

# TfNSW Registered Training Organisation Policies

RTO Code 40657  
learning@transport.nsw.gov.au

v1.1

The Transport for NSW Registered Training Organisation (TfNSW RTO) is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015 and for issuing qualifications and statements of attainment that meet the requirements of the Australian Qualification Framework (AQF).

Please refer to your Learner Information Handbook for an explanation of our RTO obligations and your rights as a learner.

Follow the below links for the full TfNSW RTO Policy and Procedure document.

- [L&D Learner Equity and Access Policy v1.0](#)
- [Manage Learner Complaints v1.1](#)
  - [Complaint Form](#)
- [Managing Assessment Appeals v1.0](#)
  - [Assessment Appeal Form](#)
- [Manage Collection of Fees v1.0](#)
- [Provide Fee Refund v1.1](#)
- [Identify Learner Prior Qualifications and Experience v1.2](#)
  - [Credit Transfer Application Form](#)
- [Conduct LLN Assessment and Identify Support Needs v1.2](#)
- [Provide ongoing learner support v1.0](#)
- [Learner Extension, Deferral, Cancellation or Withdrawal v1.0](#)
  - [Course Deferral and Withdrawal Form](#)
- [Manage Unsatisfactory Course Progress v1.1](#)
- [Manage Academic and Behavioural Misconduct v1.1](#)
- [Review Learner Performance v1.2](#)

If you have any questions or concerns relating to the Transport for NSW RTO obligations, please contact the Learning Quality and Performance Team, Transport Training Centre 2 Trafalgar Street Petersham NSW 2049 -Ph: 133 148 or email [learning@transport.nsw.gov.au](mailto:learning@transport.nsw.gov.au).