practical tasks
Credential	Statement of Attainment — TLIF0005
Issue Timeframe	Within 30 calendar days of successful completion
Legislation	Heavy Vehicle National Law (HVNL)
NHVAS	Supports BFM and AFM accreditation eligibility — see NHVR for full requirements

Who This Course Is For

TLIF0005 is designed for drivers and operational transport workers who directly operate heavy vehicles and need to understand, apply and comply with fatigue risk management requirements in their daily work. This includes:

- Long-haul and interstate heavy vehicle drivers
- Local and metropolitan heavy vehicle drivers seeking to formalise their knowledge
- Owner-operators who drive their own vehicles
- Any heavy vehicle worker needing to meet driver-level NHVR Fatigue Management Accreditation requirements



What You Will Learn

You will learn to understand the physiological basis of fatigue — how it affects reaction times, decision-making, and the risk of microsleeps. You will learn to recognise the early and late signs of fatigue in yourself and others. You will gain a thorough working knowledge of the HVNL work and rest hour requirements across Standard Hours, BFM and AFM tiers. You will learn how to plan trips to accommodate fatigue risk, how to complete and verify work diary entries correctly, and how to maintain fatigue management records in a format that satisfies NHVR requirements.

You will also learn the chain of responsibility implications for drivers — what your legal obligations are, what happens if those obligations are breached, and what protections apply if you are pressured by a scheduler or operator to breach your work and rest limits.

- Understand fatigue physiology and how it impairs driving performance
- Identify signs of fatigue in yourself and others and respond appropriately
- Apply HVNL work and rest hour requirements — Standard, BFM and AFM
- Understand your chain of responsibility obligations as a driver
- Plan and navigate trips with fatigue risk as a core planning variable
- Complete, verify and submit work diary entries accurately and lawfully
- Maintain fatigue management records in compliance with NHVR requirements
- Implement personal fatigue management strategies — sleep, nutrition, environment
- Respond to fatigue-related incidents and enforcement interactions
- Operate within a workplace fatigue risk management system (FRMS)

⚠ NHVR Accreditation — Important

Completing TLIF0005 is one component of the NHVR Fatigue Management Accreditation (FMA) process — not the only requirement. FMA involves meeting additional operational, documentation and systems criteria set by the NHVR.

Confirm the full accreditation requirements with the NHVR directly at www.nhvr.gov.au before enrolling for this purpose.

2.2 TLIF0006 — Administer a Fatigue Risk Management System

Unit Code	TLIF0006
Full Title	Administer a Fatigue Risk Management System
Training Package	TLI — Transport and Logistics
Qualification Pathway	Multiple TLI qualifications
Duration	20 hours nominal supervised training and assessment
Fee	\$150 all-inclusive (registration, materials, and tuition fees)
Delivery	Online — Catapult LMS + live virtual classroom sessions



Assessment	Knowledge questions, scenario workbooks, practical tasks
Credential	Statement of Attainment — TLIF0006
Issue Timeframe	Within 30 calendar days of successful completion
Target Roles	Schedulers, supervisors, managers, owner-operators, load managers
Legislation	Heavy Vehicle National Law (HVNL)
NHVAS	Supports BFM and AFM accreditation eligibility — see NHVR for full requirements

Who This Course Is For

TLIF0006 is the management-level counterpart to TLIF0005. It is for people who are responsible for managing, scheduling or supervising heavy vehicle drivers. This is especially relevant for:

- Transport schedulers and fleet coordinators
- Operations managers and supervisors in road transport
- Owner-operators who manage other drivers
- Load managers and logistics coordinators
- Team leaders with responsibility for driver welfare and compliance
- Anyone responsible for designing, implementing or auditing an FRMS within a transport business

What You Will Learn

TLIF0006 goes beyond individual driver obligations to cover the systems, policies and operational decisions that a business must manage to operate a compliant fatigue risk management system. You will learn to design and implement scheduling systems that comply with HVNL requirements across different tier levels. You will understand chain of responsibility from the scheduler and operator perspective — including what it means to pressure or induce a driver to breach their work and rest limits.

You will also learn to establish and maintain the records systems that support NHVAS accreditation, to respond to fatigue-related incidents at an operational level, and to develop workplace fatigue management policies and toolbox talk content for your drivers.

- Manage fatigue risk across a fleet of heavy vehicle drivers
- Schedule driver work and rest hours compliantly under Standard, BFM and AFM tiers
- Understand chain of responsibility for schedulers, operators and employers
- Design and implement a workplace fatigue risk management system (FRMS)
- Establish and maintain NHVR-compliant fatigue management records systems
- Plan and approve heavy vehicle trips with fatigue as a key risk variable
- Respond to fatigue-related incidents, enforcement outcomes and driver disclosures



- Develop and deliver driver fatigue management toolbox talks and guidance
- Conduct internal audits of fatigue management compliance
- Manage operations during peak periods, unplanned events and driver shortages without breaching HVNL requirements

2.3 Relationship Between the Two Units

TLIF0005 equips the driver. TLIF0006 equips the person managing the driver. In a well-functioning heavy vehicle operation, both the driver and the scheduler or supervisor should have this training. Owner-operators who both drive and manage other drivers may benefit from completing both units. Speak to us at your pre-training review and we will help you decide what is right for your situation.

2.4 Legislative and Regulatory Context

The HVNL applies to heavy vehicles with a gross vehicle mass (GVM) or aggregate trailer mass (ATM) over 4.5 tonnes operating in Queensland, New South Wales, Victoria, South Australia, Tasmania and the ACT. Western Australia and the Northern Territory have equivalent legislation. Both courses are built around the HVNL's three-tier fatigue management framework:

- Standard Hours — the default rules applying to all heavy vehicle drivers, specifying maximum work hours and minimum rest periods in any 24-hour, week and fortnight period.
- Basic Fatigue Management (BFM) — an accredited tier allowing some additional operational flexibility in exchange for enhanced training, documentation and record-keeping requirements.
- Advanced Fatigue Management (AFM) — the highest tier, allowing the greatest flexibility in work and rest scheduling in exchange for a comprehensive, audited fatigue risk management system with trained operators and drivers.

Completing TLIF0005 and/or TLIF0006 supports the training requirements for BFM and AFM accreditation under the National Heavy Vehicle Accreditation Scheme (NHVAS). However, NHVAS accreditation involves additional operational and documentation requirements — always confirm full requirements with the NHVR directly.



Section 3 — Enrolment and Pre-Training Process

We take enrolment seriously. Before you sign anything or hand over any money, we want to be confident that this course is genuinely right for you — and that you understand exactly what you are committing to. This section walks you through every step of the process.

3.1 Entry Requirements

The following requirements apply to all students enrolling in TLIF0005 or TLIF0006. If you are unsure whether you meet any of these requirements, contact us before you apply — we would rather have that conversation upfront than have you go through enrolment only to discover the course is not right for your circumstances.

Age

You must be 18 years of age or older to enrol. There are no exceptions to this requirement.

Identification — 100 Point ID Check

You must provide valid identification totalling at least 100 points. Your ID is sighted and verified by our Student Support Officer during your pre-training review, which is conducted by video conference. The document must be visibly sighted in real time — we cannot accept photocopies or typed descriptions as the sole verification method.

Passport (current or recently expired)	70 points
Birth certificate	70 points
Australian citizenship certificate	70 points
Australian driver's licence	40 points
Medicare card	25 points
Centrelink Health Care Card	25 points
Credit or debit card with name	25 points
Utility bill with name and address (recent)	25 points



Language, Literacy, Numeracy and Digital (LLND)

You need to be able to read and understand English at a level that allows you to engage with written course materials, complete written assessment tasks, and participate in virtual classroom sessions. The materials are in plain English but they do involve reading regulatory content, completing workbook tasks, and maintaining records.

Every student completes a short LLND questionnaire before enrolment is confirmed. This is not a pass/fail test — it is a diagnostic tool that helps us identify your current skill level so we can plan the right support for you. We will never exclude a student based on their LLND profile where reasonable support can be provided. What we will do is have an honest conversation with you about what additional effort may be needed.

Technology Requirements

Your entire course is delivered online, so you need the right technology setup before you start. Please do not assume your setup will work — test it before your course begins.

- A desktop computer or laptop is strongly preferred for assessment tasks. Tablets and smartphones can be used but may limit your ability to complete written workbooks effectively.
- A working webcam — built-in or external. Must be functional before your course commences.
- Reliable, stable internet connection. Minimum 10 Mbps download speed recommended. Mobile data can be unreliable for live video sessions.
- Supported browser: Google Chrome or Mozilla Firefox (PC/laptop) or Safari (iPad/iPhone). Do not use Internet Explorer or Microsoft Edge Legacy.
- Windows 7 or later operating system (PC/laptop users).
- Working microphone — built-in or via headset.
- Access to a printer and scanner (or a scanning app on your phone) for submitting certain assessment documents.
- Basic computer literacy: comfortable opening and saving files, typing, sending emails, navigating websites.

If you have concerns about your technology setup, contact us before enrolling. We would rather help you sort it out in advance than have technical problems disrupt your learning after you start.

Workplace Access

It is recommended but not mandatory to have access to a heavy vehicle transport workplace during your course. Workplace access can enhance your learning — particularly for TLIF0006 — by allowing you to contextualise your learning against real scheduling and operational decisions. Some assessment tasks may be completed using real workplace documents if you have access (with confidentiality protections in place).

If you do not have workplace access, your assessor will provide simulated workplace scenarios and template documents. You will not be disadvantaged. Speak to us about your situation and we will ensure your assessment pathway is appropriate.



3.2 Pre-Training Review

Every prospective student must complete a Pre-Training Review before enrolment is finalised. This is a structured conversation conducted by phone or video conference, typically 20–30 minutes. It is not an interview or a selection process — it is a support mechanism to make sure both parties are making the right decision.

What the Pre-Training Review Covers

1. Identity verification — we sight your 100-point ID via video conference and record what was sighted, by whom, and on what date.
2. Course suitability — we discuss your current role, goals, and reasons for enrolling to confirm the course aligns with your needs.
3. LLND questionnaire review — we discuss your results and identify any support needs or adaptations required.
4. Technology review — we confirm your setup meets the requirements and troubleshoot any issues.
5. Workplace access — we discuss whether you have relevant access and how this will affect your assessment pathway.
6. Fees and refunds — we walk through the costs, payment process, and what happens if you need to withdraw.
7. Rights and responsibilities — we explain what you are entitled to and what we expect of you.
8. Questions — we give you time to ask anything before you commit.

Outcomes of the Pre-Training Review

After the review, one of three things will happen:

- We confirm enrolment is appropriate, provide you with the enrolment form, and invite you to proceed.
- We identify a better-suited course or provider and refer you accordingly — no hard feelings, no obligation.
- We identify support needs or technology requirements to address first, and we agree on a plan before proceeding.

We will not enrol students we do not genuinely believe we can serve well.



3.3 Completing Your Enrolment

Enrolment Form

Once the pre-training review is completed and both parties are ready to proceed, you will receive a formal enrolment form. It must be completed in full, signed, and returned before training commences. The form captures:

- Full legal name (as per identification)
- Date of birth and contact details
- Unique Student Identifier (USI)
- Highest level of prior education
- Employment status and industry sector
- Language background (AVETMISS)
- Aboriginal or Torres Strait Islander identification (voluntary)
- Disability or learning difficulty disclosure (voluntary — for support planning only)
- Signed acknowledgement of this Student Handbook and all policies
- Consent to collection and use of personal information

Unique Student Identifier (USI)

You must provide a valid, verified USI before training commences. If you do not have one, create it free at www.usi.gov.au — takes about five minutes with your photo ID. Your USI is a lifelong reference number recording all your nationally recognised training. We are required by law to collect and verify it before issuing any credential.

If you cannot create a USI (for example, due to difficulty accessing required ID online), contact us. We will explore whether an exemption or alternative pathway applies. Do not let this step block you — call us.

Payment

Full payment is required before LMS access is activated. We will confirm payment methods during enrolment. A tax invoice is issued upon enrolment confirmation; a receipt is issued upon payment. No access is granted and no training commences until payment is confirmed.

3.4 AVETMISS Reporting

As an RTO, we are required by law to collect and report student enrolment and completion data to the National Centre for Vocational Education Research (NCVER) under the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). Your enrolment form includes all required AVETMISS data fields. By enrolling, you consent to this reporting. NCVER uses the data for statistical and research purposes governed by the Privacy Act 1988.



Section 4 — How Your Training Works

Understanding how your course is structured will help you manage your time, stay on track, and get the most from your learning. This section explains everything about training delivery — from logging into the LMS for the first time through to completing your final assessment.

4.1 Your Catapult LMS Portal

All training is delivered through the Catapult Learning Management System. When your enrolment is confirmed and payment received, we will set up your individual portal and send login credentials within 2 business days of receiving your completed enrolment form.

What Is Inside Your Portal

- All learning modules arranged in a logical, progressive sequence
- Assessment workbooks, tasks and submission instructions
- Virtual classroom session links and scheduling information
- Resource library — HVNL fact sheets, sample work diaries, NHVR guidance, checklists
- Assessment submission history, all submitted work, and assessor feedback
- Direct messaging to your trainer
- Progress tracker showing completed and outstanding modules

Logging In and Staying Active

Log in regularly — at least every 2–3 days. Check for trainer messages, monitor upcoming session times, and track your progress. Your LMS portal is your primary learning space and communication channel throughout the course.

If you experience any login or access issues, contact us immediately. Forgotten password? Use the 'Forgot Password' function or call us — we can reset it. System not loading? Try a different browser, clear your cache, or contact us. Technical issues will not count against you if you report them promptly.

4.2 Course Structure and Duration

Each course has a nominal duration of 20 hours — this is the amount of supervised training and assessment time required to achieve competency. Some students move faster; some need a little more time. Both are fine. What matters is that you genuinely engage with the content and can demonstrate competency in assessment.

What the 20 Hours Includes

- Time working through LMS learning modules — reading, watching, engaging with interactive content



- Live virtual classroom sessions with your trainer
- Completing structured learning activities within the LMS
- Completing all assessment tasks

It does not include optional self-study, background reading or personal revision — that is above and beyond, and entirely up to you.

Enrolment Period

Your enrolment period commences when LMS access is activated. All course requirements must be completed within this period. If you are approaching the end and have not completed all requirements, contact us early — not on the last day. Where genuine circumstances have affected your progress (illness, family emergency, work demands), we will work with you to find a reasonable solution. We cannot help you if you disappear and resurface on the final day.

4.3 Learning Modules

Modules are designed to be engaging and practical, drawing on real Australian road transport scenarios. Each module is built around a core topic and typically includes:

- A clear introduction explaining what the module covers and why it matters
- Plain-English explanations of concepts and regulatory requirements
- Visual content — diagrams, flowcharts and process maps for complex concepts
- Scenario-based examples showing how concepts apply in practice
- Knowledge check questions — short self-checks to confirm understanding (not formally assessed)
- Links to reference resources such as NHVR guides and HVNL summaries

Modules are presented in a recommended sequence — follow it. Each module builds on the previous. You can revisit any module at any time. Your trainer can see your progress and may reach out if you have been inactive for several days — this is a support measure, not surveillance.

4.4 Virtual Classroom Sessions

Live virtual classroom sessions are a core and compulsory part of your course — not optional extras. They are where you interact with your trainer, ask questions, work through complex scenarios, and consolidate your LMS learning. Sessions are conducted via video conference and are typically 60–90 minutes. Your trainer will provide the schedule and meeting links through your LMS portal.

⚠ Mandatory Attendance

Attendance at ALL scheduled virtual sessions is compulsory. If you cannot attend, notify your trainer at least 24 hours in advance. Make-up arrangements depend on trainer availability and cannot always be guaranteed.

If your webcam is not enabled or you are not visibly on camera, the session will not be recorded as attended.



Webcam and Participation

- Webcam enabled and face clearly visible at all times
- Microphone working — you must be able to participate verbally
- Quiet environment with minimal distractions
- Full attention — no driving, cooking or multitasking
- Respectful behaviour to trainer and fellow participants
- No recording or sharing of session content without prior written permission

4.5 Learning Resources

All resources are provided within the Catapult LMS portal at no additional cost. You do not need to purchase textbooks or external materials. Resources provided include:

- NHVR Fatigue Management Standard Hours, BFM and AFM guides
- Sample work diary pages — blank and completed examples
- HVNL fatigue provisions summary
- Chain of responsibility obligations summary
- NHVAS Fatigue Management Standards
- Fatigue self-assessment tools and checklists

4.6 Communication With Your Trainer

Your trainer is your primary support contact throughout your course. Reach them via LMS message or by emailing info@collinsinstituteoftraining.com.au with your name and unit code in the subject line. Response time: within 2 business days. For urgent matters on the day of an assessment or session, call us directly on 0433 342 037.

4.7 Identity Verification During Training

Because your course is fully online, we take authentication seriously. We need to be confident that the person studying and the person being assessed are the same person. Identity is verified through a combination of:

- 100-point ID sighted during the pre-training review
- Webcam presence and visual identification at every virtual session, recorded by the trainer
- LMS activity logs confirming submission patterns and timing
- Assessor observation during assessed virtual activities

If your assessor has reasonable grounds to suspect someone else is completing your course, they will immediately pause assessment and escalate to the Training Manager. Assessment will not resume until identity is confirmed. Confirmed identity fraud results in immediate exclusion without refund and will be reported to ASQA.



Section 5 — Assessment

This is the section you need to read carefully. Assessment is the formal process through which we determine whether you have achieved competency. We want you to go into it fully informed — not surprised by anything.

One thing upfront: we are not trying to catch you out. Our assessments are designed to give you every fair opportunity to demonstrate that you know what you are doing and can do what the unit requires. If you have genuinely engaged with the learning and attended the virtual sessions, you will be well prepared.

5.1 Principles of Assessment

Every assessment activity at Collins Institute of Training is designed and conducted in accordance with the four principles required under the 2025 Standards for RTOs:

Fairness	Assessment processes are explained clearly before you start. Instructions are unambiguous. Your identified support needs are accommodated. You have the right to challenge decisions you believe are unfair. Assessors are free from bias and conflicts of interest.
Flexibility	Assessment methods take your individual context and circumstances into account where possible, without compromising the integrity of the competency standard. Alternative approaches are available where justified by identified need.
Validity	Every assessment task is directly and specifically mapped to the performance evidence, knowledge evidence and assessment conditions defined in the unit of competency. We assess exactly what the unit requires — nothing more, nothing less.
Reliability	Assessment judgements are consistent and replicable. If two qualified assessors reviewed the same evidence independently, they would reach the same conclusion. We achieve this through standardised tools, clear marking criteria and assessor calibration processes.

5.2 Assessment Methods

TLIF0005 and TLIF0006 use a combination of assessment methods to collect evidence of both your knowledge and your practical ability to apply it. All methods are conducted within the Catapult LMS, during virtual sessions, or a combination of both.



Knowledge Questions — Written

Written knowledge questions are completed within your LMS portal. Questions are scenario-based and draw on realistic road transport situations. They are not trick questions, and you are not expected to quote regulatory text verbatim. What matters is that you can demonstrate you understand the requirements and could apply them in a real workplace context.

Question types include:

- Multiple choice questions testing understanding of HVNL requirements, fatigue risk factors, and compliance obligations
- Short answer questions requiring explanation, analysis or application of a concept to a given scenario
- Extended response questions requiring you to develop a plan, schedule, response or procedure based on a fatigue management scenario

Assessment Workbooks

Workbooks are structured documents guiding you through a series of tasks designed to demonstrate competency holistically. Workbooks combine knowledge questions, scenario analysis, record completion exercises, and planning tasks. You complete them through your LMS portal and submit electronically.

For TLIF0006, workbook tasks may include: developing a compliant trip schedule under BFM requirements; identifying non-compliance in a sample work diary; analysing a scheduling scenario for fatigue risk; or drafting a section of a workplace fatigue management policy. For TLIF0005, tasks may include: planning a trip with rest stops that comply with Standard Hours; completing a sample work diary for a given scenario; or identifying fatigue risk factors in a described operational situation.

Practical Tasks

Practical tasks require you to demonstrate skills in a simulated or real workplace context. Where you have workplace access, you may use real workplace documents as evidence (with appropriate confidentiality protections agreed with your assessor). Where you do not have workplace access, your assessor provides simulated materials. Practical tasks are submitted through the LMS or demonstrated during virtual sessions, as specified in the assessment instructions.

Assessor Observation — During Virtual Sessions

Some activities require direct observation by your assessor during a virtual classroom session. You will be told in advance which sessions include observed assessment components — we do not conduct covert assessments. During observed assessments, your assessor may ask you verbal questions, ask you to walk through a process, or discuss a scenario. A written record of the observation, including the outcome and any feedback, is produced and made available to you within 2 business days.



5.3 Supervision and Authenticity

By submitting any assessment, you are confirming that the work is genuinely your own and has not been completed by another person. Your trainer monitors activity patterns across LMS submissions and virtual session performance. Significant inconsistencies between your written submissions and your verbal performance in sessions will trigger a follow-up — typically a short verification conversation with your assessor to confirm your understanding of the submitted work.

This is a normal part of maintaining assessment integrity in an online environment. It is not accusatory — it is a standard quality assurance measure.

5.4 Competency Outcomes

Competent (C)

You have provided sufficient, valid and authentic evidence addressing all performance evidence, knowledge evidence and assessment conditions specified for the unit. Competent means you are assessed as having the required knowledge and skills to the required standard.

Once all assessment tasks within the unit are assessed as Competent, you are eligible for your Statement of Attainment.

Not Yet Competent (NYC)

Your evidence does not yet meet one or more requirements for the unit. This is not a fail in the traditional academic sense — it means there are specific, identifiable gaps that need to be addressed before competency can be confirmed.

Your assessor will provide you with detailed written feedback explaining exactly what was missing or insufficient and what a successful resubmission needs to address. Read this feedback carefully. It is the road map to your next submission.

5.5 Feedback on Assessment

For every formally assessed task, your assessor will provide written feedback. For Competent results, feedback acknowledges your strengths and notes where your evidence was particularly solid. For Not Yet Competent results, feedback will specifically identify:

- Which elements, performance criteria or knowledge requirements were not sufficiently addressed
- What was missing — additional evidence needed, greater depth required, or an error in your reasoning or response
- Clear, actionable guidance on what a successful resubmission must contain

Feedback is provided within 10 business days of submission for standard tasks. For observed assessment activities, verbal feedback is given immediately during the session, followed by a



written record within 2 business days. If you believe the feedback is unclear, ask your assessor for clarification — they will explain it in plain language.

5.6 Resubmission

If you receive a Not Yet Competent result, you have the right to resubmit. The resubmission must directly address the gaps identified in your assessor's feedback — simply resubmitting the original work unchanged will not result in a different outcome. You must revise or supplement your evidence based on the specific feedback you received.

You are entitled to at least one resubmission attempt per assessment task at no additional fee. If your resubmission is also Not Yet Competent, your trainer will contact you to discuss next steps:

- A third attempt may be available following additional trainer support — an additional fee may apply for the third and any subsequent attempt
- Additional support sessions to address specific knowledge gaps before resubmission
- A review of whether the course is appropriate for your current stage of knowledge and experience

We will be transparent about any costs before they are incurred. You will never receive an unexpected invoice.

5.7 Reasonable Adjustment

If you have a disability, learning difficulty, or other personal circumstance that affects your ability to complete assessment tasks in the standard format or timeframe, you can request a reasonable adjustment. Adjustments modify how you demonstrate competency — they do not reduce the competency standard itself.

What May Be Available

- Extended time for written assessment tasks
- Oral examination in place of written response — questions asked and answered verbally, recorded by assessor
- Simplified language or visual supports within assessment instructions
- Submission of evidence in audio or video format instead of written workbook
- Additional support sessions with the trainer before assessment tasks
- Modified scheduling to accommodate medical or personal circumstances

What Is Not Available

We cannot adjust the competency standard. A reasonable adjustment changes the method — not the outcome requirement. We cannot, for example, remove the requirement to demonstrate knowledge of HVNL work and rest hour rules because regulatory content is challenging.



How to Request

Raise it as early as possible — ideally during the pre-training review so adjustments can be planned before you start. Contact your trainer or student support officer at any time during your course if a need arises. You do not need extensive documentation for most adjustments, but for significant modifications we may ask for a brief supporting statement from a doctor or specialist.

5.8 Recognition of Prior Learning (RPL)

RPL is a formal assessment process that recognises existing skills, knowledge and experience without requiring you to complete the full training program. RPL still requires you to demonstrate all competency requirements — you do so through evidence of what you already know and can do, rather than through structured training.

Is RPL Suitable for You?

- You have significant experience in heavy vehicle transport as a driver or supervisor
- You have been operating under a workplace FRMS for an extended period
- You have completed relevant training that was not formally credentialled
- You are seeking formal recognition of competency acquired through on-the-job experience

RPL Evidence

- Employment records and position descriptions demonstrating relevant experience
- Work products — completed work diaries, trip plans, scheduling records, incident reports
- Supervisor or employer statements attesting to competency in specific areas
- NHVR accreditation certificates, operator licences or compliance audit reports
- Previous training certificates or transcripts (even non-nationally recognised)
- Structured professional conversation with the assessor

How to Apply

Contact us before or at enrolment. We will provide an RPL application kit and evidence guide. RPL applications are assessed within 15 business days of receiving a complete evidence package. An RPL fee applies — contact us for current pricing.

5.9 Credit Transfer

If you have previously been assessed as Competent in TLIF0005 or TLIF0006 (or an equivalent superseded unit) at another RTO, you may be eligible for Credit Transfer — automatic recognition of a previously completed unit requiring no further assessment. Provide us with a certified copy of the original Statement of Attainment. We will verify the credential and, if directly equivalent and current, issue a new Statement of Attainment reflecting the transfer.



5.10 Assessment Integrity and Misconduct

Academic misconduct is any deliberate attempt to gain an unfair advantage in assessment or to misrepresent competency. Examples include:

- Submitting work completed by another person (contract cheating)
- Having another person attend virtual sessions or complete observed assessments on your behalf
- Fabricating workplace evidence, supervisor statements or records
- Using AI-generated content to complete assessment responses without assessor permission
- Sharing assessment questions or answers with other students
- Falsifying identity during virtual sessions

Where misconduct is suspected, the assessor documents their concern and escalates to the Training Manager. The student is notified and given the opportunity to respond. If misconduct is confirmed, consequences may include voiding of the assessment, suspension, or immediate exclusion without refund. Serious fraud will be reported to ASQA.



Section 6 — Fees, Refunds and Financial Information

We believe in complete transparency about money. This section gives you all the information you need about course fees, payment, and what happens if you need a refund.

6.1 Course Fees

TLIF0005 — Apply a Fatigue Risk Management System	\$150.00 (all inclusive)
TLIF0006 — Administer a Fatigue Risk Management System	\$150.00 (all inclusive)

Course fees are all-inclusive. Your \$150 covers:

- Full access to the Catapult LMS portal for your entire enrolment period
- All course content, learning modules and reference materials
- All scheduled virtual classroom sessions with your trainer
- All formal assessment tasks and one resubmission per task if required
- Trainer and assessor time throughout your course
- Issuance of your Statement of Attainment on successful completion

What is not included: any third or subsequent reassessment attempt after a resubmission has been insufficient. If this situation arises, we will advise you of any additional fee before proceeding.

6.2 Payment

Full payment is required before LMS access is activated. We do not currently offer instalment or payment plan arrangements. Payment methods accepted: bank transfer (BSB and account details on your tax invoice) or credit/debit card (contact us for card payment instructions). A tax invoice is issued on enrolment confirmation; a receipt is issued on payment. Keep both documents.

6.3 Refund Policy

Cancellation notified more than 5 clear business days before course commencement	Full refund — no deductions
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Cancellation notified 5 or fewer clear business days before commencement	50% refund
Withdrawal after LMS access has been activated	No refund, except in exceptional circumstances (see below)
Course cancelled by Collins Institute of Training before commencement	Full refund within 5 business days
Course materially changed after enrolment by Collins Institute of Training	Full refund if you choose to withdraw, or transfer to rescheduled course at no extra cost
Duplicate or erroneous payment	Full refund of excess within 5 business days

Exceptional Circumstances

If you need to withdraw after commencement due to a serious medical emergency, a significant bereavement, or another extraordinary personal crisis, you may apply for a partial refund or a credit towards a future enrolment. Submit a written request to info@collinsinstituteoftraining.com.au including your name, course details, a description of your circumstances, and any supporting documentation you can provide (medical certificate, etc.). We will acknowledge within 2 business days and provide an outcome within 10 business days. Decisions are made by the CEO individually and with genuine compassion.

6.4 Credential and Replacement Fees

Your Statement of Attainment is issued at no additional charge on successful completion. A replacement credential (where the original is lost or damaged) incurs a \$25 reissue fee. Training records are retained for a minimum of 30 years.

6.5 Fee Protections

In the unlikely event that Collins Institute of Training cannot complete your training (e.g. loss of registration or business cessation), we will notify you promptly, provide a full refund for training not yet delivered, facilitate transfer to another suitable RTO where possible, and issue credentials to all students who have already demonstrated competency. As an ASQA-regulated RTO, we are subject to ongoing financial viability monitoring.



Section 7 — Student Support

We genuinely want you to succeed. Some students have not studied formally for years. Some are experienced professionals fitting study into night shifts. Some are juggling family, work, and study simultaneously. Whatever your situation, we will meet you where you are.

7.1 Your Trainer and Assessor

Your trainer and assessor is your primary support contact throughout the course — not just at assessment time. All trainers at Collins Institute of Training hold the required qualifications under the 2025 Standards for RTOs and have current, relevant vocational experience in transport and logistics. They understand the HVNL as practitioners, not just as a set of rules to teach.

Contact your trainer via: direct LMS message (preferred) | email: info@collinsinstituteoftraining.com.au (include your name and unit code) | verbally during virtual sessions. Response time: within 2 business days. If your question is about an upcoming assessment, give yourself — and your trainer — enough lead time for a proper conversation.

7.2 Student Support Officer

Student Support Officer

Phone: 0433 342 037

Email: info@collinsinstituteoftraining.com.au

Hours: Monday to Friday, 9:00am – 5:00pm AEST

Address: 13-15 Normanby Avenue, Sunshine West VIC 3020

Response: Within 2 business days (email); same day where possible (phone)

7.3 Language, Literacy and Numeracy (LLN) Support

Not every experienced transport professional is a confident reader and writer — and we fully respect that. If your LLND profile suggests you may benefit from additional support, we will develop a support plan with you. Options include:

- Trainer providing additional verbal explanation of written content
- Oral responses to written assessment tasks
- Breaking tasks into smaller, more manageable components
- Extended time for written tasks
- Referral to free external LLN support services for more intensive assistance

If English is not your first language and you feel it is affecting your learning or assessment, tell us. We have worked with students from a wide range of language backgrounds and know how to adapt.



7.4 Digital and Technical Support

Forgot LMS password	Use 'Forgot Password' link, or call us for a reset
LMS pages not loading	Clear browser cache/cookies, try different browser
Webcam not detected	Check browser permissions — set camera to 'Allow' in address bar
Cannot connect to virtual session	Check internet, try leaving and rejoining, call us if persistent
Assessment submission failing	Try different browser; if still failing, email submission directly to us
Internet instability	Move closer to router; use wired connection for live sessions if possible

If a genuine technical failure prevents you from attending a session or meeting a submission deadline, contact us immediately. We will not penalise you for technical issues outside your control — but prompt communication is essential.

7.5 Welfare and Wellbeing

Transport is a demanding industry. If personal circumstances — health, family, finances, or anything else — are affecting your ability to study, talk to us. We cannot always find a solution, but we can always listen, and usually we can find some flexibility.

If you need support beyond what we can provide:

- Lifeline: 13 11 14 (24-hour crisis support)
- Beyond Blue: 1300 22 4636 (mental health)
- Your union's Employee Assistance Program (EAP) if applicable



Section 8 — Your Rights and Responsibilities

The training relationship works best when both sides are clear about expectations. This section sets out your rights and your responsibilities in plain terms.

8.1 Your Rights as a Learner

Right to Accurate Information

You have the right to receive accurate, complete and honest information about your course before you enrol — including content, duration, delivery, fees, assessment requirements and the credential you will receive. You should not have to search for this information. We are obliged to give it to you clearly.

Right to Quality Training and Assessment

You have the right to training and assessment that genuinely meets the requirements of the unit of competency, delivered by qualified trainers with current industry knowledge, using resources that are accurate and current.

Right to a Safe and Respectful Environment

You have the right to learn in an environment free from bullying, harassment, discrimination and intimidation — in your interactions with staff and with other students during virtual sessions and through the LMS.

Right to Privacy

You have the right to have your personal information handled in accordance with the Privacy Act 1988 and our Privacy Policy. We will not share your information with unauthorised parties. You can access the information we hold about you and request corrections.

Right to Support

You have the right to access appropriate learning support — including LLN support, reasonable adjustment, digital support, and welfare referrals. You do not need to manage your challenges alone.

Right to Fair Assessment

You have the right to assessment that is fair, valid, reliable and flexible. You have the right to detailed feedback on any Not Yet Competent result. You have the right to at least one resubmission per assessment task. You have the right to appeal any assessment decision.

Right to Complain

You have the right to make a complaint about any aspect of your training, assessment, support or treatment — without fear of disadvantage. All complaints are taken seriously, handled professionally and used to drive improvement.



Right to Records

You have the right to request copies of your training records at any time. Records are retained for a minimum of 30 years.

Right to Your Credential

You have the right to receive your Statement of Attainment within 30 calendar days of successful completion and payment of all outstanding fees.

8.2 Your Responsibilities

Honesty and Integrity

- Complete all enrolment documentation accurately and truthfully
- Submit only your own genuine work for assessment
- Provide honest evidence and responses in assessment tasks
- Inform us promptly if your circumstances change in a way that affects your enrolment or assessment

Meeting Your Commitments

- Attend all compulsory virtual sessions with webcam enabled
- Complete assessment tasks by agreed deadlines
- Notify us promptly if you cannot attend a session or meet a deadline
- Engage genuinely with learning materials — do not try to rush through without engaging

Respectful Behaviour

- Treat your trainer, support staff and fellow students with courtesy and respect at all times
- Do not use offensive, threatening or harassing language
- Respect other students' privacy — do not share information about them outside the learning environment
- Do not record sessions or share session content without permission

Technology Responsibility

- Ensure your technology meets requirements before starting
- Report technical issues promptly rather than citing them as excuses for non-submission
- Maintain a functional, stable study environment

8.3 Student Code of Conduct

9. Act with honesty and integrity in all dealings with the RTO, trainers, assessors and fellow students.
10. Submit only authentic work that is genuinely your own.



11. Treat all staff, trainers and other students with respect, courtesy and professionalism.
12. Maintain confidentiality of personal information about other students.
13. Comply with all policies in this Student Handbook.
14. Report concerns or potential misconduct to the Student Support Officer rather than taking unilateral action.
15. Do not behave in a way that disrupts the learning environment for others.

Breaches may result in a formal warning, suspension of LMS access, or exclusion. Serious breaches — including assessment fraud, identity fraud, or threatening behaviour — may result in immediate exclusion without refund and referral to ASQA or other authorities.

8.4 Privacy and Your Personal Information

What We Collect

We collect: your name, address, date of birth, contact details, USI, employment and education background, LLND results, attendance records, assessment submissions and outcomes, and communication records related to your enrolment.

Who We Share It With

- ASQA — as required under the 2025 Standards for RTOs and the NVETR Act 2011
- NCVER — for AVETMISS statistical reporting
- USI Registrar — for maintenance of your USI transcript
- State and territory training authorities — where required
- Law enforcement or regulatory agencies — where required by law

What We Do Not Do

We do not sell, rent, share or use your personal information for marketing or commercial purposes. We do not share your information with third parties for their own use.

Your Rights

You have the right to access the personal information we hold about you. Submit a written request to info@collinsinstituteoftraining.com.au. We will respond within 30 calendar days. You also have the right to request corrections to inaccurate information. Privacy complaints can be directed to the OAIC at www.oaic.gov.au.



Section 9 — Complaints and Appeals

No organisation gets everything right every time. What matters is how issues are handled when they arise. We are committed to a complaints and appeals process that is accessible, fair, transparent and genuinely results in improvement.

You will never be disadvantaged or treated differently for raising a genuine complaint or appeal. That is a commitment.

9.1 Informal Resolution

Most concerns can be resolved quickly and informally. If you have an issue with your training, assessment or service, raise it directly with your trainer or the Student Support Officer. A phone call or LMS message is usually all it takes. If you are uncomfortable raising it with the person involved, contact the Student Support Officer instead — they will ensure it reaches the right person.

9.2 Formal Complaints

Step 1 — Submit in Writing

Email info@collinsinstituteoftraining.com.au with the subject line 'Formal Complaint'. Include:

- Your full name and current contact details
- Your enrolment details (course code, enrolment date)
- A clear description of what happened, when, and who was involved
- What outcome you are seeking
- Any supporting documents or evidence

Step 2 — Acknowledgement

We will acknowledge receipt in writing within 2 business days. The acknowledgement confirms we have received your complaint, identifies who will investigate it, and advises the expected resolution timeframe.

Step 3 — Investigation

The investigation is conducted by a person not directly involved in the circumstances giving rise to the complaint. We will review all relevant documentation and communications, speak with relevant staff, and give you the opportunity to provide additional information. If the complaint is about the CEO, it is referred to an independent external reviewer.

Step 4 — Written Outcome

A written outcome is provided within 15 business days of receiving your complaint. If the investigation takes longer, we will contact you to explain the delay and provide an updated



timeframe. The outcome letter explains the findings, the decision, the reasons, any corrective action taken or planned, and your rights if you are not satisfied.

9.3 Assessment Appeals

An assessment appeal is a formal challenge to an assessment decision. You have 20 working days from receiving the result to lodge an appeal. Do not wait.

Valid Grounds for Appeal

- Assessment was not conducted in accordance with the unit requirements
- You were not given adequate, clear and accurate instructions about the task
- Assessment conditions were not met or were applied inconsistently
- The assessor's judgement was disproportionate or not supported by a reasonable reading of your evidence
- Your personal circumstances at the time were relevant and were not taken into account
- A procedural error occurred in the conduct or marking of the assessment

Process

16. Email info@collinsinstituteoftraining.com.au with subject 'Assessment Appeal'.
17. Include your name, unit code, assessment task, grounds for appeal, and any supporting information.
18. Acknowledgement within 2 business days.
19. A different assessor (not the original decision-maker) reviews your appeal, examining your original submission, the original feedback, your grounds, and any new information.
20. Written outcome within 15 business days.
21. If upheld, your result is amended and a revised Statement of Attainment issued if applicable. If not upheld, the outcome letter explains why.

9.4 External Escalation

Australian Skills Quality Authority (ASQA)

If you have exhausted our internal process and remain unsatisfied, you may escalate to ASQA.

Website: www.asqa.gov.au/complaints

Phone: 1300 701 801

Accessing ASQA's process will not affect your enrolment or relationship with Collins Institute of Training.

Office of the Australian Information Commissioner (OAIC)

For complaints specifically about the handling of your personal information:

Website: www.oaic.gov.au | Phone: 1300 363 992



Section 10 — Completing Your Course and Receiving Your Credential

This section explains what happens when you finish, how your credential is issued, and how to access your records in the future.

10.1 What Successful Completion Requires

You have successfully completed your course when ALL of the following conditions are met:

- All required assessment tasks within the unit of competency have been assessed as Competent
- All required virtual classroom sessions have been attended (or formally made up)
- All other course requirements set out at enrolment have been fulfilled
- All outstanding course fees have been paid in full
- Your USI has been provided and verified

All five conditions must be satisfied before your credential is issued.

10.2 Statement of Attainment

On successful completion, Collins Institute of Training will issue you with a nationally recognised Statement of Attainment within 30 calendar days. This document is your formal evidence of competency, recognised across Australia under the AQF.

What It Contains

- Full legal name of the issuing organisation: JR Education Group Pty Ltd trading as Collins Institute of Training
- RTO registration details
- Your full legal name as per your enrolment form
- Unit code and full unit title
- Date of issue
- Statement that training was conducted in accordance with the TLI Transport and Logistics Training Package

How It Is Delivered

Your Statement of Attainment will be delivered by email as a PDF document within 30 calendar days of satisfying all completion conditions. If you require a physical copy, contact us.



USI Transcript

Your completion will also be recorded on your USI transcript within 30 calendar days of the final assessment date. Your USI transcript is permanent, lifelong and accessible at www.usi.gov.au. It does not expire and remains accessible even if Collins Institute of Training ceases to operate.

10.3 NHVAS Accreditation

Both TLIF0005 and TLIF0006 support eligibility for BFM and AFM accreditation under the NHVAS. However, completing the unit is only one component of the accreditation process. NHVAS involves additional operational, documentation and systems requirements. Confirm full NHVR requirements at www.nhvr.gov.au before relying on your credential for accreditation purposes.

10.4 Records Retention

Collins Institute of Training retains all student training records — including enrolment data, assessment evidence, results and credential records — for a minimum of 30 years. This means even if you lose your Statement of Attainment or need evidence of your training many years from now, your records are always accessible.

10.5 Replacement Credentials

A replacement Statement of Attainment is available at any time for a \$25 reissue fee. Submit a written request to info@collinsinstituteoftraining.com.au with your name, unit code and approximate completion date. We will verify your records and reissue within 10 business days. Your USI transcript at www.usi.gov.au also provides a free, permanent alternative.



Section 11 — Contact Details and Student Acknowledgement

11.1 Key Contacts

General Enquiries / Student Support	0433 342 037 info@collinsinstituteoftraining.com.au
Postal Address	13-15 Normanby Avenue, Sunshine West VIC 3020
Office Hours	Monday to Friday, 9:00am – 5:00pm AEST
LMS Access	Via personalised login link provided at enrolment
ASQA	www.asqa.gov.au 1300 701 801
NHVR	www.nhvr.gov.au 1300 696 487
USI Registrar	www.usi.gov.au
OAIC (Privacy complaints)	www.oaic.gov.au 1300 363 992

11.2 Student Acknowledgement Declaration

This declaration must be signed and returned before your course commences. Please read every line. Do not sign unless you have read and understood this handbook in full.

Student Acknowledgement Declaration

I, the undersigned, confirm and declare:

1. I have received, read and understood the Collins Institute of Training Student Handbook in its entirety.
2. I meet the entry requirements for the course I am enrolling in, including the age, identification, technology and LLND requirements.
3. I have completed the Pre-Training Review and am satisfied that the course is appropriate for my circumstances and goals.
4. I understand the course fees, payment arrangements, and the refund policy set out in Section 6 of this handbook.
5. I understand the assessment framework — including the Competent/Not Yet Competent outcome model, the resubmission entitlement, the RPL pathway, and my right to appeal any assessment decision.
6. I understand and agree to comply with the Student Code of Conduct set out in Section 8.3.



7. I consent to the collection, use and reporting of my personal information as described in Sections 3.4 and 8.4, including AVETMISS reporting to NCVER.
8. I understand that I must provide and verify my Unique Student Identifier (USI) before training commences and before any credential can be issued to me.
9. I understand that all scheduled virtual classroom sessions with webcam enabled are a mandatory requirement of my course, and that non-attendance without advance notice may affect my completion.
10. I confirm that all information provided on my enrolment form is accurate and complete. I understand that providing false or misleading information may result in cancellation of my enrolment.
11. I understand that all assessment work I submit must be my own genuine work, and that submitting work completed by another person constitutes academic misconduct with serious consequences.
12. I understand that Collins Institute of Training is regulated by ASQA and that if I am not satisfied with any aspect of my training or its administration, I have the right to lodge a complaint as described in Section 9.

Full Legal Name: _____ Date of Birth: _____

Signature: _____ Date: _____

Course Enrolled In: TLIF0005 / TLIF0006 (circle) USI: _____

Return this signed declaration by email to info@collinsinstituteoftraining.com.au with the subject line 'Signed Handbook Declaration — [Your Full Name.....]', or scan and submit through your Catapult LMS portal. We will confirm receipt.