

Nationally Recognised Training that prepares you for work:

Our course *UEENEEP008B: 'Conduct in-service safety testing of electrical cord assemblies and cord connected equipment'* is nationally recognised training that meets industry and vocational training competency standards.

Course Fees

Details of Course Fees have been provided in the marketing material and on the website.

Confirmation of a Course

Notification of Enrolment will be sent on receipt of your application and payment, along with a Tax Invoice. Payment in full must be received 5 working days prior to the commencement of the course to secure your place. If payment is not received within 5 working days no guarantee can be given that your place in the course is secured. Late bookings will be taken if course numbers allow — (please phone us on 02 4628 8986 to make arrangements).

Enrolment Cancellations and Refunds

Cancellations will be refunded less a 15% plus GST administration fee if received in writing 3 business days prior to the commencement of the course. For cancellations notified less than 3 business days before the event, NO REFUND will be given. Change of person attending the course will be allowed, (please phone us for details) this may be subject to a 10% administration fee.

NSW Electrical Test & Tagging Pty Ltd reserves the right to withdraw your registration if payment is not received in accordance with our payment terms.

Course Changes and Cancellation

Whilst there is every intention to run the course as advertised, NSW Electrical Test & Tagging Pty Ltd reserves the right to alter any of the published arrangements, either before or during the arranged course, change course content or engage a substitute trainer.

If we have to cancel a course due to insufficient numbers or circumstances beyond our control, refunds will be made in full or an alternative course date/s will be offered.

Workbooks and Materials

We provide a workbook at the start of the course. Other equipment can be ordered through our website or at the course as required.

Entry Requirements

- Minimum 18 years of age
- Bring evidence of your identity in a photo ID – a current Australian Driver's license or a current passport.
- Good reading and writing is needed to complete the assessments and course documentation.

Course Attendance

You must attend the class for the full 8 hours. Attendance records are kept for every class by the trainer/assessor.

How to have a great training experience

1. Come well rested.
2. Come ready to learn – determine to leave outside concerns and work behind for these few hours.
3. Don't give people your mobile and tell them that you can be contacted during the course. This is very disruptive to the whole group. You will be asked to switch off your mobile during the training.
4. Allow plenty of time – plan to be 15 mins early.
5. Wear appropriate and comfortable clothing and closed in shoes is mandatory, any person not wearing closed in footwear will not be admitted.

Our course locations

Course locations and dates are advertised on our website.

Client and Participant Services

As a registered training organisation, we are required keep you informed:

An Information Service

NSW Electrical Test and Tagging provides timely and appropriate information, advice and support services including:

- **Selection and admission** – Employers can nominate staff who will attend training. Individuals can enrol in any public course, depending on satisfying the entry requirements – ID and minimum 18 years of age.
- **Participant fees and charges, including fee refund policy** – Fees for courses are clearly identified on promotional material and the website. Payment of fees does not mean a participant is guaranteed successful completion of a course.
- **Training Delivery and Standards**
- **Assessment Procedures** Every participant, on commencement of a course will be taken through an outline of the delivery and assessment process. All assessments are standardized tests and comply with Australian Standards AS3760:2010 and Guidelines for Competent Persons undertaking Testing and Tagging of Electrical Equipment. (Workcover Guide 2007)
- **Complaints and Appeals procedures** – Every participant has the right to appeal assessment decisions or lodge a complaint. The procedures for doing so are outlined later in this brochure.
- **Course induction** – At the start of each course students will be given an outline of the course structure and course activities including the assessment requirements. We will be able to answer questions during course and in breaks. Don't hesitate to ask us if there is something about the training that concerns you.

Learner Support and Assistance

We want you to succeed in your learning. If you are having difficulties our trainers and assessors can provide the following types of learner support assistance.

- Explanations of parts of the learning that have not been understood.
- Extra time on practical elements and testing as appropriate

Complying with legislation in our training programs

Equal Employment Opportunity

All clients and participants are entitled to, and will be given equal consideration and treated with equal respect. Our staff will in no way discriminate on the basis of race, gender, sexual preference, belief, or age

Harassment

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons etc);
- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

NSW Electrical Test and Tagging will follow up on complaints of harassment. You should first talk to the Trainer about your circumstances. There is a process to follow such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

Special Requirements

Please Inform our office if you have any special requirements such as dietary, literacy, learning support or other requirements prior to attending the training course by either phoning 02 4628 8986 or emailing your details to sales@testntagnsw.com.au.

Disability

The company will make reasonable adjustments in order to cater for the needs of clients and participants who have a disability.

- Training venues and facilities where possible will be accessible.
- Support persons can attend class with you at no charge provided that we are notified at least 48 hours prior to the commencement of the course.

Participant Information

Language and literacy adjustments

- We will ensure that our training is delivered at a reasonable pace for the various types of learners in each class.
- We will use Plain English and explain terminology with practical examples.
- Assessment will be both written and practical.
- Good literacy is necessary for the completion of the assessments.

Occupational Health & Safety

All of our trainers and assessors are aware of

- The OHS legislation as it relates to their educational environments.
- Principles and practice of effective OHS management.
- Common hazards in educational environments.

Evacuation

In the case of an emergency requiring evacuation of the building during one of our courses the trainer will notify his/her class that they will be evacuating the building and follow designated procedures. We use a number of premises and follow the procedures at each venue.

Participant Results

- The results of your assessments are provided where possible on the day of training. The results are signed off and forwarded to our office.
- Statements of Attainment issued within 10 working days of successful completion of units.
- The results are entered into our databases as a long term record. They may also be forwarded to the employer.
- These records are confidential and remain the property of NSW Electrical Test and Tagging.
- Participants have the right to sight their records.
- To access records send your request by email to sales@testntagnsw.com.au or phone 02 4628 8986.
- Request for a replacement certificate will need to be made in writing and signed. Email requests can be made by providing sufficient ID as requested by the RTO. Replacement certificates will incur a reprint fee of \$15 plus GST.

Copyright

- NSW Electrical Test and Tagging adheres to the Copyright Act.
- All course materials and software are licensed or written and owned by NSW Electrical Test and Tagging Pty Ltd.

Security

- Personal property - Participants are responsible for their own personal belongings. We will not accept any responsibility for stolen or damaged personal property.
- Records are kept in a lockable filing cabinet in the administration offices. Only those with authority are able to access them. Participant records are not to leave the premises, except for when they are being archived.

Training and Assessment Strategy

Training Delivery

The company can deliver:

- Off-the-Job Training in professional training rooms.
- On-the-job Training on the location designated by your Company.

Assessment Processes

All courses will be assessed against the competency standards or the assessment criteria set down for that course. Qualifications or credentials cannot be purchased and payment for any course does not guarantee that you will achieve the competencies required or receive the qualification or credential.

Competency Assessment results

You will be assessed as **Competent (C)** or **Not Yet Competent (NYC)**.

If the participant receives a 'NYC' they will be briefed in private as to where they need to concentrate in order to achieve competency. There is a limit of 8 weeks from the time of the original assessment if a candidate is required to re-sit any assessment. Should the candidate still not be assessed as NYC further training may be provided for which a fee may be payable.

Participant Information

Recognition of Prior Learning (RPL)

Assessment only pathway

We offer a short course in a technical area. There is no RPL. We do however offer an assessment only pathway for those who may have electrical qualification and do not wish to attend the whole training course. Evidence of qualifications will need to be provided prior to attempting any assessment. Where the candidate receives a **NYC**, they will need to re sit the assessment for which a fee will be payable. To enquire about an assessment only pathway contact our office on 02 4628 8986 or email sales@testntagnsw.com.au

NSW Electrical Test and Tagging recognises AQF qualifications and statements of attainment issued by other RTOs.

Participant complaints and assessment appeals procedures

All complaints and appeals must be dealt with in a constructive and timely manner.

Steps to follow in an assessment appeal:

- 1 For testing and assessments, if the participant appeals the results, the Assessor will immediately discuss the outcome to resolve the difference and reach agreement.
- 2 If agreement is still not reached, an appeals form must be completed. Then the participant and Managing Director, or nominee, will meet to discuss the assessment. Details of the meeting will be recorded in writing and the participant informed of the decision.
- 3 If agreement still cannot be reached, and the Participant wishes to make a formal appeal, then this appeal must be heard by an independent person or panel or referred to the National Training Complaints Hotline on 1800 000 674 or email to: nationalcomplaintshotline@dest.gov.au

Steps to follow if clients or participants have a complaint with NSW Electrical Test and Tagging:

- 1 We are customer focused and want to use complaints as an opportunity to improve our services.
- 2 In the first instance, the complaint should be discussed with the relevant member of staff or the Managing Director
- 3 If not satisfied, a complaints form should be filled out and sent to the Managing Director.
- 4 Details of any meetings or discussion with the complainant will be recorded in writing and the complainant informed.
- 5 If agreement still cannot be reached, and the complainant wishes to pursue the matter it can be taken to the Department of Fair Trading or the Training Complaints Hotline on 1800 000 674 or email to: nationalcomplaintshotline@dest.gov.au

Our Responsibility as a Registered Training Organisation

NSW Electrical Test and Tagging undertakes to meet the requirements set down as a registered training organisation. Our responsibilities are set out in the internal Policy Manual and in this Information brochure for clients and Participants.

We undertake to meet or exceed our client and customers needs in training for electrical testing and tagging.

Mr Brad Evans
Managing Director
NSW Electrical Test and Tagging Pty Ltd
RTO 91623

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