



Student Information



www.seatontraining.com.au

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WELCOME

Welcome to Seaton Training!

Seaton Training Pty Ltd is a family-owned and operated Registered Training Organisation. We offer you a warm welcome and thank you for considering or choosing Seaton Training for your training requirements.

Seaton Training was established in 2005 and successfully registered as an R.T.O. in 2009. We operate in accordance with the VET Quality Framework under our RTO registration with ASQA (Australian Skills Quality Authority). Seaton Training is currently registered with ASQA unit 23rd September 2026. You can see our current registration information by following this link; <https://training.gov.au/Organisation/Details/22279>

We specialise in workplace training and have authorisation from WorkSafe Victoria to deliver High Risk Work units for Forklift and Order Picking Forklift. We work closely with our clients to ensure that our highly qualified trainers can deliver quality training that is relevant and compliant against the training requirements. We endeavour to work in a flexible way to meet our clients varied business needs.

Marine Licence Training makes up another large area of our business. We are an Approved Training Provider to deliver this training through Transport Safety Victoria Maritime Services. We deliver this training in many regional locations on a seasonal basis.

Student and Employer satisfaction is our primary focus and we are proud of the long term relationships and repeat business of our clients. We encourage all students to read this student information in full. If you have any questions please contact our office or talk to your trainer.

HOW TO CONTACT US

We are here to help!

Please contact one of our friendly team via one of the methods below. If making contact outside of business hours, please leave your details and we will get back to you during the next business day.

Head Office

Postal Address: PO Box 85 Axedale Vic 3551

Phone: (03) 5433 6223

Email: enquiries@seatontraining.com.au

Web Site: www.seatontraining.com.au

A.B.N. 60 133 645 100 R.T.O. Number 22279

Geelong Delivery Site – L & G Training Solutions 10 Rodney Road North Geelong 0406 778 456

ACCESS AND EQUITY

Seaton Training is committed to the principles of access and equity and abides by all relevant legislation with regard to Equal Opportunity and Anti-Discrimination. We work to ensure that any person who meets the entrance criteria of a course has appropriate access to achieve a positive outcome.

ACCREDITED TRAINING

WHAT IS ACCREDITED TRAINING?

Accredited Training is training delivered by a Registered Training Organisation (RTO) from a Training Package which is recognised nationally. Seaton Training is a Registered Training Organisation with all training undertaken in accordance with the Standards for RTOs 2025. Seaton Training offers accredited training for the following courses / units of competency;

- TLILIC0003 Licence to operate a forklift truck
- TLILIC0004 Licence to operate an order picking forklift truck

ASSESSMENT

You will be assessed by a qualified assessor, who will use a variety of assessment methods to determine your progress and level of skills and knowledge. Information on how you will be assessed is in your course information brochure. Each assessment task also contains information for the student.

Assessment methods for the courses offered by Seaton Training may include written tests, calculation tests, and observation of practical tasks.

OUTCOMES OF ASSESSMENT

For each unit you will be assessed as either Competent (C), or Not Yet Competent (NYC).

If you receive a NYC assessment, a Revised Training / Assessment plan will be developed and your Assessor will provide you with feedback and guidance to further develop your skills and knowledge, so that you can be re-assessed.

Fees for re-assessment are listed in the course information brochure.

ATTENDANCE

Students must sign the course attendance sheet each day they attend training. It is your responsibility to be on time each day, and attend the course for the full training day. If you are more than 30 minutes late you may be excluded from the course. If you are experiencing difficulty in making your way to the training location, please contact our office or your trainer directly.

COMPLAINTS AND APPEALS

Seaton Training is committed to providing the highest level of customer and quality services in all areas of our organisation which includes services provided by partnership (Third Party) organisations. If an employer or student would like to make a complaint about anything that is related to Seaton Training or appeal against a decision made by Seaton Training (including assessments) while undertaking a course, we encourage you to talk to your trainer first and attempt to achieve an informal resolution. If this is unsatisfactory we encourage you to use Seaton Training's formal Complaints and Appeals procedure. The formal Complaints and Appeals procedure is available;

- From your trainer
- Located on the training room wall at all permanent delivery sites
- From our web site <https://www.seatontraining.com.au/general-information>

CONTINUOUS IMPROVEMENT

Seaton Training is committed to continuous improvement of their operations and will therefore require you (and your employer) to complete feedback questionnaires during the training. These will be simple and short and we encourage honesty in your comments so that we have opportunity to improve our training services.

COURSE BROCHURE / COURSE FEES

Each course offered by Seaton Training has a course brochure and web page. The course brochure provides specific information relating to course delivery / assessment and information on fees. These brochures are available on our web site, from our trainers or by request via mail. To ensure that you are fully informed about the course and our services we request that you fully read the brochure and this booklet prior to enrolment.

CREDIT TRANSFER

AQF qualifications and statements of attainment or authenticated vet transcripts will be fully recognised by Seaton Training. If you have existing AQF qualifications or statements of attainment that you would like to use as credit towards one of our courses, please contact our Training Manager to discuss.

ENROLMENT PROCESS

After reading the course information brochure and this Student Information Booklet informing you of all the course requirements and fee information you will be asked to complete an enrolment form.

Completion of the enrolment form prior to commencing your chosen course is compulsory. It is very important that you complete all of the questions on the enrolment form and provide accurate information. Your completed enrolment form assists our training staff to identify the learning needs of each student.

Enrolment RTO Privacy Notice

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. If you do not wish to provide your personal information as required on our enrolment process / form we cannot accept your enrolment.

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

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

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.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 NVETR 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.dese.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 NCVER 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 Seaton Training Pty Ltd 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

Seaton Training Pty Ltd

Head Office

Postal Address: PO Box 85 Axedale Vic 3551

Phone: (03) 5433 6223

Email: enquiries@seatontraining.com.au

For full student information booklet which includes our Privacy Policy please visit;

www.seatontraining.com.au/general-information

INDIVIDUAL NEEDS

If you have any individual needs that may impact on your enrolment in this course, please contact us to discuss how Seaton Training can assist you. Verbal assessments can be conducted where a student has language, literacy and numeracy needs.

INFORMATION FOR EMPLOYERS

Most of our training courses can be successfully delivered in a Workplace, provided the employer is fully aware of their roles and responsibilities, and can provide suitable facilities and equipment. The employer must also facilitate the removal of the student from normal work duties for the training and assessment. To ensure that this is achieved, Seaton Training has developed a Training and Assessment Agreement that is completed with the employer prior to taking employer bookings and processing enrolments. This Training and Assessment Agreement will be given to employers making enquiries, and will state the resource requirements of the workplace, and all fees and charges.

LANGUAGE, LITERACY AND NUMERACY

The enrolment form that you complete prior to commencing training with Seaton Training includes a Language, Literacy and Numeracy (LLN) activity. This completed activity will be used by the trainer to ensure that students meet the required LLN level for that course. If there are concerns that may impact on your participation in the training, Seaton Training will make reasonable efforts to modify delivery and assessment processes to support your participation.

Where the level of LLN does not meet the minimum standard to enrol in the training, Seaton Training can assist students to find suitable LLN support services in their local area.

MARINE LICENCE TRAINING

Comprehensive Student Information for our Marine Licence Training courses is available on the student information page of our dedicated web site www.getyourboatlicence.com.au or you can call and request a copy via post or email.

MOBILE PHONES

Personal phone calls are not permitted during training sessions, except in emergencies. We request that students ensure that mobiles are switched off or to silent and any phone calls are made during designated breaks. Under no circumstances can a mobile phone be used during an assessment task.

PRIVACY LEGISLATION - COLLECTION AND USE OF PERSONAL INFORMATION

Seaton Training is committed to providing a high level of customer service. This includes protecting your privacy. We respect the rights of individuals to secure privacy in regard to the personal and health information provided to Seaton Training. We will take all reasonable steps to ensure that the collection, use, handling and disclosure of your information complies with privacy legislation.

We collect personal information from you when you apply to enrol into a course via our enrolment form. We will not divulge any personal information to a third party for any reason other than the primary purpose for its collection, or where required by law.

We use this information to:

- Assess your suitability to be enrolled in a particular course
- To make further communication with you
- To provide government agencies with statistical data and evidence of our compliance with education provision requirements
- To allow you to provide us with information about our level of service to you

We may disclose your personal information to:

- Government and regulatory authorities and other organisations, as required or authorised by law
- Outsourced service providers (eg Trainers) who may manage the service we provide to you
- Your employer (Workplace Training Only)
- Our professional advisers including accountants, auditors, and lawyers

Your rights

Under the Privacy Act, you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information. For further information please call our office. Please also see **Enrolment RTO Privacy Notice** under the Enrolment Process section of this student information booklet.

PROOF OF IDENTITY

Some of the courses that you may want to enrol in have specific ID requirements which must be met on enrolment. These courses include High Risk Work for Forklift / Order Picker and Marine Licence Training. Trainers will need to sight your original ID, so please ensure you bring the required ID as per your course information with you to your training sessions.

Specific information on ID requirements for these courses can be found in the course information brochure.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning is a process by which a prospective student can demonstrate knowledge and competencies currently held, as a result of past experience or training, and through this, possibly gain credit towards the unit of competency. The cost of RPL is available by contacting your Seaton Representative or Seaton Head Office.

For High Risk Work units of competency, you can only apply to RPL the training component. If you are successful in your RPL application, you will still need to complete the Mandated National High Risk Work Assessment for this unit. If you are successful in your RPL application you will be able to sit the Mandated National High Risk Work Assessment. The RPL fee including assessment is available by contacting your Seaton Representative or Seaton Head Office.

REFUND POLICY

Seaton Training has developed a fair and reasonable refund policy for students enrolling in our courses. Our full refund policy is available on the student information page of our web site <https://www.seatontraining.com.au/general-information>

HIGH RISK WORK

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale. This covers High Risk Work accredited courses for Forklift and Order Picking Forklift.

Reason for Refund	Notification Requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client) less a \$25 admin fee per enrolled student.
Client withdraws	In writing, seven (7) to four (4) calendar days prior to the course commencement. (regardless of how much the Client has already paid)	50% of the full course fee or transfer to the next course.
Client withdraws	In writing, less than 3 (72 hours) calendar days prior to course commencement.	Nil Refund
Client withdrawn from the course by Seaton Training	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Seaton Training		100% of the course fee (paid by the client) refunded

Course fees are non transferable

MARINE LICENCE TRAINING

Online Marine Licence Course Fees

Once your enrolment is accepted and access to the online resources have been provided there is NO REFUND available for our Online Marine Licence / PWC Training Course.

Classroom Based Marine Licence Courses

Refunds for enrolments in individual classroom based Marine Licence Training courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	2 days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, less than 2 business days prior to the course commencement	Seaton will offer to transfer you to the next course (if available) or 50% refund of course fees paid
Client withdraws	If a student does not attend the scheduled course and has not contacted our office to cancel	Nil Refund
Client withdrawn from the course by Seaton Training	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Seaton Training		100% of the course fee (Paid by the client) will be refunded.

Course fees are non transferable

SAFETY, SECURITY AND WELFARE MEASURES

Seaton Training is committed to compliance with relevant OHS legislation.

When we conduct Workplace Training we ensure the workplace meets required safety and resources requirements at booking, and each training day the trainer will complete a checklist to ensure the site is safe. The course information brochure includes any specific information on student requirements such as appropriate footwear and clothing.

When conducting training at a permanent delivery site students will be inducted on safety, security and welfare measures for that training facility.

STUDENT CONDUCT AND CHEATING

Seaton Training is committed to ensuring a safe and productive educational environment. Students will be required to behave in a safe, mature and respectful manner. Students are expected to cooperate with all staff and trainers providing this service and abide by the information in the course brochure and student induction.

Definition of cheating is;

Cheating – violation of the assessment rules to gain an advantage

A signed form will be required for each assessment task that declares the work as your own. If cheating is identified the following will occur;

- Consequences for cheating and plagiarism are the same and will result in;
- The student will be given a chance to explain and will be required to re-do another equivalent assessment task
- In the second instance the student will be given a verbal warning. The trainer/assessor will make a note to be kept on Student file.
- Any further infringements will result in the students being expelled from Seaton Training with NO REFUND. A letter will be given to the student explaining the situation and will be kept on student file.

HIGH RISK WORK LICENSING STUDENTS

Seaton Training is required to notify WorkSafe Victoria Licensing if we become aware that an applicant for High Risk Work Training / Assessment has provided false or misleading information to WorkSafe.

STUDENT RECORDS

You can access your own records on request. You can make a request in writing, email or over the phone. If the request is over the phone our staff will ask you some questions to verify your identity.

- Records of participation and progress from your trainer as you work through the training program
- Academic records are held for a period of 30 years and are available upon request.
- Privacy information via written request
- Reprint a credential (Statement of Attainment) via request. Reprint fee of \$15 applies
- Re-Issue of Marine Licence Certificate please see www.getyourboatlicence.com.au Student Information tab for all fee information for this course.
- Re-print of Competency Cards. Reprint fee of \$35 applies
- Re-Issue of South Australian Construction Induction Card via written request. Reprint fee of \$25 applies
- Re-Issue of a Victorian Construction Induction Card. Contact WorkSafe Victoria Licensing 1300 852 562. Any fee for this service is payable to WorkSafe Victoria.
- Re-Issue of a High Risk Work Licence. Contact WorkSafe Victoria Licensing 1300 852 562. Any fee for this service is payable to WorkSafe Victoria

SUPPORT SERVICES

We are committed to providing you with the support needed to complete your training. If you feel in any way that you are not able to complete the training please speak to your trainer as soon as possible and we will do everything we can to help you complete your course.

We monitor the needs of our Student's language, literacy and numeracy skills through our induction process, application and enrolment forms and training. We make provisions for special needs and/or support on request or when needs are identified.

STUDENT SUPPORT

We offer Student support services to all Students including:

- Flexible learning options
- Website information
- Alternative assessment strategies within the scope allowable for High Risk Work licence assessment

People with special needs such as a disability will be accepted as Students following an interview to determine that their special needs and/or disability does not prevent them from meeting the requirements of their chosen course.

WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all Students as required. This may include:

- Occupational Health and Safety
- Provision for special learning needs
- Provision for special cultural and religious needs

DRUG AND ALCOHOL ASSISTANCE

Seaton Training have a zero tolerance with drug and alcohol. The use and abuse of alcohol and other drugs can impact on health, workplaces, resources, families and communities. If Students or their families are experiencing problems associated with drug and alcohol abuse, information, counselling and other assistance is available the *Alcohol and Other Drugs Council of Australia* help lines: DirectLine – Victoria's primary 24/7 alcohol and drug helpline offering free, confidential counselling, information, and referral services. Phone 1800 888 236

OTHER SUPPORT SERVICES AVAILABLE INCLUDE

Reading and writing hotline	1300 655 506 readingwritinghotline.edu.au
English as a second language education	Our High Risk Work licensing courses can only be delivered in English as per regulatory requirements. If a student would like a referral to a suitable English as a Second Language course in their area, please contact the Training Manager for further assistance 03 5433 6223 enquiries@seatontraining.com.au
Australian Dyslexia Association	Dyslexiaassociation.org.au

UNIQUE STUDENT IDENTIFIER (USI)

WHAT IS A USI?

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

WHAT DO I NEED TO DO?

Students enrolling in Nationally Recognised Training will need to provide Seaton Training with their Unique Student Identifier on enrolment. The USI is available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed.

To create or log into your USI account go to www.usi.gov.au

USI EXEMPTIONS

If you are granted an exemption from obtaining a USI you will need to provide evidence of the exemption. If an exemption is granted the result of your training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

WHAT HAPPENS IF THE RTO CEASES OPERATIONS?

In the event that Seaton Training or one of our partnership organisations ceases to operate, Seaton Training will follow the ASQA Guidelines for ceasing operation. This will include Seaton Training providing ASQA with an electronic copy of the records for each student who was enrolled in a course during the period of RTO Registration.