



Our Customer Service Standards

We at NSW Electrical Test & Tagging are committed to the highest quality of customer service.

VETAB approved

The company, and our trainers and assessors are approved by VETAB and we strive to meet or exceed the standards set by this regulatory body. We believe in good customer service and will continuously improve to meet the standards set out by government authorities under the Australian Quality Training Framework.

Keeping up to date with Nationally Recognised Training and Legislation

The Managing Director makes sure that all relevant legislation and regulations are ethically applied across all NSW Electrical Test & Tagging operations. All of our trainers and assessors are responsible for maintaining the highest standards in our courses and licensing assessments. Within the guidelines we are also flexible, fair and equitable to all participants and their different needs. We will use approved courses and nationally recognised training packages and licensing courses

Information for Clients and Course Participants

Our course information and details are freely available from our website along with, terms and conditions, enrolment procedures etc. Staff are also available to answer questions by phone and email.

On receipt of an application to enrol in one of our courses, participants are notified that their application has been received and are issued with a Tax Invoice along with confirmation of their enrolment. The confirmation includes course locations, start and finish times, and any details that are relevant.

Training Delivery

We provide the **option** of having an electrical testing and tagging course conducted in-house at your workplace or you can choose to attend one of our regular public courses at one of our convenient venues locations. Either way you will receive the most comprehensive training available in the use of Portable Appliance Testers to test & tag electrical equipment to the **AQF unit UEENEEP008 & AS3760:2003**.

Assessment

With assessments, we must use approved assessment instruments and rigorous competency based assessments. This is for your safety and protection. Our assessments are consistent with industry standards. We give fair warning when assessments occur and a number of chances to complete practical tests in a range of settings and over time. Assessments will not be compromised. All our assessments meet the quality principles of assessment and are Valid, Reliable, Flexible and Fair.

NSW Electrical Test & Tagging will at all times comply with the Assessment Guidelines contained within the nationally endorsed Training Packages.

Our Trainers and Assessors

All trainers and assessors have years of industry and training experience. They are required to be training professionals and to update their professional expertise regularly. We ensure that our staff will be sensitive to the culture and learning needs of the participants. We support the principles of access and equity for employees in the workplace.

Marketing Our Courses

We market courses with integrity, honesty and accuracy. No false or misleading information will be provided.

Complaints and appeals

If a participant disagrees or disputes the outcome of an assessment, it is important that this is settled as quickly as possible. Our assessment appeals process is by contacting our office. This will also be explained at the start of every course.

IMPORTANT INFORMATION

WorkCover NSW states in its Guide "**COMPETENT PERSON FOR TESTING AND TAGGING ELECTRICAL EQUIPMENT**" that a person that is not electrically qualified must attend a VETAB approved training course and been issued a Statement of Attainment from a Registered Training Organisation.

When considering an Electrical Testing and Tagging Course ask these questions.

- Is the course delivered by a Registered Training Organisation (RTO)?
- Is the course accredited by VETAB (NSW Vocational Education & Training Accreditation Board) or an equivalent state government body?
- Is the course recognised through out Australia? (only **UEENEEP008** is)
- Are the Trainers and Assessors fully qualified (Minimum Cert IV TAA)
- Do the Trainers and Assessors have extensive industry experience?
- Is there post course support?

Unless you can answer YES to all of the above you are not receiving the most up to date and comprehensive training available nor are you receiving training to an industry standard.

NSW ELECTRICAL TEST & TAGGING

Electrical Test & Tagging Course

UEENEEP008B : 'Conduct in-service safety testing of electrical cord assemblies and cord connected equipment'.

- **All attendees receive a comprehensive training manual**
- **And ongoing post course support**
- **On successful completion you will receive a "Statement of Attainment" which is recognised through out Australia.**
- **Learn on several Portable Appliance Testers - Seaward PAC 3760 - Aegis Patrol - TnT Plus**
- **No prior electrical knowledge is required**
- **Course Costs are \$375 per attendee (GST Exempt) or choose a course package**
- **1 Day Course - Commence Time- 8.15 am, Finish 4.30 - 5.00 pm**

Contact Details

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