



Pre-Enrolment Information Guide



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Enrolling with AFM

It is important to us at Australian Fatigue Management (AFM) to make sure that when you are seeking enrolment with us that you have all of the information you need to make an informed decision and that you feel confident that the training is going to suit your needs.

The pre-enrolment information provided in this document is aimed at potential students of AFM considering their options for enrolling in any of our fatigue management courses.

It is important that you take the time to read through the information provided and if at any stage you need further information or assistance, please don't hesitate to contact us at AFM.

This guide contains information in relation to consumer protection plus other information to help guide you in your decision about whether to study with us including:

- English Language, Literacy and Numeracy requirements;
- Unique Student Identifier (USI);
- Australian Privacy Principles;
- Complaints Management;
- Appeals;
- Fees and Refunds;
- Training and Assessment; and
- Enrolment.

 Our Learner Handbook contains more detailed information on all our student policies and procedures. It is given to you on enrolment or you can download a copy from our website, <https://australianfatiguemanagement.com/>

Equipment Requirements

Our online Learning Management System (LMS) is 100% web based. Devices compatible with the LMS include PC, Mac, Phone and Tablet. System requirements to use and access our online learning system are:

- Supported browsers are: Microsoft Edge, Internet Explorer 9 or higher, Firefox, Chrome and Opera;
- Adobe Acrobat Reader – current version
- JavaScript, cookies, and pop-ups need to be enabled;
- Adobe Flashplayer – latest version (only where required);
- Sound: Windows supported stereo sound card with speakers; and
- Internet: High-speed Internet (DSL, cable, LAN) connection.

Online Learning Resources

Students will need access to the following to assist with successful completion. If access to any of these items are a problem, contact us and we can negotiate how we might be able to assist you.

- Computer / Laptop/tablet device that has camera capability to complete the recorded video competency conversation.
- Printer;
- Internet access;



- Email address;
- Your workplace; and
- Pens, Paper and other standard stationery items.

Students will also be required to have a device which has camera capability that can connect to the internet for the final assessment in your course, the video-recorded competency conversation.

Workplace Based Learning Resources

Personal Protective Equipment (PPE):

Students are required to have access to job role related personal protective equipment for the purposes of completing assessments with AFM. Relevant PPE includes (but is not limited to):

- Steel capped safety footwear
- Hi-visibility clothing (short or long)
- Impact resistant safety glasses
- Gloves
- Hard Hat (where specified)
- Sun protective hat
- Sunblock
- Sunglasses
- Dust mask
- Intrinsically safe clothing (bulk fuel distribution)

Company based policies and procedures

- Fatigue management policy
- Safety Policy
- Drug & Alcohol Policy
- Fatigue Risk Management plan
- Fatigue Breach Procedure
- Fitness for work Procedure
- PPE Procedure
- Breakdown Procedure
- Sun Protection
- Incident Injury reporting

Simulated Assessment (Nationally Recognised Training)

Where students do not have access to or their company does not have developed fatigue risk managements systems, policies and procedures, the AFM simulated environment is a company by the name of AFM Logistics. AFM Logistics reflects what is becoming more common for the road transport industry and how it manages its operations from a base company.

AFM Logistics reflects and operates as a typical road transport industry enterprise would providing remote access to all policies, procedures, forms, etc. to students as well as all relevant documentation made available



by the NHV Regulator to transport operators and their employees. The student is required to identify and apply the AFM Logistics policies, procedures and legislative requirements where required within the assessment activities.

Individual Needs

AFM is committed at all times to ensuring that we address your individual needs as much as possible throughout your time with us. During your communications with us, each person's learning journey is individually reviewed including a review of any skills or knowledge they have prior to commencement, any life experience, language, literacy and numeracy needs, personal welfare needs and academic study needs to name a few. We will work with you prior to or upon commencement to identify how we can best meet your needs.

Assessment

Assessment is where you show that you have the skills and knowledge (competencies) to complete the tasks required in the industry area relevant to training you undertake. The assessments are made up of practical assessments as well as knowledge based tests which you will complete as you progress through the course.

A range of assessment methods are used to help you to demonstrate competency including:

- Written knowledge tests;
- Practical scenarios that are current reflections of industry practice and workplace conditions; and
- Project work that is directly relevant to working within, running and managing an operational business.
- Completion interview using video conferencing technologies via computer, laptop, Ipad or Smartphone

If you feel the assessment has been unfair or believe the outcome is not correct you can appeal the assessment result (see next page).

Remember to read your Learner Handbook which is provided on our website in the Learner Information Tab. You can talk to your trainers and assessors or our admissions staff if you have any concerns. It's always better to do this before starting a course and of course, anything you discuss is dealt with in confidence.



Online Learning

The online assessment and training material is split into a number of different sections depending on the course you are enrolled in. At the beginning of each section, the student can read the learning material for that section online or watch the video voice-over again. They can also download the entire Learner Guide and additional resources which are available online and for download from within the Student Resource Library as a PDF at any time.

Once you have completed the learning material for a section, you can progress to the assessment questions for that section. These questions are asked in direct reference to information found in the learning material in the relevant section and chapters. The answers are mostly either multiple choice or short answer questions. During the practical assessments, there are worksheets that must be completed that confirm knowledge and the practical application of that knowledge as well as the final task which is a competency conversation via a video-recorded interview also confirming knowledge and understanding.

You can return to the online learning content, including the videos with voice-over or review their PDF Learner Guide at any time during the assessment without losing your progress.

Video – Recorded Interview Assessment (Nationally Recognised Training)

After the online component and all practical tasks completed, you are required to complete the final practical assessment which is a video-recorded interview.

You will be required to participate in this interview via a free software program called Zoom. You can complete the video interview at a desktop computer, iPad or other tablet device, or alternatively, using your smart phone. If you are using your smart phone, there is an App available on the Apple App Store or Google Play for Zoom. The software is free and doesn't cost anything to download or use. Participation in this process will require access to a device that has camera capability on the computer, iPad or tablet device and/or smartphone.

During the recorded video interview, you will be required to confirm your identity using the photographic identification that you used at enrolment. This is a mandatory requirement and not negotiable. You might complete all other aspects of the assessment for this course however if you do not produce the same photographic identification that you used at enrolment and there is not a match, you will not be able to be deemed competent and receive certification upon successful completion.

Simulated Assessment (Nationally Recognised Training)

The AFM simulated environment is a company by the name of AFM Logistics. AFM Logistics reflects what is becoming more common for the road transport industry and how it manages its operations from a base company. Many road transport companies who utilise fatigue regulated heavy vehicles work over large geographic spaces within a jurisdiction or across multiple jurisdictions with the company's base being in one location, the base location of the driver is potentially in another and all company interaction is undertaken remotely. In the Transport and Logistics Training Package Companion Volume by Australian Industry Standards, this type of arrangement or workplace is also referred to as a 'the role in the enterprise that has 'direct carriage' over all operations'.



AFM Logistics therefore reflects and operates as a typical road transport industry enterprise would providing to employees and managers remote access to all policies, procedures, forms, etc. as well as all relevant documentation for all staff, including resources from the NHV Regulator, You are required to identify and apply the AFM Logistics policies, procedures and legislative requirements in most of the assessment activities. You will need to complete some assessment in your real workplace in some courses.

Consumer Protection

Australian Privacy Principles

AFM has procedures, business practices and systems in place that are aligned to the Australian Privacy Principles and the Privacy Act 1988.

AFM ensures that the collection, use and disclosure of personal information relating to individuals who have contact with the RTO in relation to the RTO's business activities and services are carried out by lawful and fair means.

Complaints Management

AFM has a complaints management framework in place to ensure students and clients understand their rights and AFM's responsibilities under Standard 6 of the Standards for Registered Training Organisations (RTO's) 2015.

AFM has processes in place that promote the timely and fair resolution of concerns, complaints (including grievances) and appeals.

Complaint management processes are in place and easily accessible through the AFM Learner Handbook. These processes are in place to manage and respond to any issues that an individual, (including all staff, students, clients and members of the public), may have when dealing with AFM with regards to conduct issues of any staff member of AFM, including Trainers and Assessors, other students, or any other staff member or representative of AFM.

Any AFM employee can receive (and lodge) a complaint. The employee who receives the complaint will need to determine whether it is a matter that can be resolved informally or whether there is a conflict of interest in them managing the complaint or appeal or whether it should be referred to AFM's CEO and resolved through a more formal process.

Appeals

AFM has processes in place that provide an avenue for review of decisions made, including assessment decisions by AFM. All students have the opportunity to challenge any decision, including an assessment decision made by the trainers and assessors on a unit of competence or an assessment process. An appeal can be lodged for a period of up to two months after your assessment outcome or for any other complaint. AFM ensures that all appeals are addressed efficiently and effectively.



RPL Assessment

Fee on Application but will not exceed the cost of the course for fee for service delivery. Call AFM Administration if you wish to apply for RPL so we can best advise you how to proceed.

External Appeal Fees

Where the student elects to appeal a decision by AFM using AFM's external appeals body and charges are incurred, the student is required to pay 50% of the cost.

Where the external appeal findings are in favour of the student, AFM will refund the student any fees paid to the external appeals body.

Where AFM cancels the course prior to course commencement, all monies paid to the AFM by the participant or employer will be refunded within 10 working days. This applies to all fees paid up front.

Credit transfer: No Charge.

Learner Handbook

AFM's Learner Handbook will provide you with more detailed information on the procedures that are in place to support these consumer protection policies. You can find a copy of the Learner Handbook on our website under the Learner Information Tab.

Unique Student Identifier (USI)

All students engaged in nationally recognised training in Australia require a USI.

The USI system has a number of features built into its design to ensure both privacy protection and to ensure that students have control over their USI, for example:

- Personal information (such as name, date of birth etc.) will be stored separately from education and training records;
- The USI will be stored with a student's personal information and be held by the Student Identifiers Agency; and
- The USI will also be attached to a student's training records which will be held by the USI Registrar.

Further information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar, how to make a complaint about a breach of your privacy and how such complaints are handled, go to <https://www.usi.gov.au/documents/privacy-policy>



Your personal information will only be linked to the education information when you ask to see your own records or when you provide authorisation for someone else to do so (such as a Registered Training Organisation) or as otherwise authorised by Commonwealth legislation.

AFM has policies in place to ensure that student USI's are not collected, used or disclosed by anyone other than the student or for the purpose other than those set out in legislative guidelines.

🌐 More detailed information on the USI can be found on the USI website: <https://www.usi.gov.au/about>

Language, Literacy and Numeracy Self-Assessment

To be able to successfully complete your course, you must have an acceptable understanding of written and spoken English and have adequate numeracy skills to understand and monitor schedules and work diaries for example.

AFM has processes built into enrolment and training delivery strategies to identify potential learning support needs and gives opportunities for potential students and enrolled students to self-identify where potential difficulties might exist.

AFM uses an electronic language, literacy and numeracy self assessment test that is online and aligned to the Australian Core Skills Framework. It is designed to provide your trainers and assessors with relevant information to help them determine any learning needs you might have before you commence training so that they can better support you through your training and assessment. It is also built into our enrolment process to ensure that both you, as the prospective student, and us at AFM are aware of any potential areas of weakness that may impact your learning and assessment. You can discuss any language, literacy and numeracy concerns with our training staff in confidence.

How to use the Learning Management System (LMS)

AFM has a very easy to use online learning system to make learning easier for you and more flexible, meaning that you can work from where ever and whenever you want, as long as you have access to a computer, laptop, iPad or notepad and the internet.

You will need access to an email address, printer and in some situations, a scanner to be able to submit your practical assessments (or you can post it to us). You will be required to upload your practical exercises using the upload function in each assessment. You will also require a computer or other device that has a camera for the purposes of completing your final video-recorded assessment.

EXISTING USERS LOG IN:

- Go to <https://australianfatiguemanagement.com>
- Click on any LOGIN button and enter your username and password.

- You will be taken to the My Courses Page where you can see your current and completed courses.

NEW USERS: REGISTRATION

To register as a new user.

- Go to <https://australianfatiguemanagement.com>
- From the Available Courses click on Register for the course name that you wish to do;
- The USI screen will pop up, here you can:
 - Obtain a Unique Student Identifier (USI) from the Government USI Register – click - Get It Now
 - Find your existing USI – click – I have one but can't remember it
 - Continue if you have your USI accessible



- When you click – Continue – The next screen will request you create your preferred Username. The Username must be unique to you (e.g. your email address) – Once you have chosen your username (and recorded it) press submit.



- Your next screen is the enrolment form – here you chose your password, enter your details and respond to the government statistical questions – note: compulsory questions are suffixed with *
- You also must:
 - Enter your Unique Student Identifier (USI)
 - Upload a copy of your driver's license or passport
 - Complete the student declaration and consent questions
- When you have completed the enrolment details, submit the form.
- If the form is not accepted, check the error messages at the top of the form, correct the error and re-submit.



- You will arrive at 'My Courses' page, showing the list of available courses.

My Courses Welcome Sample Driver [Help](#)

Details have been updated

Active Proficiencies
You have no incomplete Courses at present. Select a Course from the "Available Proficiencies" list below.

Completed Proficiencies

Available Proficiencies

Proficiency	Description	Detail	Enroll	Status
3 LLN	Language, Literacy and Numeracy Self Assessment	FREE and recommended for all new users	Enroll	
5 TLIF0005	Apply a Fatigue Risk Management System	For Drivers	Enroll	

My Details

You are logged on as User: "someone@somewhere.com.au", UserNumber: "29829"

To maintain all your Details: [My Details](#) It is a legal requirement that we collect this information. Without it we cannot issue Certificates.

To change your Password (Not Mandatory):
 Old Password:
 New Password: Confirm New Password:

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- Here you can:
 - Enrol in a course or
 - Undertake your LLN assessment if you wish to check if you have the required literacy & numeracy level to undertake the course.
 - Change your password if you want to.

ENROLLING IN A COURSE

- Click on the ENROL button for the course you wish to complete, the payment screen appears

My Courses Confirm Pay [Help](#)

Credit Card Payment

You have chosen to pay for this course:
 TLIF0005 - Apply a Fatigue Risk Management System

The cost of this course is	\$150.00
The GST for this course is	\$0.00
The Total Cost for this course is	\$150.00

All prices are in Australian Dollars (\$AUD)

Press the Submit button above to proceed to the secure payment gateway.
 The secure payment gateway is not part of the AFM site and is provided by ANZ Bank. It accepts Mastercard or Visa.
 None of your credit card detail is recorded by AFM.
 Press the Cancel button above to return to the MyCourses page without paying.

Pre Pay Key

Your company may have issued you with a Pre Pay Authorization Key. If you have an Authorization Key please enter it and your company code here, otherwise leave blank.

Authorization Code:
 Company Code:

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The Confirm Pay screen allows you to:

- Confirm the amount you will pay for the course prior to payment and
- Activate the course using a prepaid corporate and company code (for corporate users only)

Paying by Credit Card:

- Follow the instructions in the purchase screen and click on submit.
- Enter your payment details and submit this form, once accepted you will be returned to the ‘My courses’ page where you will have access to the course you have purchased.



Using a corporate Pre Pay Key.

- Enter the prepay and company code and click on submit, once accepted you will be returned to the ‘My courses’ page where you will have access to the course you have activated.

Once the course is active, you move to the My Courses Page

My Courses Welcome Sample Driver Help

Active Proficiencies

5 TLIF0005 - Apply a Fatigue Risk Management System For Drivers	In Progress	Payment
CAUSES Fatigue and its Causes	In Progress	Course Assessment Attempt 1 - In progress
RISKS Recognising and Managing Fatigue Risks	Assigned	Course Assessment
POLICIES Policies, Procedures and the IVMS	Assigned	Learning Resources Course Assessment
WORKOPTIONS Work and Rest Options	Assigned	Learning Resources Course Assessment
PENALTIES Penalties and Exemptions	Assigned	Learning Resources Course Assessment
EXERCISE Work Based Practical Assessment	Assigned	Learning Resources Assessment

Completed Proficiencies

Available Proficiencies

Proficiency	Description	Detail	Enroll	Status
3 LLN	Language, Literacy and Numeracy Self Assessment	FREE and recommended for all new users	Enroll	
5 TLIF0005	Apply a Fatigue Risk Management System	For Drivers	Re-Enroll	Currently Active Commenced 08/11/2018

My Details

You are logged on as User "hayden", Usernumber "29830"

To maintain all your Details [My Details](#) It is a legal requirement that we collect this information. Without it we cannot issue Certificates.

To change your Password (Not Mandatory)

Old Password:

New Password: Confirm New Password:

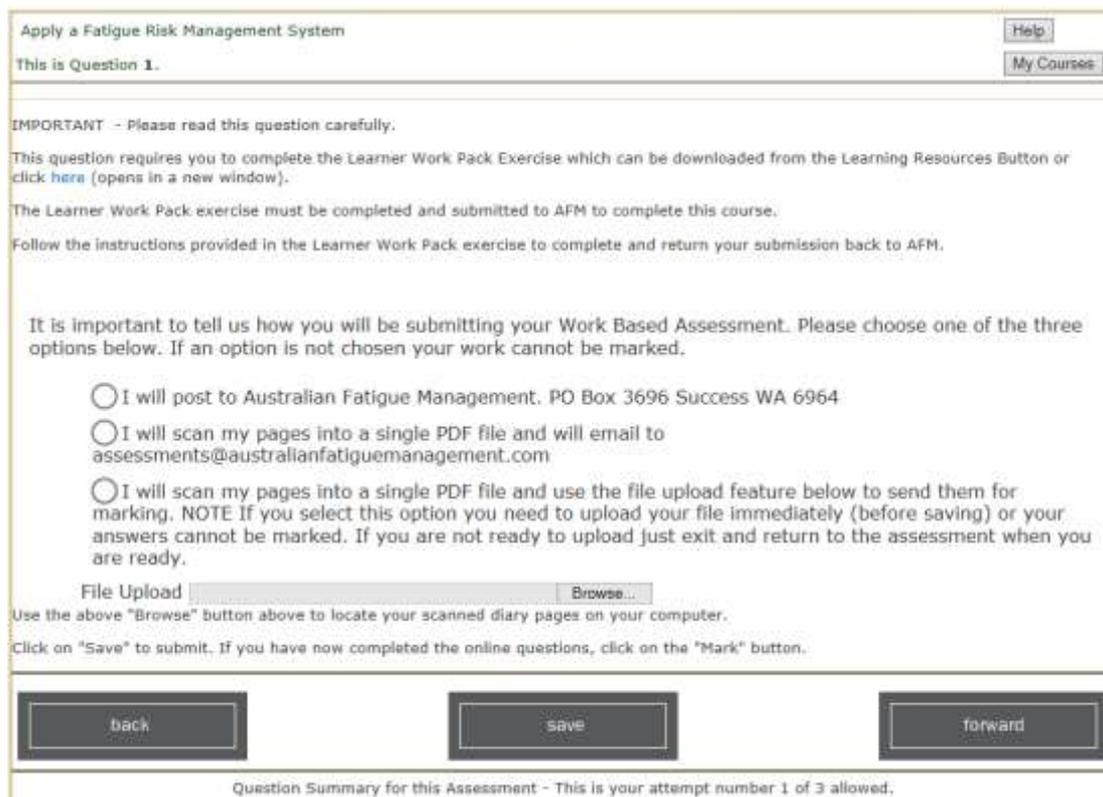
[Submit](#)

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The My Course Page give you access to:

- The course audio video learning materials
- The assessments for the course sections
- Access to additional learning resources which assist with the assessment for each section of the course

- Once in the assessment screen:
 - Clicking on each section assessment will take you to the knowledge based test questions. You should complete these as required within the LMS on the computer screen.
 - Once you have completed the knowledge based assessment for the section, save and submit your answers for marking by clicking on Save and then Mark buttons.
 - Clicking on the last section – EXERCISE will take you to the practical assessment requirements;
 - You should click on the relevant link to download and print the assessment task in the Exercise Learning resources
 - When the task is completed, you should scan the exercise to a PDF file and upload it in the Assessment area where the tab says 'Upload'. Once uploaded, click save and then click mark to send the assessment for marking.



Apply a Fatigue Risk Management System Help

This is Question 1. My Courses

IMPORTANT - Please read this question carefully.

This question requires you to complete the Learner Work Pack Exercise which can be downloaded from the Learning Resources Button or click [here](#) (opens in a new window).

The Learner Work Pack exercise must be completed and submitted to AFM to complete this course.

Follow the instructions provided in the Learner Work Pack exercise to complete and return your submission back to AFM.

It is important to tell us how you will be submitting your Work Based Assessment. Please choose one of the three options below. If an option is not chosen your work cannot be marked.

I will post to Australian Fatigue Management. PO Box 3696 Success WA 6964

I will scan my pages into a single PDF file and will email to assessments@australianfatiguemanagement.com

I will scan my pages into a single PDF file and use the file upload feature below to send them for marking. NOTE If you select this option you need to upload your file immediately (before saving) or your answers cannot be marked. If you are not ready to upload just exit and return to the assessment when you are ready.

File Upload Browse...

Use the above "Browse" button above to locate your scanned diary pages on your computer.

Click on "Save" to submit. If you have now completed the online questions, click on the "Mark" button.

back save forward

Question Summary for this Assessment - This is your attempt number 1 of 3 allowed.



If at any time, you are having difficulty uploading your assessments to the LMS, you have two (2) additional options to submit them below:

1. You can email them to: assessments@australianfatiguemanagement.com; or
2. You can post them to:

Australian Fatigue Management
PO Box 3696 Success WA 6964

- Once your completed assessment is received, AFM's trainers and assessors will review it and provide you with feedback.

General Navigation

- To go back to any course section, click on the review chapter link;
- If you wish to return to the 'My Courses' tab, click on the link at the top of the screen;
- To log out, all you need to do is close the web browser. Your information is saved along the way and all data is protected. This means that if you get disconnected for any reason (poor network coverage, accident, etc.), your work will always be saved. To log in again, you just repeat the instructions above;
- Once all of your assessment requirements have been completed and your trainers and assessors has deemed you competent, they will upload your Unit Results into the LMS;
- Once all administrative functions have been completed, your Statement of Attainment will become available for download;
- You will receive notification from the LMS when the Statement of Attainment is available.

If you are experiencing any difficulty with access or you're not quite sure how to do something, please remember that there is technical and student support available.

Technical and tutorial support is available Mon to Fri 08:00 to 17:00 AWST or call 1300 328 448.

Personal Details

It is very important that you make sure that your personal details are maintained and correct at all times during your enrolment. You can also change your password from here at any time. To do this:

- Go to the My Courses Page
- Scroll down to: My Details
- Click on My details
- Your enrolment form will open, you can then update your record and press the submit button to save your changes.



Documentation Required for Enrolment

Thank you for taking the time to read through this pre-enrolment information. Now that you have a general understanding of the course and AFM, there are some things that need to be completed before you finalise your enrolment.

The following checklist outlines these requirements.

Enrolment Checklist	
Register for a USI / have your USI number available, this will need to be recorded on your Enrolment Form (if you are unable we can assist you)	<input type="checkbox"/>
Proof of Identification (Photo ID – either): <ul style="list-style-type: none">• Driver’s License• Australian Passport• Birth Certificate (Australian)	<input type="checkbox"/>
Any qualifications, certificates, statements of attainment if relevant	<input type="checkbox"/>
RPL / National Recognition Application (if relevant)	<input type="checkbox"/>
Complete the language, literacy and numeracy review	<input type="checkbox"/>
Complete the pre-enrolment survey on the next page.	<input type="checkbox"/>
Complete the LLN assessment on the AFM Website	<input type="checkbox"/>

We hope that this information will help you. If we can be of any further assistance or you have any further questions, please do not hesitate to contact us.



Survey

This survey is anonymous. Please tick the column that applies:

Before I enrolled...	Strongly Agree	Agree	Disagree	Strongly Disagree
I was given time to decide whether to enrol (sign up)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information I received about my course was accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please Tick Yes or No	Yes	No
Were you promised or guaranteed you would get a job if you completed the course?	<input type="checkbox"/>	<input type="checkbox"/>
Were you offered any incentives to enrol like a free phone, iPad, tablet or anything else?	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel rushed or pressured to enrol (sign up) by the training representative?	<input type="checkbox"/>	<input type="checkbox"/>
Was there another organisation (different to your training provider) involved in marketing, recruiting or signing you up in this course?	<input type="checkbox"/>	<input type="checkbox"/>
I knew the name of my training provider before I enrolled (signed up)?	<input type="checkbox"/>	<input type="checkbox"/>
Was any question you had or anything you didn't understand about the course fully answered or explained to you?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any other comments you would like to make?		

~ OFFICE USE ONLY ~

Staff Name:		Date:	
Follow Up:		Entered on Database:	