STUDENT HANDBOOK

Tomorrow belongs to those who prepare for it today.

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Contents

SECTION 1 – Occupational Skills Centre Australia Company Information....4
Introduction....4
Delivery locations....4
Postal and Contact Details....4
Our Core Values....5
Disclaimer....5
SECTION 2: Governance....6
Pre-Enrolment....6
Unique Student Identifier (USI)....6
Privacy Policy....6
Why we collect your personal information....6
How we use your personal information....6
How we disclose your personal information....7
How the NCVER and other bodies handle your personal information....7
Surveys....7
Contact information....7
Plagiarism....8
Artificial Intelligence (AI)....8
Credit transfer (CT)....8
Recognition of Prior Learning (RPL)....8
Marketing/Advertising....9
Access and Equity....9
Reasonable Adjustment....9
SECTION 3 Student Policy....10
Code of Practice....10
Code of Conduct....10
Disciplinary Guidelines....11
Workplace Health and Safety....11
Legislation....11
Support, Health and Wellbeing....11
Course Information....12
Assessment Methods....12
Language Literacy and Numeracy (LLN)....12
Feedback....13
Complaints and appeals....13
Issuance of Qualifications....13
Change of Personal Details....13

Dress Code 13
Media Release Forms 14
SECTION 4 – Fees and Charges 16
Student co-contribution fee 16
Fee for service 16
Refund and Cancellation Guidelines 16
Career Start Specific Information 16

SECTION 1 – Occupational Skills Centre Australia Company Information

Introduction

Occupational Skills Centre Australia Pty Ltd (OSCA) is a private Registered Training Organisation (RTO) 32299 established in 2009. We deliver quality education and training in the Vocational Education and Training (VET) sector including Rail, Construction and Resource industries.

We pride ourselves on our services and acknowledge our success is due to the high level of expertise of our staff. Our Trainer Assessors have a wealth of experience and knowledge and enjoy sharing this with our students. Their mission is to impart their skills and knowledge to develop a skilled workforce in the industries they are passionate about. We ensure our services meet industry requirements by engaging with industry and keeping up to date with the employment market. OSCA Alumni are welcome to reach out to OSCA to be a part of our industry engagement groups.

OSCA delivers quality face to face, classroom-based training. Some training is conducted using video conferencing technology, when suitable. Assessments are conducted in a supervised environment using a variety of assessment methods.

OSCA is responsible for meeting the compliance requirements of the Standards for Registered Training Organisations (RTOs) 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. We take our role seriously and the information contained within, outlines how we meet those legislative and regulatory requirements.

Delivery locations

We welcome enquiries from any location in Queensland. OSCA has two main training facilities, however we deliver training and assessment in other Queensland locations on request.

Postal and Contact Details

Rockhampton Training Facility
The Roundhouse
Rockhampton Rail yards
South Street (At the end of Alma Street)
Rockhampton QLD 4700

Cairns Training Facility
Unit 1 81 McLeod Street
Cairns QLD 4870

Website:	www.occskills.com.au
Email:	info@occskills.com.au
ABN/ACN	79 772 496 980/135 439 717
Telephone:	1300 463 828
Chief Executive Officer & Managing Director:	Gavin Dicinoski Mobile: 0427 070 400

Our Core Values

- OSCA focusses on you, the student.
- OSCA specialises in key areas
- OSCA offers a timely response in all things - we value our students and employers and know time is valuable.
- OSCA don't believe in service being just 'good enough' - we strive for excellence.
- OSCA values Teamwork

Disclaimer

Occupational Skills Centre Australia student handbook contains information that is correct at time of publishing. Changes to legislation and/or Occupational Skills Centre Australia policy may impact on the currency of the information included.

SECTION 2: Governance

Pre-Enrolment

Prior to enrolment a Pre-Enrolment is undertaken to determine the most suitable and appropriate course and training. Throughout this process we determine any requirements to assist with the learning experience and/or any entry requirements for the selected course.

Unique Student Identifier (USI)

If you are undertaking nationally recognised training, you need a USI to enrol. If you do not have a USI, you will not receive a qualification or statement of attainment. It is vital to have a USI.

A USI provides access to an online record of training you have completed since 1st January 2015. It also allows you to produce a transcript of training completed which can be used when applying for a job, seeking a credit transfer, or meeting pre-requisites required to undertake further training.

How to apply for and advise of your USI

Creating a USI is free. Visit the USI website at www.usi.gov.au , select the 'Create your USI' link and follow the steps. This web site also provides more information about the USI.

Please note:

- When you create a USI, enter your details exactly as they appear on your identification documents.
- When you enrol with us, you will need to use the same details used to create your USI. Do not use a preferred or abbreviated name.
- Update your USI when you change your name – this is very important.

After you create a USI, notify us and any other training organisation you study with, so your training outcomes can be linked. Once registered, you will be able to:

- Give your USI to each training organisation you study with
- View and update your details in your USI account.
- View and download your training records and transcript.
- Manage which training organisation can view your transcript.
- Manage which training organisations can view and/or update your details in your USI account.

Visit Link Unique Student Identifier | myGov to find out more details regarding linking your USI to your myGov account, if you wish.

Privacy Policy

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 are unable or do not wish to provide this information, your enrolment cannot proceed. Please speak with us if you have any concerns.

How we use your personal information

We use your personal information to deliver VET courses to you and 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). 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. 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 admin@occskills.com.au 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

Plagiarism

Assessments must be your own work, and you are reminded that plagiarism will not be tolerated. You are accountable for the integrity of your assessment submissions and must not assist others in any form of plagiarism or cheating. This means that you will:

- Answer assessment questions in your own words
- Acknowledge quotes and sources
- Do the work yourself (unless it is a group assessment)
- Adhere to assessment rules/guidelines
- Not falsify data
- Not copy another person's work

Artificial Intelligence (AI)

Occupational Skills Centre Australia expects that all content generated while undertaking training will be the student's original work. Students may not claim AI generated content as their own work. The use of AI may constitute as plagiarism.

Credit transfer (CT)

Credit Transfer is the recognition of learning achieved through formal education and training. Credit Transfer allows you to be awarded a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence required to gain a Credit Transfer is a

- Statement of attainment from the issuing RTO and/or
- Student transcript from USI

Recognition of Prior Learning (RPL)

RPL is a process of assessing your current competency, whether your skills have been gained through formal or informal training.

If you believe that you already have the skills and experience to demonstrate that you are competent in any unit, please speak with OSCA to begin the RPL process.

You will be required to gather evidence. Evidence is any information that you provide to an assessor to show that you have the skills required to gain recognition.

Evidence may include:

- certificates
- letter of competency
- references from employer'(s)
- samples of your work
- qualifications
- a practical assessment or competency conversation

All evidence that you provide:

- will be checked by the assessor to ensure its validity

- should be compiled into a portfolio and clearly referenced

Marketing/Advertising

OSCA meets the Australian Competition and Consumer Commission's (ACCC) trade practices requirements. OSCA does not make statements in advertising and marketing that are incorrect or likely to create a false impression.

Furthermore, accurate and accessible information about OSCA, its services and performance are available on the organisation's website and within this handbook and associated policies, procedures, and documents.

Access and Equity

OSCA is committed to providing access and equity in all aspects of training. OSCA will not discriminate unlawfully against any individual in the process of skill development opportunities.

At OSCA, we understand that some students have different needs. We can offer different study options to cater for those needs. OSCA's Access and Equity principles include:

- Equity for all people through fair and appropriate allocation of resources
- Access to training for all individuals regardless of gender, socio economic background, disability, ethnic origin, sexual orientation, age or race
- Non-discriminatory training services delivered in an open and respectful manner
- Actively encouraging the participation of students from disadvantaged groups
- Fostering an environment free of discrimination and harassment

Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken to provide students with the same educational opportunities as everyone else. OSCA has policies that include reasonable adjustment and access and equity principles.

Reasonable adjustment will be provided for those students with individual learning needs (such as a disability or learning difficulty) according to the nature of the learning need.

Ask your trainer to discuss this with you if you feel that adjustments should be made within your training program.

SECTION 3 Student Policy

Code of Practice

OSCA is committed to providing dedicated services to meet all students, clients, community, industry sector and staff member needs. To achieve this, OSCA has policies and management practices to maintain professional standards in:

- the delivery of training services
- marketing practices
- ensuring protection and welfare of the students.

OSCA maintains a learning environment that supports the success of its students and ensures its capacity to effectively deliver courses.

OSCA firmly believes that our success is founded on the relationships we establish with our students and the industries we service. Creating a positive culture that recognises that all incidents are preventable, and that exceptional safety performance is the foundation of any successful business.

Feedback will be provided for assessments marked NYS (not yet satisfactory) along with further information on the number of reassessment attempts allowed. Please read the training acknowledgements, as it outlines the assessment process for each unit.

Code of Conduct

As a student enrolled at Occupational Skills Centre Australia (OSCA) it is expected that you behave with consideration towards fellow students, members of staff and other OSCA stakeholders. You must:

- complete enrolment procedures and arrange for the payment of any applicable fees, before attending classes
- respect and conform to the trainer assessor requirements for use of mobile phones during class times.
- attend all scheduled classes in which you are enrolled. If you are unable to attend a class, you should advise your trainer or campus. If you miss a scheduled class without prior notice and/or a genuine reason, it will be recorded as absent from that class and the appropriate third parties advised
- complete all assessments and submit to the assessor for marking.
- adhere to the behaviour requirements of OSCA, and not engage in behaviour which disrupts the study, environment, physical or emotional wellbeing of other students, staff, or members of the community
- observe all regulations governing the use and misuse of computing equipment, including software piracy, e-mailing, accessing, or downloading any prohibited or offensive material
- abide by the WHS procedures established by OSCA including the wearing of designated personal protective equipment (PPE) for specified areas or activities
- comply with all WHS requirements and expectations of conduct during training and assessments
- conduct yourself appropriately while at any simulated work site environment
- act responsibly and follow any reasonable directions from any OSCA personnel
- respect the environment by refraining from littering, and by not damaging or defacing any OSCA property
- only smoke or vape in the designated smoking locations and dispose of all possible fire sources in the correct manner
- obey all directives while driving on OSCA campuses, including speed limits and parking restrictions
- not consume any alcohol on any campus or simulated work site environment
- not attend any class or simulated work site environment under the influence of drugs or alcohol
- observe current legislation which prohibits the use or possession of drugs. If you are suspected of carrying or using illegal drugs on OSCA property, you will be reported to the police.

Disciplinary Guidelines

Any allegations of misconduct of students or OSCA personnel who do not meet the above requirements will be referred to the CEO for investigation. The student or OSCA personnel will be notified of the investigation within five (5) working days, and under the laws of natural justice will have the right to hear and discuss the allegation of misconduct, and to meet, either face-to-face, through Zoom or telephone/email with the CEO, or the delegated person whom the CEO has nominated within ten (10) working days.

All parties will be notified of the outcomes of any investigation via email, within five workings days after the investigation being completed.

Workplace Health and Safety

Workplace Health and Safety legislation applies to everyone at Occupational Skills Centre Australia. 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.

Every effort is made to ensure safety and security of all students, staff and visitors whilst on Occupational Skills Centre Australia premises and premises utilised. Students are required to carry out directions given by trainers and staff to ensure their own safety and that of any other individual whilst at our facilities. Information regarding emergency procedures will be provided throughout the course process.

Students are to report any incident or hazard immediately to their Trainer & Assessor, or a member of Occupational Skills Centre Australia staff.

Legislation

As a registered training organisation, Occupational Skills Centre Australia is required to comply with legislation designed to uphold the integrity of the nationally recognised qualifications that we train and assess and the quality of our training and assessment processes.

Occupational Skills Centre Australia complies with a range of legal, regulatory and legislative requirements at the State and Commonwealth level.

Support, Health and Wellbeing

OSCA understands that student life can be tough, with having to balance life commitments with a study timetable. Health and Wellbeing can be difficult to maintain, and it is quite normal to experience some anxiety or stress during your studies.

Your trainer and administrative staff can help you through any initial uncertainties you have with the routine and requirements of study.

If you think you may require extra support, we encourage you to access trusted resources and information. We highly recommend the following websites:

- HEADSPACE provides early intervention mental health services for those up to 25 years old, along with assistance in promoting young peoples' wellbeing. This covers four core areas: mental health, physical health, work and study support, and alcohol and other drug services. Contact Headspace on 1800 650 890 or access the website at headspace National Youth Mental Health Foundation
- REACH OUT is Australia's leading online mental health organisation for young people and their parents. Practical support, tools and tips help young people get through anything from everyday issues to tough times.

Access reach out via the website A Safe Place to Chat Anonymously, Get Support & Feel Better | ReachOut Australia

- LIFELINE is a national charity providing all Australian's experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Contact Lifeline on 13 1114 or access the website at Lifeline Australia - 13 11 14 - Crisis Support. Suicide Prevention.

In an Emergency: if there is an immediate threat to anyone's safety contact Triple Zero (000) for ambulance, fire or police.

Course Information

Occupational Skills Centres Australia provides relevant information to our prospective students which includes, but is not limited to:

- Government funded programs
- Enrolment requirements
- Course fees
- Refund policy
- Privacy policy
- Course outline
- Complaints and appeals

For information that relates to the specific course you are enrolled in, please speak with OSCA.

Assessment Methods

OSCA uses a variety of assessment methods where a qualified assessor makes a judgement on whether competency has been achieved. For a competency to be achieved, the assessor will need to confirm that you can perform to the standard required in the workplace as specified in the relevant training package.

An example of assessment methods includes but is not limited to

- Theory assessment – either cloud/electronic or paper-based
- Practical Assessment/Observation on the job or in a simulated environment
- Portfolio of evidence
- Verbal questioning.

Not all assessment methods are used however, for each unit of competency two or more assessment methods will be used to ascertain whether you have been successful in demonstrating the required knowledge, in line with each of the unit's requirements.

Language Literacy and Numeracy (LLN)

All students will be asked if they require additional support for literacy and numeracy during the enrolment process. We encourage you to advise if you have a LLN requirement.

You will also be asked to complete a formal LLN assessment to determine your literacy and numeracy skills levels as this assists OSCA to offer support where necessary.

It is important to complete this assessment without assistance, as this will provide us with a true reflection of your skills. For any technical assistance, please contact OSCA.

If required, OSCA staff will work with you to develop a Training support plan. The Training support plan is to plan the support required to give you the best chance of successfully completing the course. We are here to help.

Feedback

Feedback is important for both us and our students.

Your assessor will provide feedback to you during Training and Assessment. We trust you find this valuable and that it helps to you achieve your goals.

We also invite feedback. There is an opportunity for you to provide feedback in the comments of each assessment, verbally and on student evaluation forms.

We welcome feedback as it contributes to our Training and Assessing strategies and our desire to continuously improve.

Complaints and appeals

All complaints and appeals will be courteously and professionally managed and responded to in a fair, equitable and timely manner.

Complaints involving the conduct of the organisation - OSCA, its trainers, assessors, other staff, including third party providers, and/or other students/learners/students of OSCA can be lodged by emailing your complaint in writing to the CEO at info@occskills.com.au.

OSCA will contact you in writing within seven (7) working days to acknowledge receipt of your complaint and may request further evidence or ask specific questions to assist with understanding the nature of the concern.

All students/clients/staff complaints and appeals against a decision made by OSCA, are viewed as a continuous improvement opportunity.

Issuance of Qualifications

You will be issued with a certificate after you have successfully completed all requirements of the course or units of competency in which you were enrolled. This will be within thirty (30) calendar days from the date of submission of the final assessment, providing all agreed fees have been paid.

Your certificate will be emailed to your nominated email address. OSCA will retain a copy also.

When you complete one or more units of competency and do not complete a full qualification, a statement of attainment will be issued.

Change of Personal Details

It is the student's responsibility to ensure contact details are up to date. Students should contact our administration team to notify of changes to contact details. Occupational Skills Centre Australia will not accept responsibility for correspondence that does not reach the recipient.
P: 1300 463 828
E: admin@occskills.com.au

Dress Code

Classroom training

Neat casual clothing is suitable for classroom training. Enclosed footwear is always required. Shoes must be always worn to ensure your health and safety.

Practical Training and Assessment

On days when you will be required to undertake practical activities the following clothing will be required:

- Enclosed shoes – in some cases steel capped boots. Please confirm with your trainer
- Wide Brim Sun Hat
- Long pants
- Long sleeve shirt – in some cases hi vis. Please confirm with your trainer.

If PPE is a requirement for part of an assessment OSCA will have class sets:

- Hard Hats
- Safety Glasses
- Work gloves
- Hi Vis Vests
- Ear Protection

Please note

- No thongs or singlets will be worn to training at any time
- In some work locations PPE is mandated and must be worn to every training session. If this is the case, you will be advised of the requirements prior to enrolling.
- If PPE is a specified requirement for multiple units, it is expected that you source your own PPE prior to or soon after enrolment.

Media Release Forms

OSCA uses social media and other marketing platforms to promote their courses and students. You will be given the choice to allow OSCA to use photographs or other footage from time to time. A media release form will be provided for you to sign. All media appearances are optional. If you wish to be excluded from photography and media please advise your trainer and OSCA administration.

Anti-Vilification & Antisemitism Code of Conduct

OSCA is committed to providing a safe, respectful, and inclusive environment free from vilification, discrimination, harassment, and hate conduct—including antisemitism, racism, Islamophobia, and other forms of prejudice. All staff, trainers, assessors, contractors, volunteers, and representatives of the RTO share responsibility for upholding this Policy and fostering a learning and work environment that is safe, respectful, inclusive, and free from discrimination, vilification, harassment, and antisemitism. All personnel are expected to treat students, colleagues, employers, industry partners, visitors, and members of the wider community with dignity and respect, and to promote an environment where diversity of culture, religion, identity, beliefs, and background is valued. Staff must refrain from any behaviour, communication, or conduct that could reasonably be perceived as vilification, discrimination, harassment, hate conduct, or antisemitism, including inappropriate jokes, stereotypes, gestures, comments, or online activity. All personnel are required to maintain professional standards in face-to-face, written, verbal, and digital communications, and must not create, share, display, or distribute material containing hate symbols, extremist content, conspiracy theories, or discriminatory messaging. Where incidents or concerns relating to vilification, discrimination, antisemitism, or other forms of prohibited conduct are experienced or observed, staff must report the matter through the appropriate RTO processes, support those who raise concerns, and cooperate with any investigation or resolution procedures. Staff are also expected to participate in mandatory training and professional development relating to diversity, inclusion, anti-racism, cultural awareness, student wellbeing, and respectful behaviour, and to remain informed of their obligations under this Policy. In carrying out

their responsibilities, all personnel must respect confidentiality, act with honesty and integrity, and must not engage in victimisation, retaliation, or adverse treatment of any person who raises, reports, participates in, or supports the resolution of a complaint or concern.

SECTION 4 – Fees and Charges

Student co-contribution fee

Students who are eligible under funding, may need to pay a nominal fee for their courses. If you are not a concessional student, a co-contribution fee must be paid prior to commencing training. *(Note: Prices subject to change.)* An invoice will be created for you and sent to your provided email address. If you have indicated on your enrolment form that Job Active will pay, a purchase order number (PO) is required. If you do not pay the co-contribution fee, the statement of attainment (SOA) will not be issued until the fee is paid.

Fee for service

Where a full price course exceeds $1,500, an individual student is required to pay $1,500 deposit three (3) days prior to course commencement. The student must also sign a repayment course fee agreement, to confirm the balance of scheduled course repayment/s will be paid. Where a full price course is under $1,500, the student is required to pay the full course amount three (3) days prior to course commencement.

Companies who are enrolling their employees into an OSCA course must either be a pre-approved organisation or provide the administration manager with a purchase order. OSCA will invoice the company and full payment will be required within fourteen (14) working days. If machinery or trainer time is excessive due to your non-attendance or failure to achieve the required competency standard, you will be advised of this, and a negotiated charge would apply.

Refund and Cancellation Guidelines

If you have paid your course fees up-front, you may be eligible for a refund if you withdraw from a course on or before the course commencement date. Students must notify OSCA prior to course commencement to be eligible for a refund. A student who withdraws after the course commencement date will not be eligible for a full refund, unless special circumstances apply, which may include, but not limited to:

- A medical emergency, evidenced with a medical certificate
- Family/personal reasons that would need to be evidenced by supporting documentation and/or medical certificates
- Employment related matters/emergencies that are outside your control and would need to be verified by the employer

A full refund of co-contribution fees will be issued if training has not commenced at the time of enrolment cancellation. If a student withdraws from a unit of competency or module after training has commenced, OSCA will provide a proportionate refund for the portion of training not delivered. Additionally, employers or industry stakeholders who have paid charges beyond the co-contribution fee are entitled to refunds for any undelivered training or services.

Career Start Specific Information

With effect from 01 July 2025, Queensland Government replaced C3G and User choice funding with Career Start.

The Queensland Government website states “Career Start will give job seekers access to free and reduced cost training that industries need and leads to jobs, provide more support to achieve positive student outcomes and deliver training where it is needed across Queensland.
Career Start will provide eligible Queenslanders with:

- access to low-cost certificate III qualifications in priority and emerging industries
- access to free and low-fee apprenticeship and traineeship training in priority and emerging industries
- expanded access to foundation skills such as language, literacy, numeracy and employability skills

- increased access to training in regional and remote areas." Career Start | Education and training | Queensland Government

More information regarding Queensland Government's Career Start funding can be found at https://desbt.qld.gov.au/training/training-careers/incentives.

If you are interested in accessing Career Start funded training, please speak with an OSCA representative, who will be able to assist. There are certain eligibility requirements and OSCA will be happy to discuss these with you. Please note: Career Start guidelines are designed to ensure fair and equitable access for all students. As such, individuals are not permitted to undertake more than one general pathway qualification under the Career Start program.

We encourage you to carefully consider whether a Career Start course aligns with your goals and training needs

Thank you for taking the time to read our Student handbook.

Please speak with OSCA if you have any questions regarding the content within this document or if you would like clarification.

We welcome you to OSCA and look forward to supporting you during your Training journey.