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Training with KG Training and Assessing

TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

Elevated Work Platform (EWP) Course

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Elevated Work Platform Course Details

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.

Course Information

- Duration – Two full days at our training venue. Course hours are 7.30am – 3.30pm, registration is at 7.15am on the first day.
- Method –Face-to-face training and assessment.
- Assessment – You will complete a written theory and calculations assessment, followed by a practical assessment. Note: the theory and calculations assessments are closed book; that is, you cannot look at any reference material during the assessment.
- 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 – we lodge the application for you

Course 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 either one form of primary ID OR three forms of secondary ID. One form of ID MUST show your name and date of birth
- Primary ID includes;
 - Australian passport – Current or expired within the last two years, but not cancelled
 - A current drivers licence or learners permit
 - A current high risk licence
 - A current international passport
 - A current Western Australian Photo Card (formerly Proof of Age card)
- [Click here](#) for a full list of primary and secondary ID
- 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
- You MUST bring one passport photo (even if you hold a current WA issued High Risk Work Licence - this is a new requirement from WorkSafe, a passport photo is now required for each application to WorkSafe). Regular photos or a photocopy of a passport will not be accepted by WorkSafe
- Wear safety boots

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What the course covers

- How to plan EWP work and identify and manage hazards
- How to prepare for EWP work, including conducting routine checks and selecting and fitting PPE
- How to set up and operate an EWP
- How to shut down, conduct post-operations checks and secure an EWP

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Training and Assessment

Learners will receive face to face theory and practical training during the course before completing their assessments. Learners will also be able to access an optional study component prior to their course. The Booking Confirmation email provides a link to a study document which includes the Learner Guide and Example Questions, learners are also able to collect hard copies of the study from the office.

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 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. Practical training will be provided before completing the practical assessment. If at any point during an assessment a learner is caught cheating, their course will be immediately terminated, and their booking will not be transferred or refunded.

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 the section below for details on additional support and adjustments to the assessment process.

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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.

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)

WorkSafe requires that assessors must not issue a notice of satisfactory assessment (NOA) unless satisfied that the applicant for the High Risk Work Licence (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 the ensuring safety at the workplace, 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 material, that 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.
 - 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>

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When you attend

Dress:

We recommend that casual clothing is worn for comfort during our courses, we suggest pants or jeans. Safety boots are required.

Parking:

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

Tea and Lunch Breaks:

- Tea and coffee is provided for morning and afternoon tea breaks.
- There will be a lunch break. 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.

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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).

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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.

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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.

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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.

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Access and Equity

KG Training and Assessing (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.

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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.

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Course Resources

All training and assessment equipment/materials and stationery will be provided by KGTA. Learner Guides are available in hardcopy and electronic PDF formats.

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Assessment

KGTA will conduct training and assessing in accordance with the relevant National Unit of Competency and 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 any component of the assessment, they will be required to complete "additional study" before reattending.

When they reattend with the **completed** additional study there will be no charge, however if they do not bring the completed additional study, the learner will be required to pay a reassessment fee of \$150.

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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.

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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.

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Re-print of Certification

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

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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.

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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.

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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.

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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.

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Accidents and Hazards

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

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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.

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Unique Student Identifier (USI) Number

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 acceptabl

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.

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