

Student Handbook

Kal Tire (Australia) Pty Ltd

RTO 45242





Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Kal Tire (Australia) Pty Ltd policy may impact on the currency of information included. Kal Tire (Australia) Pty Ltd 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 Kal Tire (Australia) Pty Ltd.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Kal Tire (Australia) Pty Ltd. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Kal Tire (Australia) Pty Ltd
Level 5, 127 Creek Street
Brisbane QLD 4000
+61 (0) 7 3512 5726
TrainingAU@kaltire.com

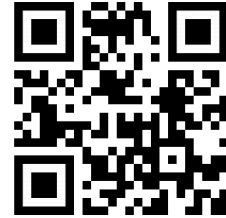




Important Details

Registered Training Organisation (RTO) Details:

Head Office: Kal Tire (Australia) Pty Ltd
Level 5, 127 Creek Street
Brisbane QLD 4000
+61 (0) 7 3512 5726
TrainingAU@kaltire.com
<https://www.kaltirerto.com/>



Your Details: *[to be completed by the student]*

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

Employer Details (if applicable): *[to be completed by the student]*

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

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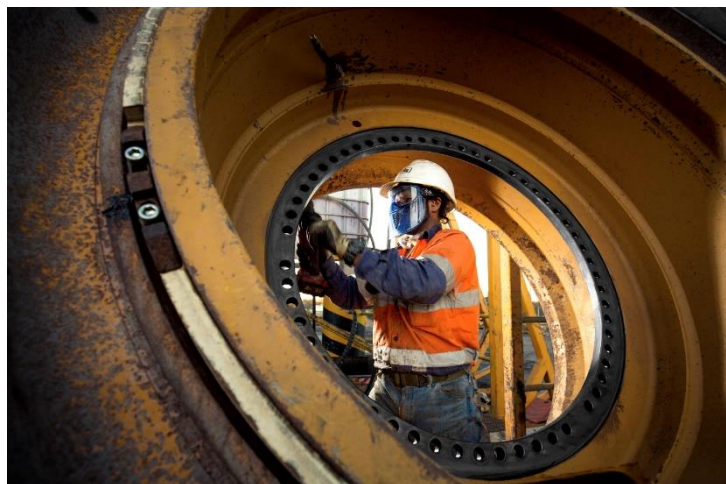


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Welcome

Congratulations on your choice to undertake a qualification with Kal Tire (Australia) Pty Ltd.

We deliver training in Earthmover Tyre Maintenance and Handling. Our goal is to ensure all Kal Tire team members and those of our clients possess the highest standard of Earthmover tyre maintenance skill and knowledge.



About Us

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- AUR21920 Certificate II in Automotive Tyre Servicing Technology

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 45242.

We have training locations throughout Australia. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Workplace visits



- Classroom lessons
- Online modules
- Online collaboration, and
- A combination of the above

Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Kal Tire (Australia) Pty Ltd.

Legislation

As an RTO, Kal Tire (Australia) Pty Ltd is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *the Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, Kal Tire (Australia) Pty Ltd abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Copyright*
- *Corporations*
- *Employment and Workplace Relations*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Taxation*
- *Workplace Health and Safety*

Kal Tire (Australia) Pty Ltd is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector



Other Policies and Procedures

The following Policies and Procedures underpin Kal Tire (Australia) Pty Ltd's operations. Please contact TrainingAU@kaltire.com for more information:



- Access and Equity Policy
- Appeals Policy
- Assessments Policy and Procedure
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Privacy Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy

Privacy

Kal Tire (Australia) Pty Ltd strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation



- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.des.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Kal Tire to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

You can contact Kal Tire here: [Mine Earthmover Tyre Contact Us – Kal Tire RTO](#)

Or call 07 3512 5726

AUSTRALIA HEAD OFFICE

Level 5, 127 Creek Street

Brisbane, QLD, 4000

Australia

Link to Kal Tire RTO's Policies: [Policies 2019 - OneDrive \(sharepoint.com\)](#)

Access to Your Records

If you wish to access your student information file, please direct your enquiry to TrainingAU@kaltire.com



Enrolment

A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to guide you through your training and assessment.



Enrolment Dates

Kal Tire (Australia) Pty Ltd operates on a system of rolling start dates. This means you are able to enrol and start studying straight away.

When assessment will take place

As the Assessor you will organise a suitable time to conduct the assessment that enables the student to be assessed applying their skills on different types of wheel assemblies and tyres and so that they can demonstrate their skills on a minimum number of occasions as required for a particular unit of competency.

As this assessment encompasses the performance evidence for up to fourteen units of competency the assessment may take place over several days with a break between the days. Site work requirements will dictate the type of wheel/rim and tyre assembly that needs to be worked on at a given time and the nature of the work task that needs to be completed. The Assessor will need to work collaboratively with the student and the student's supervisor to identify assessment opportunities that enable all aspects of the assessment to be observed and assessed.

Entry Requirements

Physical demands of work tasks.

- Work tasks do require the Student to be physically able to perform the following:
- Clean wheel assemblies and tyres
- Hold and operate a torque wrench
- Remove tyres from rims using different hand and pneumatic tools
- Operate the controls of a tyre handler
- Operate a fire extinguisher

If a student believes they will be unable to complete part of the assessment due to their individual needs they must discuss this with you as the Assessor prior to undertaking that part of the assessment.



Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Kal Tire (Australia) Pty Ltd cannot issue Certificates or Statements of Attainment without a USI.

Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;



- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.



You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

Personal Learning Plan

As part of the overall enrolment process, Kal Tire (Australia) Pty Ltd will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.



Access and Equity

Kal Tire (Australia) Pty Ltd will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Kal Tire (Australia) Pty Ltd prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Kal Tire (Australia) Pty Ltd will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at Kal Tire (Australia) Pty Ltd to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us at TrainingAU@kaltire.com

Other Support Services

Kal Tire (Australia) Pty Ltd is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au



Course Information

After enrolment, you will be given access to training materials in hard copy format. Textbooks are **not** provided.



Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units of competency are eligible for credit transfer and/or recognition of previous experience and qualifications. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Experienced learners undertaking training in a limited number of units of competency will have a course duration significantly less than a person new to the mining tyre industry. In the case of experienced workers undertaking a course of a limited number of units of competency the course duration can be between two and seven days. Where workers are new to the industry the expected duration is one year.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.





Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate II	0.5 - 1 year

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit of competency defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.



How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Kal Tire (Australia) Pty Ltd has a Training and Assessment Strategy for the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.



Training and Assessment Strategies

Kal Tire (Australia) Pty Ltd staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Kal Tire (Australia) Pty Ltd. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.



Our methodologies regarding training and assessment work toward ensuring our processes meets national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

Modes of Delivery

The delivery of training and assessment will differ depending on the student cohort the student naturally falls into. Where the student is new to the mining tyre industry and enrolled in a full qualification, training will occur over the duration of one year in a workplace under close supervision. On-the-job training will form the bulk of the training experience backed by participation in 'live' Virtual Training Room sessions and access to hard copy training Manuals. Experienced workers enrolled in a limited number of units of competency will be able to complete the requirements in a much shorter time frame. They will attend Face-to-face Training Room sessions with PowerPoint presentation and hard copy training Manuals.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Recognition Processes

Kal Tire (Australia) Pty Ltd offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:



- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact TrainingAU@kaltire.com to discuss your options.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has “...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained”.

(Taken from: http://vetinfonet.dtwd.wa.gov.au/Resourcesandlinks/Documents/6_1_4-RPL%20FAQ%20Assessor%20January%202013%20v%206.pdf)



- **Credit Transfer**

Kal Tire (Australia) Pty Ltd recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact TrainingAU@kaltire.com

Foundation Skills

All training and assessment delivered by Kal Tire (Australia) Pty Ltd contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.



They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.



Assessment Information

You are expected to complete assessments for all units of competency in your qualification. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Kal Tire (Australia) Pty Ltd does not charge a fee for resubmission of assessments.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit of competency, you must meet the requirements for all elements that comprise that unit of competency.



Complaints and Appeals

You are able to lodge an appeal if you disagree with a decision regarding an assessment outcome or make a complaint, you are encouraged to contact Kal Tire directly at 07 3512 5726 send an email to TrainingAU@kaltire.com or use the [Contact Us](#) form available at KaltireRTO.com. An authorised Kal Tire RTO representative will contact you within within five (5) working days and determine the root cause of the complaint/appeal, determine the appropriate action. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

Furthermore if you disagree with any RTO decisions you can find more information here: [Mine Earthmover Tyre Student Information — Kal Tire RTO](#)

Communication

Where there are any changes to agreed services or changes to legislative and regulatory requirements that affect the services delivered, Kal tire RTO will advise learners as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third party arrangements. This communication will be made via email to their nominated email address.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted though our office at TrainingAU@kaltire.com





Student Conduct

Just as Kal Tire (Australia) Pty Ltd has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Kal Tire (Australia) Pty Ltd views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Kal Tire (Australia) Pty Ltd and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.



Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Kal Tire (Australia) Pty Ltd. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.



Student Feedback

Kal Tire (Australia) Pty Ltd is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

Training and Assessment Compliance

Kal Tire RTO is responsible for the compliance of its training and assessment.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Kal Tire (Australia) Pty Ltd and other RTOs in the Standards for RTOs 2015.

If for some reason Kal Tire (Australia) Pty Ltd ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units of competency within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Kal Tire (Australia) Pty Ltd')

