

Student Handbook and Course Guide For Training Products

- Licence to operate a forklift
- Provide CPR (Cardiopulmonary Resuscitation)
- Provide First Aid
- Provide Childcare First Aid

Student Handbook Disclaimer

This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or Perform Training (RTO 31745) policy may impact on the currency of information included. Perform Training (RTO 31745) reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Perform Training (RTO31745).

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Training Products Course Programs

Forklift License Course (included units of competency)

TLILIC0003 Licence to operate a forklift truck

Provide CPR (Cardiopulmonary Resuscitation) (included units of competency)

HLTAID009 Provide cardiopulmonary resuscitation

Provide First Aid (included units of competency)

HLTAID009 Provide cardiopulmonary resuscitation

HLTAID010 Provide basic emergency life support

HLTAID011 Provide First Aid

Provide Childcare First Aid (included units of competency)

HLTAID009 Provide cardiopulmonary resuscitation

HLTAID010 Provide basic emergency life support

HLTAID011 Provide First Aid

HLTAID012 Provide First Aid in an education and care setting

Course overview

Licence to operate a forklift truck

Included Units

TLILIC0003 Licence to operate a forklift truck

Course Duration

Inexperienced Drivers Course is a 3-day program running from 7:00am to 3:00pm each day. It is ideal for beginners or those new to forklift operations and is delivered in a supportive, instructor-led group environment.

Experienced Drivers Course is a 2-day program running from 7:00am to 3:00pm each day. It is designed for participants who already have forklift driving experience and prefer a shorter, focused training option. Like the longer course, it is fully instructor-led in a supportive group environment.

Entry Requirements

- Learners must complete both written and practical assessments.
- Practical tasks include performing pre-operational checks, safe manoeuvring, lifting, and placing loads with a forklift, and shut down procedures
- Learners must be at least 18 years old to complete the assessment; however, training may commence from 17 years and 6 months.
- The course must be completed in English.
- Pre-course online learning must be completed before attending the face-to-face session.
- Participants will need access to a computer, smartphone, or tablet with internet to complete the online study.

Course Fees and Payment

- Training Centre: \$490 per person
- Onsite Training: \$590 per person
- WHS Licence Fee: \$109.71 payable to WHS for issuance of the physical High Risk Work Licence within 60 days of course completion. If not submitted within 60 days, the course must be resat.
- Refunds & Fee Protection: Refer to the Student Handbook for details.
- Payment Terms: Fees are payable upfront or via invoice.

Course Delivery & Assessment

This Forklift Licence course equips learners with the knowledge and practical skills to safely operate a forklift in line with national licensing requirements. Training is suitable for workplaces where forklift operation is required.

Assessment includes a written knowledge test, completion of pre-operational checks, and practical demonstrations of safe forklift operation, including manoeuvring, lifting, and placing loads.

Perform Training (RTO 31745) recommends refresher training to maintain competency. Participants must attend all training and have adequate language, literacy, and numeracy skills.

Location of Delivery

This course will be delivered onsite at your workplace or at one of our training centers located in Loganholme or Gold Coast

Support and Wellbeing

Perform Training (RTO 31745) provide the following support services:

- One-on-one support by qualified Trainer and Assessor:
- Extra time to practice knowledge and skill development, if required
- Access to direct assistance by a qualified trainer and assessor face to face or by contacting the office between 7am and 5pm daily by phone or email
- Face to face delivery strategy as required
- Other strategies as negotiated with the student
- On Site Training - the Support strategies may be discussed with and agreed to by the workplace supervision

Please refer to the student handbook policies for the full range of Wellbeing and Support Services.

Contact Information

(07) 5573 0216

0432 969 070

admin@performtraining.com.au

<https://performtraining.com.au/>

Course overview

Provide First Aid in an education and care setting

Included Units

HLTAID009 Provide cardiopulmonary resuscitation
HLTAID010 Provide basic emergency life support
HLAID011 provide first aid
HLTAID012 Provide first aid in an education and care setting

Course Duration

Standard Course runs for up to 8 hours in person and is fully instructor-led in a supportive group environment. It is ideal for learners who prefer traditional classroom delivery and hands-on guidance throughout the training.

Express Course combines up to 4 hours of in-person training with an online theory component. This option is perfect for those with prior experience or learners who prefer flexible study. The eLearning must be completed before attending the practical session.

Entry Requirements

Learners must be 14 years or older and must complete written and practical assessments. Practical requirements include demonstrating 2 minutes of uninterrupted CPR on the floor, infant and Child CPR, and rescue breathing on manikins. Pre-course online learning is required and must be completed before attending the face-to-face session. Students will need access to a computer, smartphone, or tablet with internet to complete online study

Course Fees and Payment

- Childcare First Aid Course: \$110 per person
- Refunds & Fee Protection: Refer to the Student Handbook for details
- Payment Terms: Fees are payable upfront or via invoice

Course Delivery & Assessment

This course provides the knowledge and practical skills to recognise and respond to emergencies, deliver first aid, and perform CPR in line with Australian Resuscitation Council guidelines (ARC). Training is suitable for workplaces and the general community, and for those in education and care settings requiring skills for childcare. Assessment includes online quiz and incident report form practical demonstrations at floor level, such as performing CPR on an adult child and baby manikin for at least two minutes. Perform Training (RTO 31745) & ARC recommends CPR be renewed every 12 months and First Aid every 3 years. Participants must attend all training and hold adequate language, literacy and numeracy skills.

Location of Delivery

This course will be delivered onsite at your workplace or at one of our training centers located in Loganholme or Gold Coast

Support and Wellbeing

Perform Training (RTO 31745) provide the following support services:

- One-on-one support by qualified Trainer and Assessor:
- Extra time to practice knowledge and skill development, if required
- Access to direct assistance by a qualified trainer and assessor face to face or by contacting the office between 7am and 5pm daily by phone or email
- Face to face delivery strategy as required
- Other strategies as negotiated with the student
- On Site Training - the Support strategies may be discussed with and agreed to by the workplace supervision

Please refer to the student handbook policies for the full range of Wellbeing and Support Services.

Contact Information

(07) 5573 0216
0432 969 070
admin@performtraining.com.au
<https://performtraining.com.au/>

Course overview

Provide First Aid

Included Units

HLTAID009 Provide cardiopulmonary resuscitation
HLTAID010 Provide basic emergency life support
HLTAID011 PROVIDE FIRST AID

Course Duration

Standard Course runs for up to 8 hours in person and is fully instructor-led in a supportive group environment. This option is best suited for learners who prefer traditional classroom delivery and hands-on guidance throughout the training.

Express Course runs for up to 4 hours in person and includes an online theory component. This option is ideal for learners with prior experience or those who prefer flexible, blended learning. Participants are required to complete the eLearning component before attending the face-to-face practical session.

Entry Requirements

Learners are required to complete both written and practical assessments. Practical tasks include performing 2 minutes of uninterrupted CPR on an adult, as well as CPR and rescue breathing on an infant manikin. Pre-course online learning must be completed before attending the face-to-face session. Participants will need access to a computer, smartphone, or tablet with internet to complete the online study.

Course Fees and Payment

- First Aid Course: \$100 per person
- Refunds & Fee Protection: Refer to the Student Handbook for details
- Payment Terms: Fees are payable upfront or via invoice

Course Delivery & Assessment

This First Aid course provides the knowledge and practical skills to recognise and respond to emergencies and deliver CPR in line with Australian Resuscitation Council guidelines (ARC). Training is suitable for both workplaces and the general community.

Assessment includes an online quiz, completion of an incident report form, and practical demonstrations such as performing CPR on adult and infant manikins for at least two minutes.

Perform Training (RTO 31745) & ARC recommends renewing CPR every 12 months and First Aid every 3 years. Participants must attend all training and have adequate language, literacy, and numeracy skills.

Location of Delivery

This course will be delivered onsite at your workplace or at one of our training centers located in Loganholme or Gold Coast

Support and Wellbeing

Perform Training (RTO 31745) provide the following support services:

- One-on-one support by qualified Trainer and Assessor:
- Extra time to practice knowledge and skill development, if required
- Access to direct assistance by a qualified trainer and assessor face to face or by contacting the office between 7am and 5pm daily by phone or email
- Face to face delivery strategy as required
- Other strategies as negotiated with the student
- On Site Training - the Support strategies may be discussed with and agreed to by the workplace supervision

Please refer to the student handbook policies for the full range of Wellbeing and Support Services.

Contact Information

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0432 969 070

admin@performtraining.com.au

<https://performtraining.com.au/>

Course overview

Provide cardiopulmonary resuscitation

Included Units

HLTAID009 Provide cardiopulmonary resuscitation

Course Duration

Standard Course runs for up to 2.5 hours in person with no online requirements. This option is fully instructor-led in a supportive group environment and is perfect for learners who prefer hands-on, guided training from start to finish.

Express Course runs for up to 1 hour in person and includes an online theory component. It is best suited for learners with prior experience or those who prefer flexible learning. The eLearning component must be completed before attending the practical session, making this option ideal for workplaces or busy professionals who need a faster pathway.

Entry Requirements

Learners must be 14 years or older and must complete both written and practical assessments. Practical requirements include performing 2 minutes of uninterrupted CPR on an adult, and CPR with rescue breathing on an infant manikin. Pre-course online learning must be completed before attending the face-to-face session. Participants will need access to a computer, smartphone, or tablet with internet to complete the online learning.

Course Fees and Payment

- CPR Course: \$50 per person
- Refunds & Fee Protection: Refer to the Student Handbook for details
- Payment Terms: Fees are payable upfront or via invoice

Course Delivery & Assessment

This CPR course equips learners with the knowledge and practical skills to recognise emergencies and perform CPR in line with Australian Resuscitation Council guidelines (ARC). Training is suitable for workplaces and the general community. Assessment includes an online quiz, completion of an incident report form, and practical demonstrations of CPR on adult and infant manikins for at least two minutes.

Perform Training (RTO 31745) & ARC recommends renewing CPR every 12 months. Participants must attend all training and have adequate language, literacy, and numeracy skills.

Location of Delivery

This course will be delivered onsite at your workplace or at one of our training centers located in Loganholme or Gold Coast

Support and Wellbeing

Perform Training (RTO 31745) provide the following support services:

- One-on-one support by qualified Trainer and Assessor:
- Extra time to practice knowledge and skill development, if required
- Access to direct assistance by a qualified trainer and assessor face to face or by contacting the office between 7am and 5pm daily by phone or email
- Face to face delivery strategy as required
- Other strategies as negotiated with the student
- On Site Training - the Support strategies may be discussed with and agreed to by the workplace supervision

Please refer to the student handbook policies for the full range of Wellbeing and Support Services.

Contact Information

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0432 969 070

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About Perform Training

We are committed to the Learner experience and quality outcomes.

Mission:

- To build a safer, more skilled workforce for a brighter future.

Values:

- Perform open communication
- Perform in a way to help each other (Outcomes for Clients, Industry and Staff)
- Perform for reputation, not revenue
- Perform on time every time
- Perform & document best practice (to regulatory standards)

Perform Training (RTO 31745) Contact details

- (07) 5573 0216
- 0432 969 070
- admin@performtraining.com.au
- www.performtraining.com.au
- MON – FRI (7:00AM - 5:00PM) – Weekends on request
- Onsite Training and Assessment throughout South East Queensland

Brisbane – Forklift and First Aid	Gold Coast – Forklift Training	Gold Coast – First Aid and CPR, Child Care First Aid
4/15 Josephine St, Loganholme QLD 4129	Unit 21, Jupiter Plaza, 12 Lawrence Drive, Nerang Qld 4211	CWA Hall – 43 Ventura Road, Mermaid Beach, 4218
Free Street Parking Tea and Coffee Facilities Fridge Bus and Tram stop 900m walk	Free Onsite Parking Dedicated warehouse and forklift Bus and Tram stop 800m walk	Free Onsite Parking Tea and Coffee Facilities Fridge Bus and Tram stop 50m walk

Student Expectations

At Perform Training (RTO31745), we're committed to providing a safe, inclusive, and productive learning environment. To support this, all students are expected to follow our Student Code of Conduct.

General Behaviour & Respect

Students are expected to:

- Treat fellow students and PERFORM TRAINING (RTO 31745) personnel with respect, fairness, and courtesy.
- Follow any reasonable direction given by PERFORM TRAINING (RTO 31745) personnel, including trainers and assessors.
- Engage in training sessions professionally, avoiding disruptive behaviour.
- Use appropriate language and refrain from excessive or offensive swearing.
- Respect the rights, opinions, and privacy of others.
- Maintain a cooperative and inclusive learning environment.

Academic Integrity

Students must:

- Complete assessments honestly, demonstrating their own knowledge and skills.
- Refrain from plagiarism, collusion, or cheating in any assessment activity.
- Follow all academic integrity guidelines, including referencing sources appropriately.
- Submit assessments by the due date or seek approval for an extension.

- Acknowledge and follow PERFORM TRAINING (RTO 31745)'s policies regarding the ethical use of Generative AI tools.

Attendance & Participation

Students are required to:

- Be punctual and attend all scheduled training sessions and assessments.
- Participate actively in all learning activities.
- Refrain from using mobile phones during workshops and training sessions unless approved by the trainer for learning purposes.
- Notify PERFORM TRAINING (RTO 31745) if unable to attend due to illness or other valid reasons.

Work Health & Safety (WHS) Responsibilities

Students must:

- Observe all normal safety practices, including wearing approved clothing and protective equipment where required.
- Follow all WHS policies and procedures.
- Avoid behaviours that may endanger themselves or others.
- Report any hazards, injuries, or unsafe practices to PERFORM TRAINING (RTO 31745) personnel immediately.
- Refrain from smoking in PERFORM TRAINING (RTO 31745) buildings and designated non-smoking areas.

Use of PERFORM TRAINING (RTO 31745) Property & Resources

Students are expected to:

- Treat all PERFORM TRAINING (RTO 31745) facilities, materials, and equipment with care.
- Return PERFORM TRAINING (RTO 31745) equipment and materials on time.
- Avoid damaging, stealing, modifying, or misusing any property, including electronic records.
- Follow ICT policies when using PERFORM TRAINING (RTO 31745) digital platforms and resources.

Work Placement & Industry Engagement

For students undertaking work placements, they must:

- Adhere to the workplace policies and procedures of the host organisation.
- Represent PERFORM TRAINING (RTO 31745) professionally in all work placement activities.
- Follow all industry-specific WHS requirements and wear appropriate safety attire.
- Respect workplace confidentiality and employer expectations.

Behavioural Misconduct

PERFORM TRAINING (RTO 31745) students must not:

- Harass, bully, intimidate, or discriminate against fellow students or PERFORM TRAINING (RTO 31745) personnel.
- Engage in any behaviour that offends, embarrasses, or threatens others.
- Be under the influence of alcohol or drugs while engaged in learning activities.
- Engage in unlawful or unethical behaviour that could damage the reputation of PERFORM TRAINING (RTO 31745).

Student Support & Complaints Process

PERFORM TRAINING (RTO 31745) is committed to supporting students through:

- Learning support and academic guidance.
- WHS and student wellbeing resources.
- Clear procedures for raising complaints and appeals, outlined in the PERFORM TRAINING (RTO 31745) **Complaints Policy** and **Appeals Policy**.

Pre-enrolment

Applicants are not encouraged to undertake training where there is not a reasonable prospect of completion.

The Pre-Enrolment process is undertaken by PERFORM TRAINING (RTO 31745) personnel who provide impartial advice and translate an individual's ideas about their future into tangible and suitable choices.

The Pre-Enrolment Review process encompasses:

- Student identification confirmation,
- Course information & requirements,
- Identifying individual needs and any support services needed, including:

- Existing educational attainment, capabilities, aspirations and interests, individual needs and foundation skills,
- Confirmation of entry requirements and admission requirements met,
- Consultation regarding any specific support needs,
- Previous competencies, credit transfer application (if relevant) and RPL application (if relevant),
- Employer engagement (if relevant),
- Government support eligibility (if relevant), and
- Final planning, course confirmation and enrolment decision.

Each of these components is outlined in the policy manual (available on request).

Course Information

Training Products Course Programs

Forklift License Course (Included units of competency)

- TLILIC0003 Licence to operate a forklift truck

Provide CPR (Cardiopulmonary Resuscitation) (Included units of competency)

- HLTAID009 Provide cardiopulmonary resuscitation

Provide First Aid (Included units of competency)

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid

Provide Childcare First Aid (Included units of competency)

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an education and care setting

Evidence of Identity

You are required to provide evidence of identity as part of your enrolment application.

The type and amount of identity evidence required will vary depending on the course such as:

Forklift Course	First Aid, CPR and Childcare First Aid	Other Courses	Other Courses
3 x ID required for Licensing (incl: photo ID)	1 x photo ID required	3 x ID required for Licensing (incl: photo ID)	1 x photo ID required

Unique Student Identifier (USI)

PERFORM TRAINING (RTO 31745) meets the requirements of the Student Identifier scheme, including:

- Verifying with the Registrar, a USI provided to it by an individual before using that USI for any purpose,
- Ensuring that PERFORM TRAINING (RTO 31745) does not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014 (Cth),
- Ensuring that where an exemption applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar, and
- Ensuring the security of USIs and all related documentation under its control, including information stored in its student management systems.

To avoid possible delays in issuing certification, PERFORM TRAINING (RTO 31745) has processes in place to verify a student's USI on enrolment or as soon as possible thereafter well in advance of when certification is expected to be issued.

PERFORM TRAINING (RTO 31745) does not include the student's USI on any testamur documentation, consistent with the Student Identifiers Act 2014 (Cth).

Individual Support Strategies

You will complete a language, literacy, numeracy, and digital literacy (LLND) indicator as part of your enrolment application.

The outcomes of the indicator will be used by Perform Training (RTO 31745) to give you advice on your suitability into the course, and suitable support strategies based on your individual needs where relevant.

Perform Training (RTO 31745) already provides a range of support strategies that are beneficial for all students, regardless of LLND outcomes or disability. This is at no cost unless Perform Training (RTO 31745) provides these fee details before the enrolment application is approved.

If you are unsure about your LLND results, whether you believe you may have individual challenges that could affect your ability to complete the course, or more information about how we can support you, please contact us first to discuss.

- Access to an administration team, who can help you with administration queries, and basic technological support such as navigating the student portal.
- Access to an allocated, qualified and experienced trainer and assessor via the mobile number and email.
- Access to the CEO via the direct mobile number.

All general student support queries will be responded to by a Perform Training (RTO 31745) staff member in a timely manner.

Access and Equity

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of all students including those whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources,
- Equality of opportunity for all people without discrimination,
- Access for all people to appropriate quality training and assessment services, and
- Increased opportunity for people to participate in training.

Disadvantaged groups include the following groups who traditionally have been under-represented in Vocational Education and Training:

- People with a disability,
- Aboriginals and Torres Strait Islanders,
- Women,
- People from non-English speaking backgrounds,
- People in rural and remote areas, and
- Long term unemployed.

Reasonable Adjustment

Reasonable adjustments include any adjustments for a VET student with a disability made by an NVR registered training organisation in a manner consistent with the *Disability Standards for Education 2005* (Cth).

Reasonable adjustment refers to any modification made to the learning environment, training delivery or assessment method to ensure students with disability or ongoing ill health can access and participate in training and assessment.

This could include, for example:

- Ensuring that course activities are sufficiently flexible.
- Providing additional support where necessary.
- Customising resources, activities or presentation mediums.
- Offering a reasonable substitute within the context of the course where a student cannot participate.

An adjustment is reasonable in relation to a student with a disability if it balances the interests of all parties affected.

In assessing whether a particular adjustment for a student is reasonable, PERFORM TRAINING (RTO 31745) has regard to all the relevant circumstances and interests, including the following:

- That the inherent requirements of the Unit of Competency is met
- The student's disability,
- The views of the student or the student's associate,
- The effect of the adjustment on the student, including the effect on the student's:
 - Ability to achieve learning outcomes, and
 - Ability to participate in courses or programs, and
 - Independence,
- The effect of the proposed adjustment on anyone else affected, including PERFORM TRAINING (RTO 31745), personnel and other students, and
- The costs and benefits of making the adjustment.

Examples of reasonable adjustments	
Student has difficulty with	<ul style="list-style-type: none"> • Inherent requirements of the Unit of Competency must be met (e.g. 2 minutes of CPR must be completed 'on the ground') • Specific Licensing requirements (if applicable) must be met (e.g. National Assessment Instrument (MAI) Mandatory Assessment)
Concentration	<ul style="list-style-type: none"> • Breaking the assessment into appropriate components that can be undertaken separately, • Providing rest breaks during lengthy assessment sessions, • Providing a separate assessment venue if the student is distracted by others' movements or noise, • Providing additional time, • Providing alternative assessment methods, such as recording devices for oral testing, or telephone assessments, and • Allowing the student to provide evidence of having completed the assessment task at another venue, for example, an employer could verify satisfactory demonstration of competence.
Expressing knowledge in writing	<ul style="list-style-type: none"> • Allowing oral assessment, • Providing a digital recorder, scribe, • Providing a sign language interpreter, and • Providing additional time.
Spelling and/or grammar	<ul style="list-style-type: none"> • Allowing oral assessment, • Providing a digital recorder, scribe, • Providing a sign language interpreter, • Providing additional time, • Providing a computer with a generic spelling and grammar checker, dictionary and thesaurus (such as those included in Microsoft® Word) or specialised literacy software (such as Spell Master or Read and Write Gold), • Providing models and practical examples for the student to demonstrate what they mean, and • Providing alternative assessment methods, such as recorded interviews, slide presentations, photographic essays or models.

Numbers and numerical concepts	<ul style="list-style-type: none"> Allowing additional time, Allowing the student to use a calculator, and Providing other assistive technology, such as a talking calculator.
Maintaining writing posture for any length of time, or writing quickly	<ul style="list-style-type: none"> Providing a digital recorder or similar, Allowing oral assessment, Providing a personal computer (if using a keyboard is more comfortable than writing), Allowing rest breaks, Providing a scribe, Providing other assistive technology or equipment, and Allowing additional time.
Reading standard-sized Print or handwriting	<ul style="list-style-type: none"> Providing technology such as magnifying devices to enlarge print, or screen readers, Providing Braille examination papers (with tactile diagrams, maps etc), Providing specialised writing pens, Providing oral assessment or recorded questions, Providing a reader, Allowing additional time, Providing models, graphics or practical examples to illustrate questions, and Providing heavily lined paper.
Physical tasks	<ul style="list-style-type: none"> Allowing alternative methods of competence demonstration, such as oral assessment or third party evidence, Providing assistive technology or equipment, and Allowing additional time.
Certain physical environments	<ul style="list-style-type: none"> Providing appropriate lighting and eliminating glare (for students with low vision or epilepsy), Providing suitable furniture, Providing adequate space for equipment and support personnel, Providing access to PowerPoints for equipment, and Using a separate venue to eliminate distractions by others (and by others using equipment/support personnel).

External Support Services

Perform Training (RTO 31745) will do what we can to support you however where we are unable to, students can refer to an external professional support service. Perform Training (RTO 31745) does not endorse or guarantee the services of any external organisations. Students should contact the providers directly to confirm service availability and suitability.

Key Referral Services Available	Contact Details
Lifeline Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.	Phone: 13 11 14 https://www.lifeline.org.au

Kids Helpline If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies or personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).	Phone: 1800 551 800 https://kidshelpline.com.au
Beyond Blue For more than 20 years, people in Australia have placed their trust in Beyond Blue as a reliable source of mental health information, support, and hope.	Phone: 1300 224 636 https://www.beyondblue.org.au/
Drug Info DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms	Phone: 1300 85 85 84 https://adf.org.au/resources/druginfo/
Reading and Writing Hotline For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.	Phone: 1300 6 555 06 www.readingwritinghotline.edu.au
Centrelink Payments and services to support you.	Phone: 1800 057 111 www.humanservices.gov.au/customer/dhs/centrelink
QLD Subsidised Students PERFORM TRAINING (RTO 31745) can also access adaptive technologies and support services for QLD student's learners with a disability through QLD department's Skills Disability Support service.	https://desbt.qld.gov.au/training/training-careers/support/disability/sds-learners
Mates in Construction MATES is a charity established in 2008 to reduce the high level of suicide among Australian construction workers.	Phone: 1800 595 212 https://www.medicarementalhealth.gov.au/
Aboriginal and Torres Strait Islander Family Wellbeing Services A free and confidential one stop shop for Aboriginal and Torres Strait Islander families to access support to improve your social, emotional, physical and spiritual wellbeing, and help you be able to safely care for and protect your children.	Phone: 1300 117 095 https://www.familywellbeingqld.org.au/
JobAccess Access advice, information and funding to support people with disability, employers and service providers.	Phone: 1800 464 800 https://www.jobaccess.gov.au/
Alcohol and Drug Foundation The Alcohol and Drug Foundation (ADF) is Australia's leading organisation committed to inspiring positive change and delivering evidence-based approaches to minimise alcohol and drug harm.	Phone: 1800 250 015 https://adf.org.au/
Reading Writing Hotline A free service to help adults improve their reading, writing and basic maths.	Phone: 1300 6 555 06 https://readingwritinghotline.edu.au/
Financial Counselling Australia If you are experiencing financial difficulty, you can speak to a free, independent financial counsellor.	Phone: 1800 007 007 https://www.financialcounsellingaustralia.org.au/
QLife QLife provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships.	Phone: 1800 184 527 https://www qlife.org.au/

Womens line Australia DVConnect's Women's line is a free helpline for women and their children in Queensland who are experiencing domestic and family violence.	Phone: 1800 811 811 https://www.dvconnect.org/womensline/
Mens Line Australia Men's Line Australia is a free telephone and online counselling service offering support for Australian men anywhere, anytime.	Phone: 1300 789 978 http://www.mensline.org.au/

Fees

Course fees are outlined in each respective course page on the Perform Training (RTO 31745) website. Course fees are subject to change at any time.

Payment of course fees can be made to Perform Training (RTO 31745) via Direct Deposit, Credit Card, Purchase Order or cash.

Subject to change and up to date fee information is located on the website:

Our Forklift Course

Includes:

- TLILIC0003 – Licence to Operate a Forklift Truck

Course Cost: \$490 or \$590 Onsite

NOTE: once the training and assessment is completed by Perform Training (RTO 31745) you must apply for your high risk work licence with Work Health and Safety Queensland at a cost of \$109.71 (correct as at 1/9/2025)

Our CPR Course

Includes:

- HLTAID009 – Provide cardiopulmonary resuscitation (CPR)

Course Cost: \$50

Our First Aid Course

Includes CPR

- HLTAID011 – Provide First Aid
- HLTAID010 – Provide basic emergency life support
- HLTAID009 – Provide cardiopulmonary resuscitation (CPR)

Course Cost: \$100

Our Childcare First Aid Course

Includes First Aid and CPR

- HLTAID012 – Provide First Aid in an education and care setting
- HLTAID011 – Provide First Aid
- HLTAID010 – Provide basic emergency life support
- HLTAID009 – Provide cardiopulmonary resuscitation (CPR)

Course Cost: \$110

Perform Training (RTO 31745) will only collect a maximum of \$1,500 in prepaid fees per course when the payment is made by the student, or from someone on behalf of the student.

- Please note that some courses may require you to purchase additional resources needed for completion. For example, if you are completing a white card course in our virtual Zoom classroom (Connected Real Time Delivery), you will be required to access your own PPE for the practical assessment. If you complete the White

Card course face to face, we provide the PPE for you.

- Students are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial course fee. PERFORM TRAINING (RTO 31745) does not levy additional fees for these attempts.
 - Exception: The course TLILIC003 Licence to Operate a Forklift Truck has an approved National Assessment Instrument WHSQ mandatory assessment. Reassessment for this course is charged at \$250 per attempt however the RTO can waive this fee with CEO approval.

Student fee refund

PERFORM TRAINING (RTO 31745)'s general refund arrangements for all course services, including the provision of refunds to employers/industry for additional charges paid beyond the student and government contributions, are as follows:

Refund Arrangements	
PERFORM TRAINING (RTO 31745) is unable to commence the course for which the original enrolment and payment has been made.	<ul style="list-style-type: none"> Full refund of all fees levied or placement in an appropriate alternate course, as per the clients' preference.
Student withdrawal before course commencement	<ul style="list-style-type: none"> Full refund of course tuition fees paid.
Recognition of Prior Learning and/or Credit Transfer has been granted.	Pro-rata refund paid based on a calculation of the number of units that have received RPL or CT results and the fees paid to date.
PERFORM TRAINING (RTO 31745) is unable to continue to deliver the course as agreed.	<ul style="list-style-type: none"> Full refund of course tuition fees paid.
Student withdrawal after unit commencement.	No refund payable (Unless CEO approval)

The same refund arrangements as outlined above apply to the provision of refunds to employers/industry for any additional charges that had been paid beyond the student and government contributions.

See Policy section for full fees and refund policy

Training and Assessment

During your enrolment period, you will have access to an allocated experienced and qualified trainer and assessor.

They will be there to help you with any training and assessment related queries via phone, email, and depending on the course will arrange for face-to-face visits.

Perform Training (RTO 31745) has a team of experienced and qualified trainers and assessors to assist you if your allocated trainer is temporarily unavailable.

Access to Your Course

Your enrolment period gives you access to your training and time to complete your assessments. You will be required to complete all training and assessment requirements during your enrolment period. Refer to your Training Plan for more details on course progression points, assessment due dates, and your course end date.

Your trainer will check in with you at regular touch points to see how you're going with your course. Should "life happen" and impact your studies, communicate early with your trainer for guidance and support. We can help you where we can if you keep us in the loop.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that allows you to demonstrate that you already have the skills, knowledge, and experience required to meet the outcomes of one, or multiple units of competency, without

needing to complete the training in full.

To be successful, you must provide **appropriate evidence** that aligns with the competency standards in each unit. This evidence must meet the Rules of Evidence:

- **Authentic** – The evidence must be your own and verifiable.
- **Sufficient** – There must be enough evidence to support the assessment decision.
- **Current** – The evidence must reflect current industry practices, generally from within the past 3 years.
- **Valid** – The evidence must directly relate to the requirements of the unit.

Preparing an effective RPL application takes time. You will need to back up your claims of prior knowledge and experience with proof, such as job descriptions, references, work samples, or licenses, to meet the assessment requirements. In some cases, gathering all the necessary evidence can be challenging. Where gaps are identified, your existing evidence will still be recognised, and you may be required to complete **gap training** to address the specific areas not covered by your current experience.

If you are interested in applying for RPL, you may request an RPL Application Form from our team for your course of choice for more information. Please note:

- Students may receive general guidance for their RPL application before enrolment from a qualified assessor. However, the assessor will not formally review the RPL application until the student is an enrolled student.
- Perform Training (RTO 31745) does not guarantee RPL outcomes. RPL outcomes are only awarded upon a full, comprehensive review of evidence by a qualified assessor.
- Due to the nature of some short courses/licencing requirements, RPL is not available for every course offered (e.g., Forklift, White Card).
- Some funded programs may impose restrictions on how many units can be awarded RPL.

Credit Transfer

If you have completed prior study with Perform Training (RTO 31745) or another Registered Training Organisation (RTO), you can apply for a credit transfer (CT). Perform Training (RTO 31745) recognises genuine evidence of previously completed units of competency, meaning you won't have to complete the same training a second time.

Perform Training (RTO 31745) accepts the following sources of evidence:

- Authenticated VET Transcript issued by the Student Identifiers Registrar (otherwise known as a USI Transcript),
- Australian Qualifications Framework (AQF) issued documentation from an RTO, such as a statement of attainment or record of results. A record of results is usually tied with a qualification.

Perform Training (RTO 31745) will conduct an external verification check of your documents before awarding CTs.

Competency Based Assessment

Competency Based Training and Assessment (CBT&A) is a flexible form of training that aims to produce a workforce with the knowledge and skills which industry requires. Under CBT, we have competency standards.

The concept of competency focuses on what is expected of an individual in the workplace rather than on the learning process and embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Training and assessment at Perform Training (RTO 31745) follow a competency-based assessment model.

Competency-based assessment is not graded. Instead, students must meet 100% of the performance criteria to demonstrate that they are competent in each task. As a result, there are two outcomes for each assessment activity:

- **Satisfactory (S):** You have successfully completed all assessment tasks to the required standard.
- **Not Yet Satisfactory (NYS):** One or more parts of the assessment do not yet meet the required standard. This is not a failure, it simply means you're not quite there yet.

Once you have achieved a Satisfactory outcome for all required assessment tasks in a unit, you will be deemed competent for that unit and no further evidence is required.

Assessment Feedback

Your assessor will provide you with written feedback on unsuccessful assessments. If you are unsatisfied with the result please follow the Complaints and Appeals process by contacting the CEO or refer to the Complaints and Appeals Policies:

- CEO: admin@performtraining.com.au
- Phone: 0432 969 070

Other feedback is also valuable. **Your feedback is valuable.** It can be in writing, verbal or anonymous. We use this feedback as part of our continuous improvement process.

- Unclear about any assessment? Please ask questions of your assessor if any assessment instructions is unclear.

Assessment Attempts

Students are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial course fee.

PERFORM TRAINING (RTO 31745) does not levy additional fees for these attempts.

Exception: The course TLILIC003 Licence to Operate a Forklift Truck has an approved National Assessment Instrument WHSQ mandatory assessment. Reassessment for this course is charged at \$195 per attempt however the RTO can waive this fee with CEO approval.

Course Withdrawal

If you voluntarily withdraw from your course:

- There are no fees associated with withdrawals.
- We are here to help so please speak with us first to see if we can help.

When a voluntary course withdrawal is processed, we may ask you for feedback to help us with our continuous improvement process.

Failure to Progress

As a Perform student, you're expected to:

- Stay engaged with your coursework
- Submit assessments on time
- Communicate regularly with your trainer or assessor

One (1) month of no contact or activity or no show at scheduled training or assessment is considered grounds for course abandonment and course withdrawal.

Your enrolment may be cancelled in the following circumstances:

- Course abandonment.
- Lack of course progress.
- Course expiry
- Request by student

Transitioning of Training Products

If you are currently enrolled in a course that has been superseded or replaced, you will:

- You will be notified of the transition and
 - You will complete your course under the existing training product, or
 - You will be required to transition to the updated version.

If these arrangements affect you, Perform Training (RTO 31745) will notify you as soon as reasonably possible and provide clear information about what the transition involves, including any changes to your training or assessment.

Completion

Upon successful completion of a nationally recognised qualification, Perform Training (RTO 31745) will issue you with a certificate and record of results.

Upon successful completion of a nationally recognised course that is not a qualification (such as an individual unit or skill set), Perform Training (RTO 31745) will issue you with a statement of attainment.

Note:

- Perform Training (RTO 31745) is not obligated to issue completion documentation if there are still outstanding fees unless prior approval by the CEO.

Perform Training (RTO 31745) holds on to records of your AQF issued documents for 30 years. There are no fees associated with issuance, or reissuance of completion documents.

Policies

Perform Training (RTO 31745) has a Policy Document located in the footer of the Perform Training (RTO 31745) website. The policy Document includes the following policies:

- Child Safety and Wellbeing Policy (Cultural)
- Child Safety & Wellbeing
- Cultural Safety
- Privacy
- Whistleblowing
- Stakeholder Engagement
- Anti-Discrimination & Bullying
- Access, Equity, Welfare, Wellbeing & Student Support
- Information Provision
- Fees, Charges & Refunds
- Student Advice, Selection, Enrolment & Induction
- Complaints
- Appeals
- Website Terms of Use Policy

This list is not exhaustive and focuses on those policies related to students and client needs.

Legislative Compliance

Perform Training (RTO 31745) complies with the following requirements. Below is not a complete list.

(VET) sector requirements:

- [National Vocational Education and Training Regulator Act 2011](#)
- [Outcome Standards for NVR Registered Training Organisations 2025](#)
- [Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements](#)
- [Credential Policy](#)

- [National VET Data Policy 2020](#)
- [Further Education and Training Act 2014](#)
- [Australian Qualifications Framework \(AQF\) Policies](#)
- [Student Identifiers Act 2014](#)
- [Disability Standards for Education 2005](#)

Other Legislative requirements:

- [Anti-Discrimination Act 1991](#)
- [Working with Children \(Risk Management and Screening\) Act 2000](#)
- [Child Safe Organisations Act 2024](#)
- [Privacy Act 1988](#)
- [Work Health and Safety Act 2011](#)
- [Work Health and Safety Regulation 2011](#)
- [Disability Discrimination Act 1992](#)

Feedback – Your feedback is valuable to us and we will listen and continuously improve

Contact the CEO on:

- admin@performtraining.com.au
- 0432 969 070