



EQUIP-SAFE

CLIENT INFORMATION HANDBOOK RTO 2394

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Welcome

Welcome to Equip-Safe.

Equip-Safe focuses on providing practical training, and not theory-based training. Wherever possible, training is done by learning on the equipment, and not in a classroom by showing Power Point slides.

At Equip-Safe we strive to provide a supportive environment to help you learn. We pride ourselves on the high level of client support offered and trust that you will make the most of this opportunity.

This handbook contains general information regarding Equip-Safe's policies and procedures, and available services and requirements, which are designed to ensure everyone training with Equip-Safe is given their best opportunity to achieve success.

We ask that you take the time to read the information provided before undertaking any of the services we provide.

If there is anything in this handbook that you do not understand, or anything you wish to have clarified, please feel free to speak to any member of our friendly staff.

Registered Training Organisation

A Registered Training Organisation (RTO) in Australia is a vocational education organisation providing training and assessment that results in qualifications and statements of attainment within the Australian Qualifications Framework (AQF). These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.

National Registration Information

The Electrotechnology Training Institute Limited, trading as Equip-Safe is registered with Australian Skills Quality Authority (ASQA) to deliver nationally recognised VET training and qualifications and ensures compliance with the [Standards for RTOs 2015](#)

Services

Equip-Safe provides training and/or assessment services in these areas:

- Nationally Recognised Training (Units of Competency)
- Certificates of Competency (non-nationally accredited)
- Verifications of Competency
- Elevating Work Platform Association - Yellow Card

The following table lists the nationally recognised units of competency on our scope of registration and that Equip-Safe currently delivers.

Unit Code	Unit of Competency
RIIMPO208F	Operate support equipment
RIIWHS204E	Work safely at heights
RIIHAN301E	Operate elevating work platform
CPCCCM3001	Operate elevated work platforms up to 11 metres
TLILIC0003	Licence to operate a forklift truck
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
UETDRRF002	Perform EWP rescue
UETDRRF08	Perform EWP controlled descent escape

Equip-Safe's Training Venue Information

- Arrive by 7.15am as courses start at 7.30 am sharp, unless otherwise stated. Late arrivals may be refused entry to the course.
- Courses generally finish by 4pm.
- Photo ID is required for verification of identify if undertaking EWP or Forklift, one form of primary documentation is required or at least three forms of secondary ID that does include your full name and date of birth.
- Tea and coffee are available as well as kitchen facilities. There are lunch bars nearby.

Course Information

Full details of course information is available at www.equipsafe.com.au.

Individuals and companies that book on courses will be provided information regarding their specific course when sent confirmation of their booking.

Consumer Rights

Prospective learners can obtain information in regards to their consumer rights from www.commerce.wa.gov.au/consumer-protection and the 'ASQA Fact Sheet – Choosing a Training or Education Provider' from www.asqa.gov.au/students/choosing-course-and-provider

Booking a Course

- You can enrol through our website www.equipsafe.com.au.
- If you have any booking enquiries or have any questions, you can contact us via our website, by email admin@equipsafe.com.au, or by phone on 9358 5772
- All prospective learners will then be emailed an Enrolment Form.
- Enrolment is not confirmed until, payment is made in full.
- Once your booking is confirmed you will be emailed confirmation of your enrolment.
- An Enrolment Form must be completed prior to class commencement.
- Any pre-requisites for a course are detailed on the relevant course page on our website. www.equipsafe.com.au

Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript).

Applying for your USI is free and your application can be processed [here](#) online or go to www.usi.gov.au.

All clients undertaking nationally recognised training need a USI.

Registered Training Organisations and individuals can be exempt from reporting or obtaining a USI under certain conditions, however where an exemption is provided, the training activity will not be included in the National VET Provider Collection and the training activity will not appear on the learner's Authenticated VET Transcript.

Further information regarding USI exemptions can be found here at <https://www.usi.gov.au/>

Identification Requirements

WorkSafe WA requires learners undertaking training to attain a high-risk work licence (HRWL) need to provide **one form of primary identification** or at least three secondary documents. One of these documents must include at least your name, and date of birth. Click [here](#) to view the WorkSafe website for acceptable forms of ID.

National Code	Name	HRWL Class
TLILIC0003	Licence to operate a forklift truck	LF
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	WP

NOTE: It is a requirement under the Work Health and Safety Act 2020 (WA) and Work Health and Safety (General) Regulations 2022 (WA) that to obtain a HRWL the applicant must have reached 18 years of age.

Payment of Course Fees

Payment must be made prior to undertaking a course. Payment may be made online by debit/credit card, bank transfer, eft-pos or company purchase order. If paying by bank transfer, Equip-Safe's bank account details can be found on the bottom of your invoice. Please use invoice number as your reference.

Construction Training Fund Rebate



The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers.

Eligible companies/individuals must be:

- Directly employed in the building and construction industry in Western Australia construction companies undertaking projects in Western Australia
- Self-employed and undertaking work which is directly involved in the construction process

Where eligibility of an applicant is in question the Training Fund will seek evidence of eligibility via review of a detailed, recent work history.

Unemployed participants

If an individual is unemployed at the time of undertaking a short course recognised by the Training Fund, they must be able to:

Demonstrate that they were directly employed in the construction industry in Western Australia for a minimum of six months, within 12 months prior to the date of course commencement; or if no recent work experience is involved have written evidence of a relevant employment offer from an eligible company or contractor in the construction industry prior to making a claim

Please visit the Construction Training Fund website for further information

www.ctf.wa.gov.au

Fee adjustment

Where you provide Equip-Safe with information that indicates you are an eligible worker under the Construction Training Fund (CTF) we will reduce your initial fee payment to the amount excluding the applicable CTF rebate amount.

Equip-Safe will then claim the difference of the fee amount from the Construction Training Fund.

However, if the Construction Training Fund, after reviewing the information you provided make the decision that you are **not an eligible worker** Equip-Safe will issue an additional invoice to you for payment of the outstanding amount for the full cost of the training.

Alternatively Equip-Safe can charge you the full amount of the fees and provide you with the claim form which you can lodge with the Construction Training Fund to have the rebate paid directly to you.

Cancellations, Refunds or Transfer of Courses

Cancellations and Refunds

In the event that you need to cancel a course, a refund will be made on the following basis:

1. 100% of the enrolment fee where cancellation is made 8 or more days prior to the course starting
2. 50% of the enrolment fee where cancellation is made 2 to 7 days prior to the course starting;
or
3. Where cancellation is made 24 hours (1 business day) prior to the course starting, no refund shall be made

Transfers

In the event that you need to transfer to your course to another date, depending on course availability, no additional charges are incurred.

No refund will be given for withdrawal after a course has started.

How to Request a Refund

Equip-Safe understands that due to unforeseen circumstances it is sometimes necessary for a participant to cancel their enrolment in a course. All cancellations must be made as soon as practicable by Phone (08) 9358 5772, followed up by email admin@equipsafe.com.au.

Information for Enrolment

Equip-Safe provides give an induction to all participants at the start of each training course. This covers:

- training venue, including safety and emergency details, general housekeeping
- course content and outline
- procedures for assessments to be undertaken
- use and care of equipment
- complaints and appeals processes
- care and acknowledgement of fellow course participants and workers
- Equip-Safe's responsibility under the Access and Equity, Privacy and Duty of Care requirements
- Statements of Attainment/licences etc. to be issued/offered.

Working with Others

At all times, the course you are attending should be considered a work situation rather than a classroom and is subject to normal employment expectations. Equip-Safe expects the following from its workers and therefore of its learners, your cooperation while with us will be appreciated.

- ✓ **Eating and Drinking** – We are flexible enough to allow drinks to be consumed in training areas but all care must be taken to keep work environment clean and safe. Food should only be consumed during designated breaks and in appropriate areas.
- ✓ **Kitchen Area** - Please keep this area clean. Tidy up after yourself and do not leave a mess for others to clean up.
- ✓ **Toilets** – Toilet facilities are provided for males and females. These facilities need to be kept clean and hygienic at all times.
- ✓ **Smoking** – Smoking is not permitted in any part of our premises for safety and health reasons.
- ✓ **Other Classes** - Please respect their privacy and need to learn. Try not to interrupt or disturb others. Be mindful of noise levels.
- ✓ **Pain Medication** and other medical drugs cannot be issued to clients according to Work Health and Safety regulations.
- ✓ **Parking** - Parking is available at our Welshpool site and detailed information will be provided when your booking is confirmed.
- ✓ **Dress Code** - Be prepared to follow our course dress code, including the removal of facial piercings for work placement activities if required. (See [Work Health and Safety](#))
- ✓ **Mobile Phones** – Phones are to be turned off during training and assessment. If a person requires to have their phone on for work reasons, or personal reasons, it must be on silent. The assessor must be notified on the day if your phone is required for work or personal reasons.
- ✓ **Respect** – Please respect fellow classmates and Equip-Safe workers at all times.
- ✓ **Drugs and alcohol** – Equip-Safe does not tolerate people in our workplace that are under the influence of drugs and/or alcohol or have in their possession, for use in the workplace any drugs and/or alcohol. If you are you will be asked to leave our workplace immediately.

Certification Documents

Equip-Safe will issue a Nationally Recognised Statement of Attainment indicating the competencies that have been achieved on completion of all training and assessment components.

Your Statement of Attainment will only be issued upon successful completion of the required Units of Competence and when full monies have been paid to Equip-Safe.

Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact Equip-Safe.

Your Certificate or Statement of Attainment can be reissued. Please refer below regarding details of costs.

To have either your Certificate or Statement of Attainment reissued you will need to provide ID, preferably photographic in the form of a driver's licence, passport or proof of age.

Re-issuing Certificates

If your certificate or Statement of Attainment is lost or stolen and you wish Equip-Safe to issue another certificate there will be a cost involved. At present the cost is \$50.00 for a hard copy.

Client Feedback

Equip-Safe seeks feedback from all clients on their satisfaction with services they have received.

You may be asked to complete feedback surveys regarding both the quality of our training products and the services delivered. Your feedback and/or suggestions can be provided to your trainer at any time throughout your training.

Modes of Delivery

A delivery mode describes the way training will be delivered to support and enable learning.

Broadly speaking, there are three delivery modes:

- face-to-face
- self-paced, and
- blended learning.

Equip-Safe provides training to its learners predominately through face-to-face delivery.

However, where it is established that a learner has existing skills and knowledge resulting in them undertaking a shorter course i.e., Forklift or EWP one-day, then some self-paced learning in the form of pre-course reading will be required.

Access and Equity

Refer to our Access and Equity policy which is available on our website **Error! Hyperlink reference not valid.** www.equipSAFE.com.au/terms-and-conditions

Assessment

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, and to confirm that an individual can perform to the standard required in the workplace.

Refer to our Assessment Policy which is available on our website <https://equipSAFE.com.au/terms-and-conditions/>

Some courses delivered by Equip-Safe also have licencing outcomes; such as high risk work licences, and may have additional assessment requirements as determined by the licencing authority i.e., Worksafe. These will be discussed during the course and prior to assessment.

Reasonable Adjustment

Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment, then strategies contained in the Government of Western Australia, Department of Training and Workforce Development guide *Assessment in the VET Sector* 2015, at Page 62, identifies kinds of reasonable adjustment that can be made:

“The kinds of reasonable adjustment that can be made

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- *customising resources or activities within a training package or accredited course;*
- *modifying a presentation medium;*
- *providing additional support;*
- *providing assistive or adaptive technologies;*
- *making additional information accessible both before enrolment and during the course; and*
- *monitoring these adjustments to ensure that the learner’s needs continue to be met.”*

Participants must have a good command of the English language. They must be able to read and write English to be able to undertake the written assessments.

Learner Support Services

Equip-Safe is committed to providing support services or referral for learners within its scope of operations. The nature of the support depends on an assessment of the individual’s needs.

If you require support or assistance at any point throughout your course, you are invited to contact us to discuss and design a support strategy. If you are aware of something that might impact your progression through training and assessment prior to course commencement, please notify us as early as possible to allow us to best cater for your needs. If you do not tell us prior to course commencement about an existing condition that may affect completion of training and assessment, Equip-Safe may not be able to provide the support or assistance required.

Support services may include the following areas.

- **Mentoring:** This encompasses study skills support and assistance when applying for RPL.
- **One-to-One Training:** Where learners require individual coaching our trainers and assessors will provide a reasonable amount of one-to-one training.
- **Counselling:** Referral to other services can be provided.
- **Language, Literacy and Numeracy (LLN):** Learners can be referred to external agencies for support.
- **Disability Support:** Equip-Safe can refer learners to an appropriate external agency depending on their individual requirements.

Where access to a support service incurs additional costs, those costs must be met by the learner, unless other arrangements are made with Equip-Safe.

Equip-Safe encourages learners to view the [Support & Language, Literacy and Numeracy \(LLN\) Services](#) on the Equip-Safe [website](#) for information on a range of mental health and learner support services.

Recognition of Prior Learning

Every participant is given the opportunity to demonstrate their prior learning. Recognition may negate the need for training, but full assessments must be completed.

Participants can contact Equip-Safe for details relating to the requirements for Recognition of Prior Learning. Participants will be required to produce documentary evidence of their knowledge and experience, being in the form of CV's, letters, references from managers, prior training, and work experience etc. These must be supported by the contact details of reputable, contactable referees who can confirm the prior learning. The assessor will make judgement, if the participant has the necessary experience and skills that are required.

The full cost for completing an RPL assessment will vary depending on the time required by an assessor to review the evidence provided by the applicant. We recommend that if you are considering the RPL process you contact our office to discuss the cost and process.

National Recognition

Equip-Safe accepts and provides credit to learners for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) Authenticated VET transcripts issued by the Registrar.

National Centre for Vocational Educational Research - Privacy Notice & Storage of Records

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.

As an RTO we need to verify your USI number before a Statement of Attainment can be issued and collection of personal information is required for verification.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to 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). The 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 NCVET and other bodies handle your personal information

The NCVET will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVET Act. Your personal information may be used and disclosed by NCVET 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 NCVET is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), 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 NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

Surveys

You may receive a learner survey which may be run by a government department or an NCVET 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 Equip-Safe 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.

Privacy and Storage of Records

Equipsafe is committed to protecting learner' privacy and the security of personal information. Our privacy policy can be obtained from Administration or our website <https://equipsafe.com.au/terms-and-conditions/>

VET Data Use Statement

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

Work Health and Safety

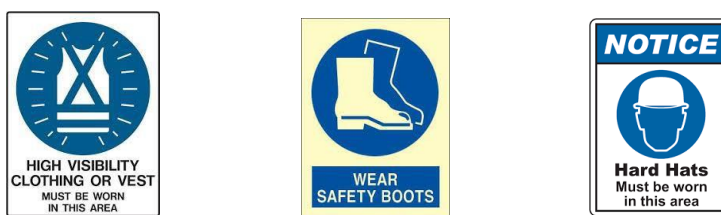
Equip-Safe is committed to providing a safe and healthy work and training environment and makes every reasonable effort to prevent accidents and injuries to all learners, trainers and other workers on site. Equip-Safe promotes the health, safety and welfare of all participants, in accordance with the current WA State and Federal Legislation and Industry Statutory Regulatory requirements.

All participants must be fit and capable of undertaking their practical assessment to the extent that they do not endanger themselves or fellow participants attending the course. Any disabilities need to be advised prior to the course. This will assist Equip-Safe to make a judgment to ensure that they are capable to undertake the course.

Learners undertaking a High-Risk Work Licence (LF, WP) must have sufficient knowledge of the English language, both written and oral, to safely do work of that class (refer Division 1 of Part 4.5 of the Work Health and Safety (General) Regulations 2022 (WA))

All participants must wear sturdy, fully enclosed footwear. Normal work boots that are clean, and free of oil and grease, are preferred. Appropriate clothing suitable to the course they are undertaking must be worn.

P.P.E (Personal Protective Equipment) e.g. hard hats, hi-vis, etc, can be provided by Equip-Safe on training days. Participants may provide their own P.P.E if preferred.



Legislation

Vet Quality Framework

The vocational education and training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTO's are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced.

The VET Quality Framework comprises:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Fit and Proper Person Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework

Equip-Safe is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes but is not limited to:

- a. Standards for RTOs 2015
- b. Vocational Education and Training Act 1996 (WA)
- c. Equal Opportunity Act 1984 (WA)
- d. Health Act 1911 (WA)
- e. Workers' Compensation and Injury Management Act 1981 (WA)
- f. Work Health and Safety Act 2020 (WA)
- g. Work Health and Safety (General) Regulations 2022 (WA)
- h. Australian Human Rights Commission Act 1986 (Cth)
- i. Racial Discrimination Act 1975 (Cth)
- j. Privacy Act 1988 (Cth)
- k. Copyright Act 1968 (Cth)
- l. Industrial Relations Act 1979 (WA)
- m. Fair Work Act 2009 (Cth)
- n. Work Health and Safety Act 2011 (Cth)
- o. Disability Standards for Education 2005 (Cth)
- p. Working with Children Crime Record Check Act 2004
- q. Student Identifiers Act 2014
- r. Sex Discrimination Act 1984

All legislation can be accessed via www.comlaw.gov.au and www.legislation.wa.gov.au

Equip-Safe will monitor changes to this legislation and where those changes directly affect Equip-Safe operations, will notify those concerned.

Complaints and Appeals

Please see our Learner Complaint, Grievance Resolution and Appeals Procedure on our website www.equipsafe.com.au/terms-and-conditions

Should you consider that you need to make a complaint or lodge an appeal please use our procedure as a guide on how to do so.

Further enquiries

If you have any further questions about your enrolment, course or learning, please do not hesitate to contact any one of the friendly Equip-Safe team.

T: (08) 9358-5772

E: admin@equipsafe.com.au