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Student Handbook

Welcome to KG Training & Assessing

Thank you for choosing KG Training & Assessing as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making some new friends along the way. We are here to help you make the most of your learning.

I look forward to meeting you and trust you will enjoy your time with us and wish you every success in your learning.

KEVIN RAMSAY

Director

KG Training and Assessing

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INTRODUCTION

This handbook contains information that is applicable for those who are considering undertaking Training, Assessment or Verification of Competency (VOC) with KG Training and Assessing (KGTA). Further information can be obtained by telephoning (08) 9592 2535, viewing our website – www.kgtraining.com.au, or by emailing us at admin@kgtraining.com.au. Enrolments for training may be made over the telephone, via our website, by e-mail or in person. Please contact us or refer to our website for course fees. Please note; a deposit payment is required to confirm a booking.

KG Training & Assessing

Thank you for considering training with KG Training & Assessing.

KG Training & Assessing is registered training organisation (RTO) registered with the Vet Regulator.

KG Training & Assessing aims to deliver high quality, innovative and engaging training that is relevant to clients, employers and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes and facilitation methods to remain ahead in technology and industry standards.

1.1 Access and Equity

KGTA is committed to a policy of equal opportunity for clients and staff. The policy has been introduced to protect clients and staff from discrimination and harassment. Training and assessment will not be restricted on grounds of nationality, place of birth, language, culture, religion, age, sex or educational background. Learners are to notify staff of disabilities or other factors that may affect their training or assessment before enrolment. Learner support can be offered to assist those with specialist needs.

1.2 KGTA Obligations to Learners

KGTA is committed to quality outcomes for all learners. As the registered training organisation that will issue each learner's AQF certification document (that is, Statement of Attainment), KGTA is responsible for the quality of the training and assessment in compliance with the Australian Qualifications Framework (AQF) and the Standards for Registered Training Organisations (RTOs) 2015.

Where there is a change to any agreed service, KGTA staff will take every endeavour to contact learners and clients (via phone and/or email) as soon as is practicable to advise of the change, be it a change of ownership, a change in a third party arrangement or the like.

1.3 KGTA Limitations

KGTA do not have the resources to deliver training or assessment in a language other than English. If a student is seeking training and assessing in any other language, including Auslan (Australian sign language) they should contact KGTA. Where it is lawful KGTA will see what arrangements can be made to accommodate the request.

Should KGTA close, or cease to deliver or cancel a product/service that has been booked, KGTA staff will take every reasonable step to contact all parties that would be affected to notify them of the change, and any monies paid will be refunded. Where possible KGTA will endeavour to provide direction on where students can access an equal or similar product / service.

1.4 Fees

Information regarding fees that apply to training and assessing are available on our website, or by contacting KGTA by telephone on 08 9592 2535, or by emailing KGTA on admin@kgtraining.com.au. As per the Standards for Registered Training Organisations (RTOs) 2015, Clause 7.3, KGTA will not accept payment of more than \$1,500 from an individual learner prior to the date of training. Where an individual wishes to secure a place on a course, a deposit of at least 50% of the total course cost (but not exceeding \$1,500) will be required.

Where an individual has booked multiple courses, KGTA will not accept a pre-payment greater than \$1,500 for all training booked. At no point prior to, or during the individual's training will payment/s totalling \$1500 be accepted for services yet to be delivered. Any remaining fees are payable at the completion of a course, prior to the issue of the AQF certification documentation (Statement of Attainment). In the case of enrolment in a combined course, individual Statement of Attainments will not be issued until full payment of the combined course fees has been received.

1.5 Refund and Transfer Policy

KG Training and Assessing (KGTA) is committed to ensuring there is a fair process for dealing with refunds when a party/candidate has made payment for a booking in a course, assessment or VOC

Definitions:

KGTA	- KG Training and Assessing.
Booking	- Is interchangeable with enrolment/enrolled
Activity	- Activity that has been booked, including but not limited to - courses (public schedule or private), VOCs, assessments, RPL or any combination of such activities
VOC	- Verification of Competency
RPL	- Recognition of Prior Learning

1. Cancellations and Refunds

Where a party wishes to cancel a booking, a full refund will be given where a minimum of five (5) business days' notice from a face to face activity has been provided to KGTA in writing.

Where less than five (5) business days' notice of a cancellation has been given, all fees paid will be non-refundable, including but not limited to situations where:

- A candidate is late for their activity for any reason
- A candidate arrives for an activity but has not completed an entry requirement of the booking (e.g. mandatory study).
- A candidate withdraws from their booking after it has commenced
- In the event that a candidate is late, or an entry requirement has not been completed the candidate will not be permitted to attend the activity.

If a candidate is unable to attend an activity due to illness or injury, a medical certificate will be required to refund the booking.

Inability to attend the activity for any other reason will be judged on a case by case basis. Proof of circumstances will be required, however this does not guarantee any refund of monies paid.

Where a candidate has not passed their completed mandatory pre-course study they will be contacted by a KGTA staff member to discuss areas of further study.

If the candidate will not be able to complete the additional required study due to time constraints, or if they are ultimately unable to pass the required study, KGTA will provide a full refund of the course fee providing that the candidate has completed the mandatory pre-study within the timeframes advised by KGTA at the time of making the booking.

Where a candidate is deemed to be not yet competent following an assessment they are able to attend a further two (2) assessments at no extra cost. These assessments will be at a time to be agreed upon between KGTA and the candidate. If ultimately the candidate is unable to achieve competency and the candidate has followed the instructions of KGTA with regard to further study required they will be refunded in full for the course cost. KGTA may choose to refund the course costs prior to completion of all assessment attempts if it is unlikely that the candidate will be able to pass.

Any party wishing to request a refund may do so in writing to KG Training and Assessing, PO Box 2111 Rockingham DC WA 6967, or via email to admin@kgtraining.com.au. Requests for a refund that is approved by KGTA will be processed within four (4) weeks of being received.

2. Transfers

Where a party wishes to transfer to an alternative date or an alternative activity, the transfer will be granted where a minimum of five (5) business days' notice from a face to face activity has been provided to KGTA in writing.

Where less than five (5) business days' notice of a transfer has been given the request may or may not be granted depending on the circumstances. If the transfer is granted all fees paid will be non-refundable and no further transfers will be granted for any reason.

- If a candidate requests the transfer due to illness or injury, a medical certificate will be required to transfer the booking
- A transfer request for any other reason will be judged on a case-by-case basis. Proof of circumstances will be required, however this does not guarantee that KGTA will approve a transfer.

Where a candidate has completed their mandatory pre-course study by the date and time specified by KGTA at the time of booking and they have not passed they will be contacted by a KGTA staff member to discuss areas of further study. If it is not possible for the candidate to complete the required study prior to the date of their face to face activity they will be offered a transfer at no additional cost.

A transfer will not be granted where a candidate does not arrive or is late for the activity; or where the candidate arrives but has not completed an entry requirement of the booking (e.g. mandatory study). In the event that a candidate is late, or an entry requirement has not been completed the candidate will not be permitted to attend the activity.

3. Substitute Participants

A replacement participant may be allowed at no extra charge provided that KGTA staff receive notice before commencement of any face to face activity.

Where the booking has a mandatory pre-course study component, KGTA must be notified of the replacement participant and their contact details in order to provide the replacement participant with the required study. A replacement participant will not be permitted if there is not sufficient time for them to complete the study prior to any face to face activity. If KGTA do not allow a replacement participant no refund will be granted for the booking.

4. Transfers and Cancellations made by KGTA

KGTA reserves the right to cancel or transfer activity dates due to unforeseen circumstances, up to and including the day prior to commencement of face to face activities.

Candidates scheduled to attend these activities will be notified by phone/SMS or email advising of the changes, including where a full refund of fees paid will be offered or alternative arrangements will be made.

If KGTA is unable to offer the booking, the refund will be processed within two (2) weeks.

1.6 Identification

If you are unable to provide one primary and one secondary form of ID, or two primary; please contact the office on 08 9592 2535, or email admin@kgtraining.com.au to discuss alternatives. Where the ID provided has an expiry date, there must be at least one month of validity remaining from the date of the course.

Primary Identification	Secondary Identification
<ul style="list-style-type: none">○ Photographic Motor Drivers Licence○ Passport○ Original Birth Certificate or certified copy○ Valid High Risk Work Licence○ Photo Identity Card issued for police or defense force personnel.	<ul style="list-style-type: none">○ Medicare Card○ Pensioner / Health Care Card○ Credit Card or ATM Card○ Bank Account Statement (no more than 12 months old)○ Telephone, Gas, Water, Electricity or Land Rates Account (no more than 12 months old)○ A Certificate or Statement of Attainment from a recognised educational institution.

1.7 Unique Student Identifier

As of 1st January 2015, the Australian Government requires all students to have a Unique Student Identifier (USI). You can create a USI for yourself at usi.gov.au. Once you provide us with your USI we will require your permission to verify it.

Although we are able to create a USI on your behalf using one of the following forms of ID, WE STRONGLY ADVISE that you create your own USI. This enables you to set a password as you go, there are also instances where the USI websites may have trouble with a form of ID and you will be best placed to offer an alternative form of ID.

USI acceptable ID is:

- Australian Drivers Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport
- Australian Birth Certificate
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immicard

Please Note: No other form of ID is acceptable for USI creation.

If you do not have access to the internet or are unable to create your own USI, you are able to provide us with permission to create one on your behalf. You will need to provide one form of identification, as listed above, at enrolment. You will also be required to complete a privacy notice.

Please Note: KGTA are not able to issue an award for accredited training without the learner having a USI.

1.8 Dress Code

Casual clothing is recommended for comfort during our courses, we suggest pants or jeans. Long sleeves/pants and hi-vis are not required. Enclosed shoes are required at all times. All high risk courses (excepting Forklift) require the learner to wear safety boots during practical components.

KGTA is able to provide all other safety equipment, including hard hats, Hi-Vis vests and gloves; however learners are welcome to bring their own safety equipment. Where training is being conducted at the workplace the dress code will be as per site policy. KGTA do not supply any safety equipment onsite.

1.9 Parking

Please do not park across the road at the Lunch Bar, Tint-a-car or Leagues as they may tow your vehicle.

1.10 Tea and Lunch Breaks

- Tea and coffee is provided for morning and afternoon tea breaks.
- Courses that run for a full day or longer will have a lunch break each day. Kitchen facilities, including fridge and microwave are provided for your convenience. Cool drinks and snacks are available from a vending machine.
- A lunch bar is located directly across the road if you wish to purchase lunch. Please be aware that the lunch bar is not open on Saturdays.

1.11 Course Materials

All training and assessment materials and stationery will be provided by KGTA, except where courses are delivered onsite. Course manuals are available in hardcopy and electronic PDF formats. Where a course is to be delivered onsite KGTA will liaise with the booking contact regarding the training and assessment resources to be supplied by the client.

1.12 General Language, Literacy and Numeracy (LLN) Requirements and Learner Support

The following is an excerpt directly from WorkSafe WA regarding English requirements and conducting assessment. Specific LLN requirements for each course can be found under the applicable course info.

The following sets out WorkSafe's requirements in this regard.

Regulation 6.20(2)(d) of the Occupational Safety and Health Regulations 1996 requires that an assessor must not issue a notice of satisfactory assessment (NOA) unless satisfied that the applicant for the HRWL has sufficient knowledge of the English language, both written and oral, to safely do the work relevant to the HRWL applied for.

WorkSafe considers that to assist in ensuring safety at the workplace, and to comply with the above regulatory requirement, applicants for a HRWL must have sufficient knowledge of the English language to communicate orally with other workers and where appropriate be able to read and understand:

- Safety signs at workplaces.
- Operator manuals in the case of plant such as, for example, fork-lift trucks, work platforms and cranes.
- Load charts and/or compliance plates in the case of plant as exemplified above.
- Assembly instructions and drawings associated with rigging and scaffolding work.
- Job Safety Analyses (JSAs) .
-

In undertaking the written component of the Assessment Instrument WorkSafe does not permit, under any circumstances, an interpreter to be used and requires that applicants attempt the written examination in their own hand. Being able to write answers to the written questions is an essential means of applicants demonstrating to the assessor that they can read the English language.

However, when marking written assessments assessors can seek verbal clarification/enhancement of questions not fully answered.

WorkSafe also wishes to confirm that all written assessments for HRWLs must be 'closed book' in that applicants must not have access to any information, such as course text books or other learning materials, which will assist them in providing answers to the Assessment Instrument questions.

KGTA are able to provide learner support for those who need additional assistance to successfully meet the assessment requirements of a unit of competence. Learner support practices may include:

- Additional time to study course content (with guidance on areas of study required)
- Additional theory and/or practical training (attending additional course dates)
- One on one time with a trainer/assessor (at a time/date identified by KGTA)
- Re-assessment opportunities following further training.
- Oral assessment
 - Oral assessment may be offered only after a candidate has attempted the written assessment.
 - All candidates who complete the theory assessment orally, are required to complete a supplementary assessment to demonstrate they are able to read, understand and write basic English and understand numerical values.
 - The supplementary assessment is similar to the examples given in LLN above and must be successfully completed by the candidate (on their own).
 - An oral assessment may not be able to be conducted on the same day the written assessment is attempted, as it requires a trainer to conduct it one on one with the candidate.
 - When a candidate successfully completes an oral assessment, they will then be required to successfully complete the practical assessment to be judged as competent

KGTA acknowledge that some learners may need modified training materials/resources and assessment papers. For example, to meet the individual needs of learners, KGTA are able to provide additional learner support through;

- Large print manuals and assessment papers
- Manuals and assessment papers printed on coloured paper of a learner's choice.
 - Where a learner requires coloured paper, KGTA request they inform KGTA prior to the scheduled training date/s so arrangements can be made.
 - Should a learner attend for training before a request for coloured paper has been made, KGTA will only be able to meet their request if their preferred colour is in stock.
 - Where a learner's preferred colour is not available, they may choose to transfer to a future date when KGTA can make required arrangements.

These options should be discussed with KGTA administration at time of booking and prior to course commencement to allow for arrangements to be made. There are no additional fees charged for learner's to access this support.

KG Training and Assessing (KGTA) understand that some learners may require learning support that it cannot offer, particularly in the areas of Language, Literacy and Numeracy (LLN). If you feel that you cannot meet the language, literacy and numeracy requirements of the course we advise that you do not book this course with KGTA. The following information may be of assistance to you in pursuing your training goals. While KGTA do not recommend any particular agency or programme, the websites below may assist learners in accessing LLN support, however it should be noted that KGTA do not;

- Guarantee a place in, or provide eligibility criteria to access any programme/s
- Guarantee that any programme/s offers free services
- Provide information about fees that may be associated with any programme/s
- Offer financial assistance to engage with any programme/s

<https://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

<https://www.education.gov.au/skills-education-and-employment>

<https://www.education.gov.au/literacy-net>

1.13 Recognition of Skills and Knowledge (Including RPL)

Recognition of skills and knowledge is available to learners. If you would like to be assessed through what is known as an RPL arrangement (Recognition of Prior Learning), please notify KGTA and arrangements will be made that allow you to demonstrate your competency. The evidence provided through the RPL process must meet the unit of competency in its entirety and include sufficient and current evidence.

Where gaps in evidence are identified, further evidence, training and assessment may be required. If training is required, it is no longer considered a RPL pathway, but rather the amount of training may be reduced to fit your individual needs in a training and assessment pathway.

KG Training and Assessing (KGTA) provide an RPL Guide to those who are considering making an application for RPL. If you haven't already received one (hardcopy or electronic), please let a KGTA staff member know. The RPL Guide contains important information that you must read and understand before you formally enrol in an RPL application.

Please Note:

Where the intent of the RPL applicant is to submit an application for a High Risk Work Licence, they WILL be required to complete the full knowledge, practical and assignment assessments in accordance with the current mandated National Assessment Instrument as per the National High Risk Work Licensing requirements endorsed by WorkSafe WA.

1.14 Assessment

KGTA will conduct training and assessing in accordance with the relevant National Training Packages and where applicable Safe Work Australia Assessment Instruments.

Assessment processes comply with the principles of assessment, which are fairness, flexibility, validity and reliability. The rules of evidence, being validity, sufficiency, authenticity and currency are also applied in the assessment process.

KGTA do NOT guarantee that learners will achieve a successful outcome following the training and assessment. Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

If learners are deemed "Not Satisfactory" in a particular component/s, they will be offered the opportunity to receive further training at a mutually agreed time, prior to re-assessment. There will be no further fees for the additional training and re-assessment. If there is an increase in price before the re-assessment has occurred, the difference in course prices will be payable before reassessment can occur. Re-assessments must be completed within 60 days of the original course date.

Should a learner be required to complete any study prior to a reassessment, and they do not bring their completed study on the day of the reassessment, they will be required to pay a reassessment fee of \$150.

1.15 Issuing Certification

KGTA only issue an AQF certification document (Statement of Attainment) to learners who demonstrate competence through meeting the required performance and knowledge evidence and performance criteria of the unit of competency.

1.16 Re-print of Certification and VOC Cards

Where a learner requires a replacement of their AQF certification documentation (Statement of Attainment) or VOC card that was issued by KGTA, a replacement fee of \$25.00 is payable prior to the replacement being issued.

1.17 Feedback and Suggestions

At completion of training and/ or assessment, clients will be provided with the opportunity to complete an evaluation of training and provide feedback and/or suggestions. Clients may remain anonymous, and completion of the feedback forms is not mandatory. However, KGTA appreciate all feedback provided as it gives us an opportunity to gain valuable insight into the needs of learners and their expectations.

By providing feedback learners are assisting us to deliver quality training that is relevant to the needs of learners.

1.18 Complaints and Appeals Policy

1. Purpose:

KG Training & Assessing (KGTA) is committed to managing and responding to allegations involving staff and/or clients, or incorrect assessment decisions.

This policy is based on providing and maintaining training and assessment services that are fair and reasonable and provide a forum for issues to be raised and resolved. The object of this policy is to ensure that KGTA staff act in a professional manner at all times and provide clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

2. Policy Statement

KGTA acknowledges the clients have a right to lodge a complaint when they are dissatisfied with the services provided by KGTA; or appeal an assessment decision if they feel they were unfairly treated during an assessment or the decision made was incorrect. KGTA will ensure that clients have access to a fair and equitable process for expressing complaints and lodging appeals.

3. Policy Principles

In managing complaints and appeals, KGTA will ensure that:

- a. The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeals processes.
- b. The complaints and appeals policy is publicly available.
- c. There is a procedure for making a complaint or appeal.
- d. Complaints and appeals are treated seriously and dealt with promptly, confidentially and will be acknowledged in writing and finalised as soon as practicable.
- e. All clients have the right to express concern or lodge a complaint if they are dissatisfied with the services provided, or the conduct staff or another client.
- f. All clients have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect.
- g. The complaints and appeals procedures are based on the understanding that no action will be taken without consulting the complainant/appellant and respondent, using a process of discussion, cooperation and conciliation.
- h. The rights of the complainant/appellant and respondent will be acknowledged and protected throughout the complaint and appeals procedures, including the conduct of separate interviews initially.
- i. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- j. Final decisions will be made by a Director of KG Training and Assessing.
- k. If the complaints or appeals process fails to resolve the complaint/appeal, or the complainant/appellant is not satisfied with the outcome, the matter will be referred to an independent third party for review, at the request of the complainant/appellant. All costs incurred for the third-party review will be advised to the complainant/appellant.
- l. If the complaint or appeal will take in excess of 60 calendar days to finalise, KGTA will inform the complainant/appellant in writing providing the reasons why more than 60 calendar days are required. The complainant/appellant will also be provided with regular updates on the progress of the complaint/appeal.
- m. Victimisation of complainants, appellants, respondents or anyone one else involved in the complaints or appeals resolution process will not be tolerated.
- n. All complaints and appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the client in any current or future training.

4. Types of Complaints

A complaint may include allegations involving the conduct of:

- a. KG Training and Assessing, its trainers, assessors or other staff; or
- b. A client of KG Training & Assessing.

5. Grounds for Appeal

Valid grounds for an appeal against an assessment decision (where the client feels the assessment process was unfair, or the assessment decision is incorrect) could include the following:

- a. The judgement as to whether competency has been achieved and demonstrated was made incorrectly;
- b. Alleged bias of the assessor;
- c. Alleged lack of competence of the assessor;
- d. Alleged wrong information from the assessor regarding the assessment process;
- e. Alleged inappropriate assessment process for the particular competency;
- f. Faulty or inappropriate equipment; and/or
- g. Inappropriate conditions.

6. Responsibilities of KG Training and Assessing

A Director or KGTA will be responsible for the resolution of the complaint or appeal. The Director may delegate responsibility for the resolution of the complaint or appeal if necessary. Details concerning the scope of the Complaints and Appeals Policy are to be clearly displayed throughout the organisation and contained within the staff induction process, Student Handbook and KGTA's website.

7. Complaints Process

If a client has a complaint, they are encouraged to speak immediately with the trainer/assessor to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Complaints Lodgement Form, to lodge a formal complaint. KGTA will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative, or other mediator may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All complaints shall follow the below process:

- a. Complaints are to be made in writing within 7 calendar days of the incident using the Complaints Lodgement Form.
- b. A submitted complaint lodgement form will constitute a formal complaint from the client.
- c. The Director of KGTA must be informed of receipt of all complaints immediately, and will then acknowledge the complaint in writing.
- d. The Director may initiate a transparent, participative investigation to identify the issues, or may delegate responsibility to investigate and/or resolve of the complaint.
- e. Complaints, where possible, are to be resolved within 14 calendar days of the initial application.
- f. In all cases the final conclusion will be assessed by the Director.
- g. The Client will be advised in writing of the outcome of their complaint, within seven (7) days of resolution.
- h. If the outcome is not to the satisfaction of the client, they may seek an appointment with KGTA's Director, to discuss the complaint further.
- i. If the client is still not satisfied with the decision, they have the option to seek outside assistance to pursue the complaint.

8. Appeals Process

If a client wishes to appeal an assessment decision, they are encouraged to speak immediately with the trainer/assessor concerned to resolve the issue. If the appellant is not comfortable discussing the matter with the trainer/assessor they can discuss the matter with a member of Management. If the appellant is not satisfied that the issue has been resolved they will be asked to complete an Appeals Lodgement Form, to lodge a formal appeal. KGTA will then investigate the appeal and advise the appellant of the outcome.

If the appellant is not satisfied with the outcome they may write to the Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative, or other mediator may be invited to act as an objective party in order to negotiate a satisfactory resolution.

All appeals shall follow the below process:

- a. Appeals are to be made in writing within 7 calendar days of the assessment decision using the Appeals Lodgement Form.
- b. A submitted appeals lodgement form will constitute a formal appeal from the client.
- c. The Director of KGTA must be informed of receipt of all appeals immediately, and will then acknowledge the appeal in writing.
- d. The Director may initiate a transparent, participative investigation to identify the issues, or may delegate responsibility to investigate and/or resolve the appeal.
- e. Appeals, where possible, are to be resolved within 14 calendar days of the initial application.
- f. In all cases the final conclusion will be assessed by the Director.
- g. The Director may uphold the original decision, require re-assessment, require further training prior to reassessment or support the appeal
- h. The appellant will be advised in writing of the outcome of their appeal, within seven (7) days of resolution.
- i. If the outcome is not to the satisfaction of the client, they may seek an appointment with KGTA's Director, to discuss the appeal further.
- j. If the client is still not satisfied with the decision, they have the option to seek outside assistance to pursue the appeal.

9. Records Management

Records of all complaints and appeals and their outcomes are maintained securely.

Records of complaints and appeals include:

- a. How the complaint/appeal was dealt with;
- b. The outcome of the complaint/appeal;
- c. The timeframes for resolution of the complaint/appeal;
- d. The potential causes of the complaint/appeal; and
- e. The steps taken to resolve the complaint/appeal.

10. Monitoring and Improvement

All complaints and appeals practices are monitored by the Directors of KGTA to identify areas of improvement that can be acted upon.

1.19 Access to Client Records

Clients may have access to their own records upon application in writing directed to a KGTA Director. KGTA staff are willing and able to assist you in completing a written request. All training records are treated as confidential and information about a client will not be released to a third party without the prior written consent of that client.

1.20 Privacy Policy Statement

KGTA collect and retain information that is reasonably necessary for our functions and activities as a RTO. We consider the security of your personal information to be of great importance and use a range of measures to protect your data. In most instances you will be able to access the personal information that KGTA hold about you. Please contact us if you would like to access your personal information.

If at any time you are unhappy with how your personal information has been handled by us, you are encouraged to contact us and discuss your concerns. We are committed to effective management of personal information to protect it from unauthorised access, loss, corruption and/or theft. Please contact us if you would like to receive a copy of our Privacy Policy.

1.21 Occupational Health and Safety (OHS)

KGTA are committed to maintain a safe and healthy environment for staff, clients and visitors. This means that staff, client and visitors have a responsibility to conform to the policies and procedures implemented by KGTA. All staff are aware of these policies and procedures and they will be discussed with clients as applicable. These policies are on display and made available from the front office.

Clients have a responsibility to –

- Observe occupational health and safety requirements
- Follow instructions from Staff
- Act in an acceptable manner
- Unacceptable behaviours include, but are not limited to:
 - Discrimination and harassment
 - Bullying and intimidation
 - Making racist or sexist comments
 - Assaulting or attempting to assault anyone
 - Verbally abusive towards an individual
 - Illegal use of drugs or alcohol
 - Vandalising or causing wilful damage to KG Training and Assessing property
 - Endangering the safety of themselves and/or others

Where behaviour is disruptive or unacceptable disciplinary action may be taken:

- A staff member may ask a client to leave the training area or refuse entry to premises if behaviour is considered disruptive or dangerous
- A client may be withdrawn from a KGTA course for behaviour that threatens the safety of others, interferes with the duties of staff or other clients study, or damages or threatens property
- The police may be contacted in cases of possible criminal behaviour

Should the client feel that such disciplinary action is unfair or unreasonable they should contact a KGTA Director, or submit a written appeal.

1.22 Accidents and Hazards

All accidents and hazards must be reported immediately to KGTA staff where appropriate procedures will then be followed.

1.23 Evacuation Plans

At the beginning of each course, the KGTA trainer will advise all clients of the workplace health and safety requirements/procedures applicable to the training and assessment location. Evacuation plans are displayed in the front office and all training rooms.

2. COURSE INFORMATION

2.1 RIIWHS202D Enter and work in confined spaces (*Status: Current, Usage recommendation: Superseded*)

This unit describes a participant's skills and knowledge required to enter and work in confined spaces in the Resources and Infrastructure Industries. This unit is appropriate for those working in operational roles undertaking work in confined spaces.

REFRESHER Course Information - For those who have previously completed the training RIIWHS202D Enter and work in confined spaces (or RIIOHS202D Enter and work in confined spaces) and need to do it again.

- Duration – 1-2 hours of pre-reading at home, followed by half a day (4 hours) at our training venue.
- Method –face-to-face assessment , you will complete both a written and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for RIIWHS202D Enter and work in confined spaces

- Confined Space Entry DOES NOT lead to a High Risk Work Licence

REFRESHER Course Entry Requirements

Candidates MUST;

- Supply a Statement of Attainment or Record of Results (hardcopy or electronic) for RIIWHS202D - Enter and work in confined spaces OR RIIOHS202A - Enter and work in confined spaces, within the last four (4) years - **if it is older than 4 years, please phone us to discuss your options**
- Be able to understand, read and write English and have a basic concept of numerical values (for further information on the level ability required, see 'LLN' below)
- Be at least 16 years of age or over
- Bring 1 form of primary identification (see 2.1 Identification)
- Wear casual work clothing and non-slip enclosed shoes (see 2.3 dress code)

NOTE: If a candidate does not achieve competency in any assessment they will need to complete the FULL 1 Day course, with training and assessment and will be required to pay the DIFFERENCE in the cost between the REFRESHER course and the FULL 1 DAY course.

FULL 1 DAY Course Information – for those who require training in Confined Space Entry before being assessed

- Duration – One full day at our training venue.
- Method – Face-to-face training and assessment, you will complete both a written and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for RIIWHS202D Enter and work in confined spaces
- Confined Space Entry DOES NOT lead to a High Risk Work Licence

FULL 1 DAY Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates MUST;

- Be able to understand, read and write English and have a basic concept of numerical values (for further information on the level ability required, see 'LLN' below)
- Be at least 16 years of age or over
- Bring 1 form of primary identification (see 2.1 Identification)
- Casual work clothing and non-slip enclosed shoes (see 2.3 dress code)

What the course covers

- How to plan and prepare to enter and work in a confined space
- How to gain access and work in a confined space
- How to exit the confined space correctly
- How to clean up the work area when finished working in confined spaces

Training and Assessment

The Refresher Course requires candidates to read the course Learner Guide prior to attending. When you book one of these courses you will be emailed the booking confirmation with a link to the Learner Guide. The Face to Face Full Course does not require any study prior to attending the course, however if you would like a copy of the learner guide before attending, you are welcome to collect a copy at our office, alternatively we can email you a PDF copy.

During the course learners will be assessed using a written assessment to assess their knowledge, and a practical demonstration assessment to assess their performance (skills). Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to prepare and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While understanding numerical values, reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and have a basic understanding of numerical values.

For example, at the very least, the learner would need to be able to (without assistance) READ and WRITE by following simple instructions like;

Look at the Risk Assessment

Find 'Confirm Task'

Write down what the 'Potential Hazards' are.

As an example of understanding numerical values a learner would need to have to satisfactorily complete this course with us, see the problem below;

For work carried out in a confined space, the percentage of LEL must be less than 5% for hot work.

If the LEL is greater than 5%, but less than 10%, the confined space may be entered, but no hot work can be done.

Question 1: *If the LEL is 7.5%, can you enter the confined space?*

Question 2: *If you can enter, could you perform hot work?*

Answer 1 = Yes, Answer 2 = No

2.2 RIIWHS204D - Work safely at heights (Status: Current, Usage recommendation: Superseded)

This unit describes a participant's skills and knowledge required to work safely at heights in the Resources and Infrastructure Industries. This unit is appropriate for those working in operational roles where they are required to perform work at heights.

REFRESHER Course Information - for those who have previously completed Safe Working at Heights training and need to do it again

- Duration – 1-2 hours of pre-reading at home, followed by half a day (4 hours) at our training venue.
- Method – Face-to-face assessment, you will complete both a written and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for RIIWHS204D - Work safely at heights
- Safe Working at Heights DOES NOT lead to a High Risk Work Licence

REFRESHER Course Entry Requirements

Candidates MUST;

- Supply a Statement of Attainment (or Record of Results) for RIIWHS204D - Work safely at heights OR RIIOHS204A - Work safely at heights, completed in the last four years (hardcopy or electronic) - **if it is older than four years please phone us to discuss your options**
- Be able to understand, read and write English and have a basic concept of numerical values (for further information on the level ability required, see 'LLN' below)
- Be at least 16 years of age or over
- Bring 1 form of primary identification (see 2.1 Identification)
- Wear casual work clothing and non-slip enclosed shoes (see 2.3 dress code)

FULL 1 DAY Course Information – for those who require training in Working at heights before being assessed

- Duration – One full day at our training venue.
- Method – Face-to-face training and assessment, you will complete both a written and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for RIIWHS204D - Work safely at heights
- Safe Working at Heights DOES NOT lead to a High Risk Work Licence

FULL 1 DAY Course Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates **MUST**;

- Be able to understand, read and write English and have a basic concept of numerical values (for further information on the level ability required, see 'LLN' below)
- Be at least 16 years of age or over
- Bring 1 form of primary identification (see 2.1 Identification)
- Wear casual work clothing and non-slip enclosed shoes (see 2.3 dress code)

What the course covers

- How to identify the work requirements, procedures and instructions
- How to access and install equipment to work at heights
- How to perform work at heights safely
- How to clean up the work area when finished working at heights

Training and Assessment

The Refresher Course requires candidates to read the course Learner Guide prior to attending. When you book one of these courses you will be emailed the booking confirmation with a link to the Learner Guide. The Full Course does not require any study prior to attending the course, however if you would like a copy of the learner guide before attending, you are welcome to collect a copy at our office, alternatively we can email you a PDF copy.

During the course learners will be assessed using a written assessment to assess their knowledge, and a practical demonstration assessment to assess their performance (skills). Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to prepare and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While understanding numerical values, reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and have a basic understanding of numerical values.

For example, at the very least, the learner would need to be able to (without assistance) READ and WRITE by following simple instructions like;

Look at the Risk Assessment

Find 'Confirm Task'

Write down what the 'Potential Hazards' are.

As an example of understanding numerical values a learner would need to have to satisfactorily complete this course with us, see the problem below;

Some work at heights is on scaffolding. Scaffolding is built to be able to bear a certain amount of load weight.

Scaffolding that is Light Duty can bear up to 225kg, Medium Duty - up to 450kg and Large Duty - up to 675kg.

Question 1: *If the work will involve a load weight on the scaffold of 475kg, can you use a Medium Duty scaffold?*

Question 2: *What duty of scaffold is required for a load weight of 205kg?*

Answer 1 = No, Answer 2 = Light

2.3 TLILIC0003 - Licence to operate a forklift truck (Status: Current, Usage recommendation: Current)

This unit specifies the skills and knowledge required to operate a forklift truck safely in accordance with all relevant legislative requirements. Forklift truck means a powered industrial truck equipped with lifting media made up of a mast and an elevating load carriage to which is attached a pair of fork arms or other attachments that can be raised 900 mm or more above the ground, but does not include a pedestrian-operated truck or a pallet truck.

A person performing this work is required to hold a forklift truck High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to operate this plant.

1 DAY with Pre-study Course Information

- Duration – One day. Face to face training and assessment runs from 7:30am – 5:00pm. Registration is at 7:20am.
- Method – Self-paced study before you attend, then face-to-face training and assessment when you're here. You will complete a written, calculations and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for TLILIC0003 Licence to operate a forklift.
- Successful completion will allow you to apply for a Forklift (LF class) High Risk Work Licence with WorkSafe WA

1 DAY with Pre-study Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates MUST;

- Be able to understand, read and write English, have an understanding of numerical values and be able to do basic calculations (for further information on the level ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Complete the mandatory pre-study and bring the completed pre-study questions (for further information on what is involved, see 'Training and Assessment' below)
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- If you hold a valid high risk licence issued in a state other than WA you must bring it with you on the day of the course
- Wear casual clothing and non-slip enclosed shoes (see 2.3 dress code)

2 DAY no Pre-study Course Information

- Duration – Two full days at our training venue. Face to face training and assessment runs from 8.00am – 4:30pm each day, no pre-study is required. Registration is at 7:45am
- Method – Face-to-face training and assessment, you will complete a written, calculations and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for TLILIC0003 Licence to operate a forklift.

- Successful completion will allow you to apply for a Forklift (LF class) High Risk Work Licence with WorkSafe WA

2 DAY no Pre-study Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates **MUST**;

- Be able to understand, read and write English, have an understanding of numerical values and be able to do basic calculations (for further information on the level ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- If you hold a valid high risk licence issued in a state other than WA you must bring it with you on the day of the course
- Wear casual clothing and non-slip enclosed shoes (see 2.3 dress code)

What the course covers

- How to plan forklift work and identify and manage hazards
- How to conduct routine checks
- How to shift loads
- How to shut down, conduct post-operations checks and secure the forklift

Training and Assessment

The '**1 DAY with Pre-study**' course requires the completion of the following mandatory pre-study:

- Reading the Learner Guide
- Completing the Pre-Study Questions
- Studying the completed Pre-Study Questions

When you book the '**1 DAY with Pre-study Course**', you will be emailed a document with Pre-Study Questions followed by the Learner Guide. You are required to read through the learner guide and complete the Pre-Study Questions, then study the completed questions several times until you feel confident that you know the information. During the assessment you cannot look at any reference material or notes, so it is vital you spend adequate time to learn the content of the Pre-Study Questions.

You must complete AND bring the completed Pre-Study Questions to the course for collection by the trainer. If you are booked into the 1 Day course and do not bring the completed Pre-Study Questions with you, you **WILL NOT** commence training and another course date will need to be booked and paid for again. The 1 Day course will include practical training and minimal additional theory training.

With the '**2 DAY no Pre-study**' course there is no pre-study to complete prior to attending the course, during the course you will complete full theory and practical training. However, if you would like a copy of the learner guide prior to attending the course you will be welcome to collect a copy at the office, or if there is sufficient time we can post a copy on request.

During the course learners will be assessed using a calculations assessment, and a written assessment to assess their knowledge, and a practical demonstration assessment to assess their performance (skills). The calculations and written assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to prepare and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While understanding numerical values, reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to complete basic maths. Calculators are supplied and used during training and assessment. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) READ and WRITE by following simple instructions like;

Look at the Risk Assessment

Find 'Set up work area'

Write down what the 'Potential Hazards' are.

As an example of the basic maths a learner would need to be able to do to satisfactorily complete this course with us, see the problem below;

The load to move is a pallet of boxes, each box weighs 30 kg and there are 4 boxes on the pallet.

The pallet weighs 20 kg.

How heavy is the load?

Answer = 140 kg ($4 \times 30 = 120$ kg; $120 + 20 = 140$ kg)

As an example of understanding numerical values, a learner will need to be able to read a 'Forklift Load Chart'. In the basic load chart example below, can the forklift pick up a load of 1240kg when the mast is tilted forward by 3°.

Forklift Load Chart					
With a Vertical Mast			With Mast Tilted Forward 3°		
Fork Height	Load Centre	Safe load in KGs	Fork Height	Load Centre	Safe load in KGs
4300mm	600mm	1340kg	4300mm	600mm	1155kg

Answer = No

2.4 TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more) (Status: Current, Usage recommendation: Current)

This unit specifies the skills and knowledge required to safely operate a boom-type Elevating Work Platform (EWP) where the length of the boom is 11 metres or more in accordance with all relevant legislative requirements. Boom-type elevating work platform means a telescoping device, hinged device, or articulated device, or any combination of these, used to support a platform on which personnel, equipment and materials may be elevated.

A person performing this work is required to hold a boom-type elevating work platform High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to operate this plant.

1 DAY with Pre-study Course Information

- Duration – One day. Face to face training and assessment runs from 7:30am – 5:00pm. Registration is at 7:20am.
- Method – Self-paced study before you attend, then face-to-face training and assessment when you're here. You will complete a written, calculations and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more).
- Successful completion will allow you to apply for an EWP (WP class) High Risk Work Licence with WorkSafe WA

1 DAY with Pre-study Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates **MUST**;

- Be able to understand, read and write English, have an understanding of numerical values and be able to do basic calculations (for further information on the level ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Complete the mandatory pre-study and bring the completed pre-study questions (for further information on what is involved, see 'Training and Assessment' below)
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- If you hold a valid high risk licence issued in a state other than WA you must bring it with you on the day of the course
- Wear casual clothing and safety boots (see 2.3 dress code)

2 DAY no Pre-study Course Information

- Duration – Two days at our training venue. Face to face training and assessment runs from 8.00am – 4:30pm each day, no pre-study is required. Registration is at 7:45am
- Method – Face-to-face training and assessment, you will complete a written, calculations and practical assessment.
- Location – The course is conducted at our training venue, Unit 1/8 Day Rd, East Rockingham WA
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more).
- Successful completion will allow you to apply for an EWP (WP class) High Risk Work Licence with WorkSafe WA

2 DAY no Pre-study Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates **MUST**;

- Be able to understand, read and write English, have an understanding of numerical values and be able to do basic calculations (for further information on the level ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- If you hold a valid high risk licence issued in a state other than WA you must bring it with you on the day of the course
- Wear casual clothing and safety boots (see 2.3 dress code)

What the course covers

- How to plan EWP work and identify and manage hazards
- How to conduct routine checks
- How to set up and operate an EWP
- How to shut down, conduct post-operations checks and secure an EWP

Training and Assessment

The '**1 DAY with Pre-study**' course requires the completion of the following mandatory pre-study:

- Reading the Learner Guide
- Completing the Pre-Study Questions
- Studying the completed Pre-Study Questions

When you book the '**1 DAY with Pre-study**', you will be emailed a document with Pre-Study Questions followed by the Learner Guide. You are required to read through the learner guide and complete the Pre-Study Questions, then study the completed questions several times until you feel confident that you know the information. During the assessment you cannot look at any reference material or notes, so it is vital you spend adequate time to learn the content of the Pre-Study Questions.

You must complete AND bring the completed Pre-Study Questions to the course for collection by the trainer. If you are booked into the 1 Day course and do not bring the completed Pre-Study Questions with you, you WILL NOT commence training and another course date will need to be booked and paid for again. The 1 Day course will include practical training and minimal additional theory training.

With the '**2 DAY no Pre-study**' course there is no pre-study to complete prior to attending the course, during the course you will complete full theory and practical training. However, if you would like a copy of the learner guide prior to attending the course you will be welcome to collect a copy at the office, or if there is sufficient time we can post a copy on request.

During the course learners will be assessed using a calculations assessment and a written assessment to assess their knowledge, and a practical demonstration assessment to assess their performance (skills). The calculations and written assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to prepare and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While understanding numerical values, reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to complete basic maths. Calculators are supplied and used during training and assessment. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) READ and WRITE by following simple instructions like;

Look at the Risk Assessment

Find 'Fitting Fall Arrest (PPE) Equipment'

Write down what the 'Potential Hazards' are.

As an example of the basic maths a learner would need to be able to do to satisfactorily complete this course with us, see the problem below;

You are going to use an EWP to do repair work. The EWP is rated at 250kg. You weight 85kg and your coworker weighs 97kg.

What weight in tools can you have with you to do the work?

Answer = No more than 68kg (250 - 85 - 97 = 68)

2.5 CPCCLDG3001A - Licence to perform dogging (Status: Current, Usage recommendation: Current)

This unit specifies the outcomes required to perform slinging techniques, including the selection and inspection of lifting gear and/or the directing of the crane operator in the movement of the load when the load is out of view of the crane/ operator for licensing purposes. This unit covers the scope of work to demonstrate competency in the application of slinging techniques, selection and inspection of lifting gear and/or the directing of the crane/ operator in the movement of the load.

A person performing this work is required to hold a dogging High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to do this work.

Course Information

- Duration – Four full days at our training venue.
- Method – Face-to-face training and assessment at our training venue. You will complete a calculations, written and practical assessment.
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for CPCCLDG3001A - Licence to perform dogging.
- Successful completion can also lead to a Dogging (DG class) High Risk Work Licence with WorkSafe WA

What the course covers

- How to plan for the job, identifying and controlling hazards, identifying and assessing the weight, dimensions and centre of gravity of a load
- How to select and inspect the appropriate lifting equipment and slinging method, preparing the site and equipment
- How to perform dogging work using appropriate equipment, techniques, test lifts, moving and landing loads
- How to shut down the job and clean up the work area

Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates MUST;

- Be able to understand, read and write English, and be able to learn mathematical formulas and calculations (for further information on the level of ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- Wear casual clothing and safety boots (see 2.3 dress code)

Training and Assessment

During the course, learners will complete theory and practical training before completing the assessments. Learners will be assessed using written and calculations assessments, and a practical demonstration assessment to assess their knowledge and performance (skills). The written and calculations assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While mathematical calculations, and reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to learn to complete mathematical calculations. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) read and understand a passage of text with comprehension to answer questions in writing. For example, the learner would need to be able to read the text below and answer the question that follows;

When working around live power lines you must maintain the following distances:

- *Live insulated overhead power lines with a voltage of not more than 1000 volts – 0.5 m*

- *Live uninsulated overhead power lines with a voltage of not more than 1000 volts – 1 m*
- *Live uninsulated overhead power lines exceeding 1000 volts but not more than 33000 volts – 3 m*
- *Live uninsulated overhead power lines with a voltage exceeding 33000 volts – 6 m*

Question: *If you are working near uninsulated power lines with a voltage of 11000 volts, what is the minimum distance you need to maintain?*

Answer: 3 m

Learners are not expected to know the specific calculations that are used at dogging level before attending the course. However, in order to learn the required calculations, learners will need to have a basic understanding of the following mathematical operations before the course - addition, subtraction, multiplication, division and square roots. The calculations in the course have written questions and contain multiple steps and formulas. Calculators are supplied and used during training and assessment.

2.6 CPCCLRG3001A - Licence to perform rigging basic level (Status: Current, Usage recommendation: Current)

This unit specifies the outcomes required to perform basic rigging work associated with movement of plant and equipment, steel erections, hoists (including mast climbing hoists), placement of pre-cast concrete, safety nets and static lines, perimeter safety screens and shutters; and cantilever crane loading platforms for licensing purposes. This unit requires the applicant to be able plan the work, select and inspect equipment, set up task, erect structures and plant and dismantle structures and plant.

A person performing this work is required to hold a basic rigging High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to do this work.

Course Information

- Duration – Four full days at our training venue.
- Method – Face-to-face training and assessment at our training venue. You will complete a calculations, written and practical assessment.
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for CPCCLRG3001A - Licence to perform rigging basic level.
- Successful completion can also lead to a Basic Rigging (RB class) High Risk Work Licence with WorkSafe WA

What the course covers

- How to plan for the job, identifying and controlling hazards,
- How to select and inspect the appropriate rigging equipment
- How to set up the task, inspecting ground suitability and determining all forces and loads associated with erecting and dismantling structures
- How to erect and dismantle structures and plant to appropriate standards

Entry Requirements

Candidates MUST;

- Hold a current High Risk Work Licence for Dogging (DG class) OR a have a current Notice of Assessment for DG issued by a WorkSafe Assessor AND a Statement of Attainment for CPCCLDG3001A - Licence to perform dogging
- Be able to understand, read and write English, and be able to learn mathematical formulas and calculations (for further information on the level of ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- Wear casual clothes and safety boots (see 2.3 dress code)

Training and Assessment

During the course, learners will complete theory and practical training before completing the assessments. Learners will be assessed using written and calculations assessments, and a practical demonstration assessment to assess their knowledge and performance (skills). The written and calculations assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While mathematical calculations, and reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to learn to complete mathematical calculations. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) read and understand a passage of text with comprehension to answer questions in writing. For example, the learner would need to be able to read the text below and answer the question that follows;

When working around live power lines you must maintain the following distances:

- *Live insulated overhead power lines with a voltage of not more than 1000 volts – 0.5 m*
- *Live uninsulated overhead power lines with a voltage of not more than 1000 volts – 1 m*
- *Live uninsulated overhead power lines exceeding 1000 volts but not more than 33000 volts – 3 m*
- *Live uninsulated overhead power lines with a voltage exceeding 33000 volts – 6 m*

Question: *If you are working near uninsulated power lines with a voltage of 11000 volts, what is the minimum distance you need to maintain?*

Answer: 3 m

Learners are not expected to know the specific calculations that are used at basic rigging level before attending the course. However, in order to learn the required calculations, learners will need to have a basic understanding of the following mathematical operations before the course - addition, subtraction, multiplication, division and square roots. The calculations in the course have written questions and contain multiple steps and formulas. Calculators are supplied and used during training and assessment.

2.7 CPCCLRG3002A - Licence to perform rigging intermediate level (*Status: Current, Usage recommendation: Current*)

This unit specifies the outcomes required to perform rigging work at the intermediate level, which includes all the outcomes for rigging work at the basic level, and also includes rigging of cranes, rigging of conveyors, rigging of dredges and excavators, rigging associated with tilt slabs, rigging associated with demolition work, and dual lifts for licensing purposes. This unit requires the applicant to be able plan the work, select and inspect equipment, set up task, erect structures and plant and dismantle structures and plant.

A person performing this work is required to hold an intermediate rigging High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to do this work.

Course Information

- Duration – Three full days at our training venue.
- Method – Face-to-face training and assessment at our training venue. You will complete a calculations, written and practical assessment.
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for CPCCLRG3002A - Licence to perform rigging intermediate level.
- Successful completion can also lead to an Intermediate Rigging (RI class) High Risk Work Licence with WorkSafe WA

What the course covers

- How to plan for the job, identifying and controlling hazards,
- How to select and inspect the appropriate rigging equipment
- How to set up the task, inspecting ground suitability and determining all forces and loads associated with erecting and dismantling structures
- How to erect and dismantle structures and plant to appropriate standards

Entry Requirements

Candidates MUST;

- Hold a current High Risk Work Licence for Basic Rigging (RB class) OR a have a current Notice of Assessment for RB issued by a WorkSafe Assessor AND a Statement of Attainment for CPCCLRG3001A - Licence to perform rigging basic level
- Be able to understand, read and write English, and be able to learn mathematical formulas and calculations (for further information on the level of ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- Wear casual clothes and safety boots (see 2.3 dress code)

Training and Assessment

During the course, learners will complete theory and practical training before completing the assessments. Learners will be assessed using written and calculations assessments, and a practical demonstration assessment to assess their knowledge and performance (skills). The written and calculations assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While mathematical calculations, and reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process..

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to learn to complete mathematical calculations. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) read and understand a passage of text with comprehension to answer questions in writing. For example, the learner would need to be able to read the text below and answer the question that follows;

When working around live power lines you must maintain the following distances:

- *Live insulated overhead power lines with a voltage of not more than 1000 volts – 0.5 m*
- *Live uninsulated overhead power lines with a voltage of not more than 1000 volts – 1 m*
- *Live uninsulated overhead power lines exceeding 1000 volts but not more than 33000 volts – 3 m*
- *Live uninsulated overhead power lines with a voltage exceeding 33000 volts – 6 m*

Question: *If you are working near uninsulated power lines with a voltage of 11000 volts, what is the minimum distance you need to maintain?*

Answer: 3 m

Learners are not expected to know the specific calculations that are used at intermediate rigging level before attending the course. However, in order to learn the required calculations, learners will need to have a basic understanding of the following mathematical operations before the course - addition, subtraction, multiplication and division. The calculations in the course have written questions and contain multiple steps and formulas. Calculators are supplied and used during training and assessment.

2.8 CPCCLRG4001A - Licence to perform rigging advanced level (Status: Current, Usage recommendation: Current)

This unit specifies the outcomes required to perform rigging work at the advanced level, which includes all the outcomes for rigging work at the basic and intermediate levels, and also includes rigging of gin poles and shear legs, flying foxes and cable ways, guyed derricks and structures, and suspended scaffolds and fabricated hung scaffolds for licensing purposes. This unit requires the applicant to be able plan the work, select and inspect equipment, set up task, erect structures and plant and dismantle structures and plant.

A person performing this work is required to hold an advanced rigging High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to do this work.

Course Information

- Duration – Three full days at our training venue.
- Method – Face-to-face training and assessment at our training venue. You will complete a calculations, written and practical assessment.
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for CPCCLRG4001A - Licence to perform rigging advanced level.
- Successful completion can also lead to an Advanced Rigging (RA class) High Risk Work Licence with WorkSafe WA

What the course covers

- How to plan for the job, identifying and controlling hazards,
- How to select and inspect the appropriate rigging equipment
- How to prepare the site and equipment, inspecting ground suitability and determining all forces and loads associated with erecting and dismantling structures
- How to erect and dismantle structures and plant to appropriate standards

Entry Requirements

Candidates MUST;

- Hold a current High Risk Work Licence for Intermediate Rigging (RI class) OR a have a current Notice of Assessment for RI issued by a WorkSafe Assessor AND a Statement of Attainment for CPCCLRG3002A - Licence to perform rigging intermediate level
- Be able to understand, read and write English, and be able to learn mathematical formulas and calculations (for further information on the level of ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)

- Wear casual clothes and safety boots (see 2.3 dress code)

Training and Assessment

During the course, learners will complete theory and practical training before completing the assessments. Learners will be assessed using written and calculations assessments, and a practical demonstration assessment to assess their knowledge and performance (skills). The written and calculations assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While mathematical calculations, and reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to learn to complete mathematical calculations. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) read and understand a passage of text with comprehension to answer questions in writing. For example, the learner would need to be able to read the text below and answer the question that follows;

When working around live power lines you must maintain the following distances:

- *Live insulated overhead power lines with a voltage of not more than 1000 volts – 0.5 m*
- *Live uninsulated overhead power lines with a voltage of not more than 1000 volts – 1 m*
- *Live uninsulated overhead power lines exceeding 1000 volts but not more than 33000 volts – 3 m*
- *Live uninsulated overhead power lines with a voltage exceeding 33000 volts – 6 m*

Question: *If you are working near uninsulated power lines with a voltage of 11000 volts, what is the minimum distance you need to maintain?*

Answer: 3 m

Learners are not expected to know the specific calculations that are used at advanced rigging level before attending the course. However, in order to learn the required calculations, learners will need to have a basic understanding of the following mathematical operations before the course - addition, subtraction, multiplication, division and square roots. The calculations in the course have written questions and contain multiple steps and formulas. Calculators are supplied and used during training and assessment.

2.9 CPCCLSF2001A - Licence to erect, alter and dismantle scaffolding basic level

(Status: Current, Usage recommendation: Current)

This unit specifies the outcomes required to erect, alter and dismantle scaffolding at the basic level, consisting of scaffolding work connected with the operation or use of modular or pre-fabricated scaffolds, cantilevered materials hoists with a maximum working load of 500kg, ropes and gin wheels, safety nets and static lines, and bracket scaffolds (tank and formwork) for licensing purposes. This unit covers the scope of work to plan the job, select and inspect equipment, set up task, erect scaffold and scaffold equipment and dismantle scaffold and scaffold equipment.

A person performing this work is required to hold a basic scaffolding High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to do this work.

Course Information

- Duration – Four full days at our training venue.
- Method – Face-to-face training and assessment at our training venue. You will complete a calculations, written and practical assessment.
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for CPCCLSF2001A - Licence to erect, alter and dismantle scaffolding basic level.
- Successful completion can also lead to a Basic Scaffolding (SB class) High Risk Work Licence with WorkSafe WA

What the course covers

- How to plan for the job, identifying and controlling hazards
- How to determine all forces and loads exerted on and by the scaffold
- How to select and inspect the appropriate plant, scaffold and associated equipment
- How to set up the task, checking ground suitability, preparing scaffold and associated equipment for erection
- How to erect scaffold and scaffold equipment
- How to dismantle scaffold and scaffold equipment

Entry Requirements

There is no formal pre-requisite unit of competency required, however candidates MUST;

- Be able to understand, read and write English, and be able to learn mathematical formulas and calculations (for further information on the level of ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- Wear casual clothes and safety boots (see 2.3 dress code)

Training and Assessment

During the course, learners will complete theory and practical training before completing the assessments. Learners will be assessed using written and calculations assessments, and a practical demonstration assessment to assess their knowledge and performance (skills). The written and calculations assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While mathematical calculations, and reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to learn to complete mathematical calculations. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) read and understand a passage of text with comprehension to answer questions in writing. For example, the learner would need to be able to read the text below and answer the question that follows;

When working around live power lines you must maintain the following distances:

- *Live insulated overhead power lines with a voltage of not more than 1000 volts – 0.5 m*
- *Live uninsulated overhead power lines with a voltage of not more than 1000 volts – 1 m*
- *Live uninsulated overhead power lines exceeding 1000 volts but not more than 33000 volts – 3 m*
- *Live uninsulated overhead power lines with a voltage exceeding 33000 volts – 6 m*

Question: *If you are working near uninsulated power lines with a voltage of 11000 volts, what is the minimum distance you need to maintain?*

Answer: 3 m

Learners are not expected to know the specific calculations that are used at basic scaffolding level before attending the course. However, in order to learn the required calculations, learners will need to have a basic understanding of the following mathematical operations before the course - addition, subtraction, multiplication and division. The calculations in the course have written questions and contain multiple steps and formulas. Calculators are supplied and used during training and assessment.

2.10 CPCCLSF3001A - Licence to erect, alter and dismantle scaffolding intermediate level

(Status: Current, Usage recommendation: Current)

This unit specifies the outcomes required to erect, alter and dismantle scaffolding at the Intermediate level which includes use and operation of Cantilevered crane-loading platforms, Cantilevered and spurred scaffolds, Barrow ramps and sloping platforms, perimeter safety screens and shutters Mast climbers, and tube and coupler scaffolds (including tube and coupler covered ways and gantries) for licensing purposes. This unit covers the scope of work to plan the job, select and inspect equipment, set up task, erect scaffold and scaffold equipment and dismantle scaffold and scaffolding equipment.

A person performing this work is required to hold an intermediate scaffolding High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to do this work.

Course Information

- Duration – Three full days at our training venue.
- Method – Face-to-face training and assessment at our training venue. You will complete a calculations, written and practical assessment.
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for CPCCLSF3001A - Licence to erect, alter and dismantle scaffolding intermediate level.
- Successful completion can also lead to an Intermediate Scaffolding (SI class) High Risk Work Licence with WorkSafe WA

What the course covers

- How to plan for the job, identifying and controlling hazards
- How to determine all forces and loads exerted on and by the scaffold
- How to select and inspect the appropriate plant, scaffold and associated equipment
- How to set up the task, checking ground suitability, preparing scaffold and associated equipment for erection
- How to erect scaffold and scaffold equipment
- How to dismantle scaffold and scaffold equipment

Entry Requirements

Candidates MUST;

- Hold a current High Risk Work Licence for Basic Scaffolding (SB class) OR a have a current Notice of Assessment for SB issued by a WorkSafe Assessor AND a Statement of Attainment for CPCCLSF2001A - Licence to erect, alter and dismantle scaffolding basic level
- Be able to understand, read and write English, and be able to learn mathematical calculations (for further information on the level of ability required, see 'LLN' below)

- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- Wear casual clothes and safety boots (see 2.3 dress code)

Training and Assessment

During the course, learners will complete theory and practical training before completing the assessments. Learners will be assessed using written and calculations assessments, and a practical demonstration assessment to assess their knowledge and performance (skills). The written and calculations assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While mathematical calculations, and reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to learn to complete mathematical calculations. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) read and understand a passage of text with comprehension to answer questions in writing. For example, the learner would need to be able to read the text below and answer the question that follows;

When working around live power lines you must maintain the following distances:

- *Live insulated overhead power lines with a voltage of not more than 1000 volts – 0.5 m*
- *Live uninsulated overhead power lines with a voltage of not more than 1000 volts – 1 m*
- *Live uninsulated overhead power lines exceeding 1000 volts but not more than 33000 volts – 3 m*
- *Live uninsulated overhead power lines with a voltage exceeding 33000 volts – 6 m*

Question: *If you are working near uninsulated power lines with a voltage of 11000 volts, what is the minimum distance you need to maintain?*

Answer: 3 m

Learners are not expected to know the specific calculations that are used at intermediate scaffolding level before attending the course. However, in order to learn the required calculations, learners will need to have a basic understanding of the following mathematical operations before the course - addition, subtraction, multiplication and division. The calculations in the course have written questions and contain multiple steps. Calculators are supplied and used during training and assessment.

2.11 CPCCLSF4001A - Licence to erect, alter and dismantle scaffolding advanced level

(Status: Current, Usage recommendation: Current)

This unit specifies the outcomes required to erect, alter and dismantle scaffolding at the Advanced level. Scaffolding consists of all intermediate scaffolding work including all other scaffolding work connected with the use and operation of Hung scaffolds and Suspended scaffolds for licensing purposes. This unit covers the scope of work to plan the job, select and inspect equipment, set up task, erect scaffold and scaffold equipment and dismantle scaffold and scaffolding equipment.

A person performing this work is required to hold an advanced scaffolding High Risk Work Licence (HRWL). Competence in this unit, does not in itself result in a HRWL licence to do this work.

Course Information

- Duration – Three full days at our training venue.
- Method – Face-to-face training and assessment at our training venue. You will complete a calculations, written and practical assessment.
- This unit of competency is nationally recognised, those who complete this course successfully will be issued with a Statement of Attainment for CPCCLSF4001A - Licence to erect, alter and dismantle scaffolding advanced level.
- Successful completion can also lead to an Advanced Scaffolding (SA class) High Risk Work Licence with WorkSafe WA

What the course covers

- How to plan for the job, identifying and controlling hazards
- How to determine all forces and loads exerted on and by the scaffold
- How to select and inspect the appropriate plant, scaffold and associated equipment
- How to set up the task, preparing scaffold and associated equipment for erection
- How to erect scaffold and scaffold equipment
- How to dismantle scaffold and scaffold equipment

Entry Requirements

Candidates MUST;

- Hold a current High Risk Work Licence for Intermediate Scaffolding (SI class) OR a have a current Notice of Assessment for SI issued by a WorkSafe Assessor AND a Statement of Attainment for CPCCLSF3001A - Licence to erect, alter and dismantle scaffolding intermediate level.
- Be able to understand, read and write English, and be able to learn mathematical formulas and calculations (for further information on the level of ability required, see 'LLN' below)
- Be at least 18 years of age or over
- Bring 2 forms of identification - 1 x primary, 1 x secondary (see 2.1 Identification)
- Bring 2 passport photos (ONLY IF YOU DO NOT hold a current WA High Risk Work Licence)
- Wear casual clothing and safety boots (see 2.3 dress code)

Training and Assessment

During the course, learners will complete theory and practical training before completing the assessments. Learners will be assessed using written and calculations assessments, and a practical demonstration assessment to assess their knowledge and performance (skills). The written and calculations assessments are closed book; this means learners will not be able to refer to their manual or any other reference material during the assessments.

Assessment will only be conducted when a learner is confident and ready for assessment. This may be different for each individual learner and the time required for each learner will be taken into consideration. Arrangements will be made for any learner who requires additional time to study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

NOTE: Group/team assessment activities will be conducted in such a way that each learner performs every task/skill being assessed through rotation of roles being undertaken.

While mathematical calculations, and reading and writing basic English is required, there are some adjustments that can be made if required. Please see 3.1 General LLN Requirements and Learner Support for details on additional support and adjustments to the assessment process.

Language, Literacy and Numeracy (LLN) Requirements and Learner Support

To satisfactorily complete this training with us, learners need to be able to understand, read and write basic English and be able to learn to complete mathematical calculations. Please see 3.1 General LLN Requirements and Learner Support for WorkSafe's requirements.

For example, at the very least, the learner would need to be able to (without assistance) read and understand a passage of text with comprehension to answer questions in writing. For example, the learner would need to be able to read the text below and answer the question that follows;

When working around live power lines you must maintain the following distances:

- *Live insulated overhead power lines with a voltage of not more than 1000 volts – 0.5 m*
- *Live uninsulated overhead power lines with a voltage of not more than 1000 volts – 1 m*
- *Live uninsulated overhead power lines exceeding 1000 volts but not more than 33000 volts – 3 m*
- *Live uninsulated overhead power lines with a voltage exceeding 33000 volts – 6 m*

Question: *If you are working near uninsulated power lines with a voltage of 11000 volts, what is the minimum distance you need to maintain?*

Answer: 3 m

Learners are not expected to know the specific calculations that are used at advanced scaffolding level before attending the course. However, in order to learn the required calculations, learners will need to have a basic understanding of the following mathematical operations before the course - addition, subtraction, multiplication and division. The calculations in the course have written questions and contain multiple steps and formulas. Calculators are supplied and used during training and assessment.