



## **General Information;** ***Training at Trayn***

We are a Registered Training Organisation (RTO) that aims to provide practical training solutions to individuals and businesses. The training experience is an important part of Trayn and it is our goal to always train with integrity.

This document explains a few common aspects of all our training courses. All students need to read through this information before commencing their training.

### **What to bring to training:**

- Photo identification.
- Unique Student identifier (please see below).
- Comfortable clothing, including enclosed footwear.
- Wet weather gear (If there is a possibility of wet weather).

### **Office hours;**

Mon- Fri: 0800 – 1600.  
1300 388 787

Some course require you to provide additional identification or documentation. Please read carefully any emails or requests sent to you from Trayn. If you are unsure of what you need to bring, please clarify with Trayn staff.

### **Unique Student Identifier (USI)**

For all nationally recongised training all students need to obtain and/or provide a USI number. A USI number is a government initiative use to help you track all your nationally accredited training using one identifier. You'll need this number to complete the enrolment process. If you haven't got one you can create it at the link below.

<http://usi.gov.au/create-your-USI/Pages/default.aspx>

### **Payment Methods and Invoicing:**

Once you have booked onto a course, you will be invoiced and contacted to confirm details and payment. Trayn can accommodate almost all payment methods. Payment is to be made prior to commencing training. Cash payment for training will be accepted. However, your booking is subject to availability on the day and will be confirmed on the first day of the course. Alternatively you can pay via credit card to confirm your space immediately or transfer funds prior to course commencement.

### **Parking:**

Ingleburn Location; Trayn has a few onsite parking space. These are indicated by signs. Please do not park beyond the signs as we share this space with other businesses.

At both Trayn facilities, there is ample street parking for all participants.

### **Late arrivals:**

The day before training, you will receive a SMS confirming start time and location. Your course will begin at the stated time. Arriving late to a course affects the learning outcomes of all students. Trayn will not accept late arrivals beyond 0.5 hours after training commences.

Trayn reserves the right to refuse entry to candidates who arrive late to a course. Students will be rescheduled. To avoid such a sitatuion, if you are running late, please contact Trayn before your course commences.

### **Difficulty reading and writing**

Do you have difficulty reading or writing, or is English your second language? Our trainer may be able to make reasonable adjustments to the course to assist you, or we might request that you arrange an interpreter to attend the course with you. It is your responsibility to let us know as soon as possible (call us or reply to this email).

If you have any questions or queries, please contact us.

