

Appeals process

Traffic Management Design Training

The Traffic Management Design (TM Design) training course has been developed to provide those responsible for managing traffic at worksites with a practical understanding of industry best practice in the design and development of Traffic Management Plans and Traffic Guidance Schemes. It is critical that we deliver quality traffic management practices to deliver the highest safety outcomes, this means that it is important that the training and subsequent assessment processes are held to the highest standards.

Appeals process for anyone unsatisfied with TM Design training course

If you have undertaken the TM Design course with either the Department of Transport and Main Roads or a Registered Training Organisation (RTO) or and disagree with the outcome of assessment marking, the appeals process is outlined below.

The TM Design course appeals process is as follows:

- (1) The participant's post course assessments and marking feedback will be reviewed by the department's appointed Appeal marker.
- (2) The department will endeavour to resolve the request for an Appeal within 30 days of appeal request. The participant will be advised of the outcome.
- (3) This Appeal decision is final.
- (4) Based on this outcome, your enrolment in the TM Design course will be finalised and closed
- (5) If you wish to re-enrol in a Queensland TM Design course there is a six month waiting period.

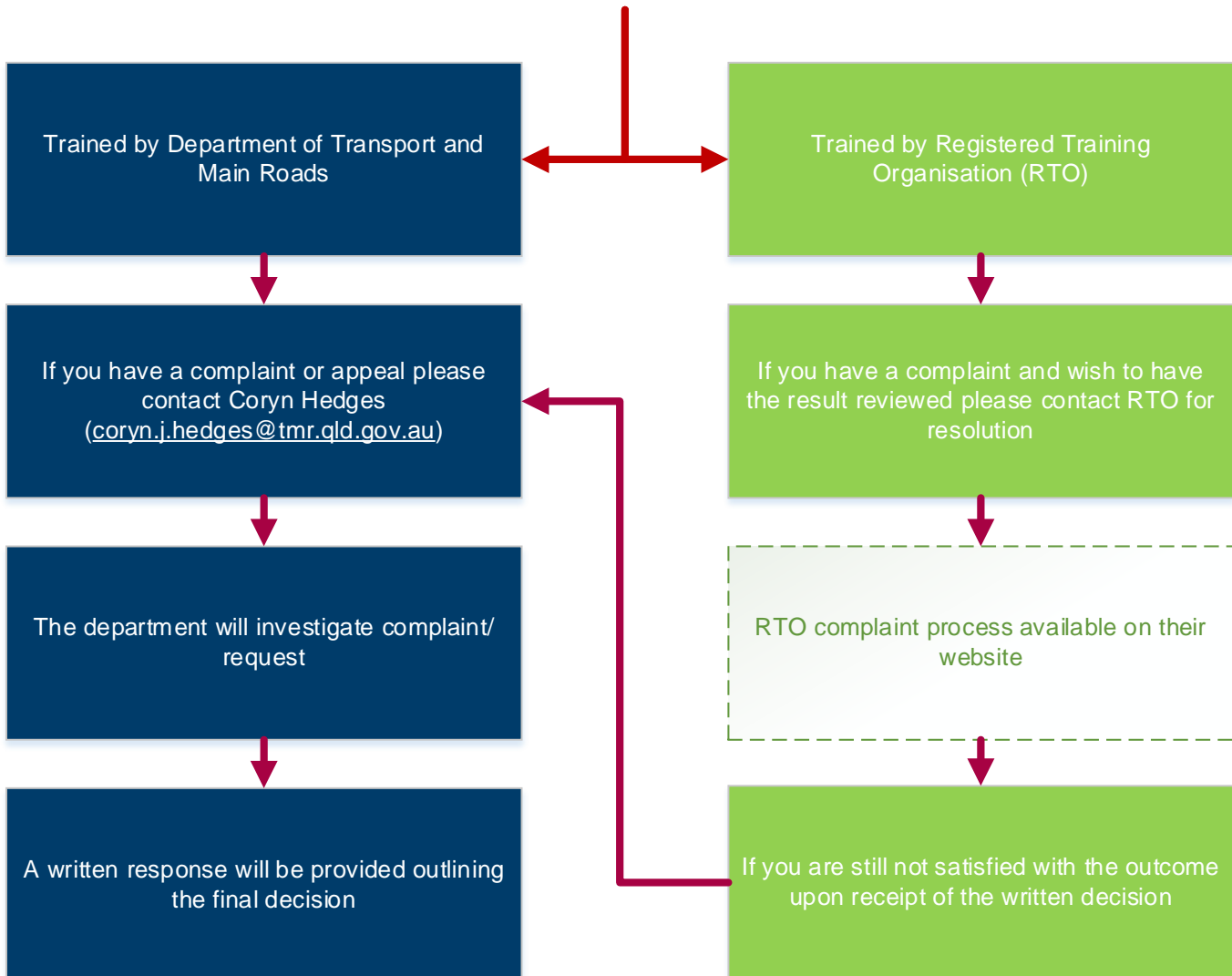
Note: RTOs delivering the TM Design course have their own appeals processes. Refer to flowchart on the next page.

Options available if the Not Competent decision is upheld:

- Wait six months and re-enrol in the TM Design course
- You may apply to the department to have the six month waiting period waived and, if successful, re-enrol at your convenience.
- Not re-enrol.

Appeal process flowchart

Participant has undertaken training and is unsatisfied with training, assessment process or outcome



For further information about Traffic Management Design Training please contact us at TMDesign@tmr.qld.gov.au.