



## Training with KG Training and Assessing

Elevated Work Platform (EWP) Course - TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

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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. Learners will complete a calculation, 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 TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more).
- Successful completion of the assessments will allow the learner to apply for an EWP (WP class) High Risk Work Licence with WorkSafe WA – KGTA provides all required documentation to support the licence application, including a stamped and addressed envelope. Alternatively, KGTA can lodge the application on the learner's behalf for a fee.

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#### Course Entry Requirements

There is no formal pre-requisite unit of competency required, however learners 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 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 Western Australian Photo Card (formerly Proof of Age card)

[Click here](#) for a full list of primary and secondary ID

- Learners who hold a valid high risk licence issued outside of WA must bring it with them.
  - Wear safety boots
- Note:** Hi Vis vests are available for use; however, as they are shared, learners may prefer to wear their own Hi Vis.

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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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#### Pre-enrolment Review Requirement

After a place on a course has been reserved, the prospective learner is required to complete a short Pre-enrolment Review Questionnaire to progress the enrolment. This process allows KGTA to provide advice about course suitability and any support that may be required. Further information about this process is outlined under 'Pre-enrolment Review and Suitability Advice'.

## Training and Assessment

During the course the learner will complete full theory and practical training. However, a copy of the Learner Guide may be collected from our office prior to attending the course. Also available to assist pre-study are example questions similar to those that will be completed during the assessment.

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 Learner Guide, personal notes 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 study and/or requires further training in the required knowledge or skills, and the practical application of the knowledge and skills.

**NOTE:** Any 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 the following section 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 learn to complete mathematical calculations.

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, 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 weigh 85kg and your coworker weighs 97kg.*

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

**Answer:** *No more than 68kg (e.g.  $250 - 85 - 97 = 68$ , **or**  $85 + 97 = 182$ , then  $250 - 182 = 68$ )*

In order to complete the required calculations, learners will need to have a basic understanding of the following mathematical operations before the course – addition and subtraction. The calculations in the course have written questions. Calculators are supplied and used during training and assessment.

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 require they inform KGTA prior to the scheduled training date/s so arrangements can be made.
  - Learners are welcome to attend our office at an earlier time to review a sample of text on the colours we have available to see what works best for them.

These options should be discussed with KGTA administration as early as possible and must be confirmed prior to course commencement to allow arrangements to be made. There are no additional fees charged for learners to access this support. Please Note: If a request for coloured paper is not made prior to the course commencement date and KGTA is unable to provide the requested colour, no refund or transfer will be permitted.

KGTA recognises that some learners may require support that is beyond the scope of the support services it can reasonably provide, particularly in the areas of Language, Literacy and Numeracy (LLN).

Where a prospective learner is unable to meet the LLN requirements of the course, it is recommended that they consider whether the course is suitable for their current skills and capabilities before proceeding with a reservation.

The information below may assist learners in accessing external LLN support services to help them pursue their training goals. KGTA does not recommend any specific provider and does not guarantee access to, or outcomes from, any external programme. This includes:

- Eligibility for enrolment
- Availability of free services
- Associated fees or costs
- Financial assistance

[www.read-write-now.org.au](http://www.read-write-now.org.au) – Adult Literacy Support

[www.pivottraining.net.au](http://www.pivottraining.net.au) – Skills for Education and Employment (SEE) Program

[www.southmetrotafe.wa.edu.au](http://www.southmetrotafe.wa.edu.au) – Skills for Study and Adult Migrant English Program (AMEP)

[www.northmetrotafe.wa.edu.au](http://www.northmetrotafe.wa.edu.au) – Skills for Study and Adult Migrant English Program (AMEP)

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### **WorkSafe requirements**

WorkSafe requires that assessors must not issue a Notice of Assessment (NOA) unless satisfied that the applicant for a High Risk Work Licence (HRWL) has sufficient knowledge of the English language, both written and oral, to safely perform the work relevant to the licence.

To support safe work practices, applicants must be able to communicate effectively with others and, where relevant, read and understand workplace information, including:

- Safety signage
- Operator manuals (e.g. forklifts, elevating work platforms and cranes)
- Load charts and compliance plates
- Assembly instructions and technical drawings (e.g. rigging and scaffolding)
- Workplace risk documentation (e.g. Job Safety Analyses (JSAs), Safe Work Method Statements (SWMS), and similar risk assessments)

In undertaking the written component of the National Assessment Instrument, WorkSafe does not permit the use of an interpreter. An exception applies for Auslan interpreters, who may be used to support communication; however, they must not assist with interpreting, explaining or answering assessment questions.

Applicants are required to complete the written assessment in their own hand. This forms part of the evidence used by the assessor to determine whether the applicant can read and write English at a level required for safe work.

Assessors may seek verbal clarification where responses are unclear or incomplete; however, this does not replace the requirement for the applicant to complete the written assessment.

All written assessments for HRWLs are conducted as closed book. Applicants must not access any reference materials, including learner guides, notes or other resources, while completing the assessment.

### **Access to Support**

KGTA provides access to support to learners throughout each course, including training and assessment.

Learners can seek support from:

- **Trainers/Assessors** – during training for assistance with learning, assessment and course requirements
- **Administrative staff** – during business hours for enrolment, course information and general enquiries. Business hours - 7.30am to 4.30pm.

Learners can approach any staff member for assistance.

KGTA can be contacted prior to course commencement via phone or email during business hours. These contact details are provided on the first page of this document and on the KGTA website.

Where a learner requires support beyond what KGTA can provide, information about external support services is available from reception.

### **When you attend – Dress, Parking, Tea and Lunch Breaks**

#### **Dress -**

We recommend learners wear hi vis if they have it. While hi vis vests are available for use, they are shared so learners may prefer to wear their own. Work pants or jeans are recommended. Please refer to the 'Course Entry Requirements' for footwear requirements.

#### **Parking -**

No parking across the road at the AutoXChange, Auto 1, Western Water Solutions on Edison Cct or Lunch Bar on Day Rd as vehicles may be towed. Parking on the verge on our site's side of the road is permitted.

#### **Tea and Lunch Breaks -**

- Tea, coffee and biscuits are provided for morning and afternoon tea breaks.
- There will be a lunch break. Kitchen facilities, including fridge and microwave are provided for learner convenience. Cool drinks and snacks are available from a vending machine.
- A lunch bar is located directly across the road to purchase lunch. Please be aware that the lunch bar is not open after 1.30pm or on weekends.

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### **Fees**

Information regarding fees that apply to training and assessment is available on KGTA's website or by contacting KGTA on (08) 9592 2535 or via email at [admin@kgtraining.com.au](mailto:admin@kgtraining.com.au).

### **Course Reservation Fee**

To reserve a place in a course, payment of the course reservation fee is required, this secures a place in the selected course pending completion of KGTA's Pre-enrolment Review questionnaire. Once the Pre-enrolment Review Questionnaire has been completed, the reservation can then proceed to a formal enrolment in the course and an Enrolment Confirmation email is sent.

### **Pre-enrolment Review and Suitability Advice**

After a course reservation fee has been paid, the prospective learner will be asked to complete a Pre-enrolment Review Questionnaire. This short questionnaire allows KGTA to review the skills typically required for the course and provide course suitability advice.

Following review of the questionnaire, KGTA will provide the prospective learner with suitability advice.

- Based on the responses provided, if the review identifies areas that may affect participation in the course, this does not automatically prevent enrolment. Instead, it provides an opportunity to discuss the course requirements and any support that may be available so both the prospective learner and KGTA can make an informed decision about proceeding. If either the prospective learner or KGTA decide that the course may not be the right fit, all fees paid for the course reservation will be refunded in full.

- Regardless of the review outcome, prospective learners may choose not to proceed to enrolment after receiving the suitability advice. In this case, all fees paid for the course reservation will be refunded in full.

## Enrolment Confirmation

Where the prospective learner elects to proceed and KGTA determines the training is suitable, the reservation will be progressed to formal enrolment. KGTA will issue an Enrolment Confirmation email confirming the learner's place in the course.

If, due to unforeseen circumstances, there are any changes to the training product, course arrangements, or KGTA operations that may affect the learner's enrolment or ability to complete the course, KGTA will inform learners as soon as practicable.

## Payment Arrangements

KGTA generally requires payment in full to reserve a place prior to course commencement.

For selected longer courses, KGTA may permit a deposit of 50% of the course fee to reserve a place, with the remaining balance required on the first day of the course.

## Cooling-off Period

Once a prospective learner has been formally enrolled and an Enrolment Confirmation email has been issued, a 24-hour cooling-off period applies. Within 24 hours of enrolment confirmation, the learner or the party who made the reservation may cancel the enrolment for any reason and receive a full refund of all fees paid.

## Refunds and Transfers

Refunds and transfers after the cooling-off period are managed in accordance with KGTA's Refund and Transfer Policy.

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## Refund and Transfer Policy

### Refund and Transfer Policy

#### 1. Purpose:

The purpose of this policy is to outline the conditions under which refunds or transfers may be granted for bookings made with KG Training and Assessing (KGTA).

This policy ensures that refund and transfer arrangements are applied consistently, transparently and fairly, while protecting the operational and commercial viability of scheduled training and assessment activities.

This policy applies to all bookings made with KGTA, including courses, assessments, Verification of Competency (VOC) assessments and Recognition of Prior Learning (RPL) services.

#### 2. Policy Statement

KGTA is committed to ensuring there is a fair process for managing refunds and transfers where a party or candidate has made payment for a booking in a course, assessment or VOC.

Refund and transfer conditions are publicly available on KGTA's website prior to enrolment and are also included in the enrolment confirmation email once a booking has been confirmed.

Because KGTA delivers scheduled training and assessment activities with limited participant places, late cancellations or transfers may prevent places from being filled. As such, refund and transfer conditions are applied in accordance with the requirements outlined in this policy.

#### 3. Policy Principles

##### 3.1 Required Notice Period

For the purpose of this policy, business days are Monday to Friday and exclude weekends and public holidays in Western Australia.

A minimum of five (5) business days' notice means the cancellation or transfer request must be received before the start of the fifth business day prior to the commencement of the face-to-face activity.

The day of the activity is not counted when calculating the notice period. Requests received on the fifth business day prior to the activity will be considered short-notice requests.

##### 3.2 Pre-Enrolment Suitability Review Outcomes

Prior to commencing training, prospective learners are required to complete KGTA's Pre-Enrolment Review Questionnaire to assist KGTA in determining whether the course is suitable for the learner.

Where the pre-enrolment review process indicates that a prospective learner may not be suitable for the course, KGTA will provide suitability advice outlining the concerns identified and any available options.

Where a prospective learner elects not to proceed with the booking following this advice, any fees paid will be refunded in full.

Where KGTA determines that a prospective learner cannot safely or reasonably participate in the course, the course reservation will be cancelled and all fees paid will be refunded.

This clause applies only where the withdrawal occurs as a direct result of the pre-enrolment review and suitability advice process, and prior to the commencement of training.

##### 3.3 Cancellation and Refunds

If a course reservation or confirmed booking is cancelled within 24 hours of it being made (not within 24 hours of the course start date), all fees paid will be refunded in full.

Where a party wishes to cancel a confirmed booking after this period, a full refund will be given where a minimum of five (5) business days' notice before the commencement of a face-to-face activity has been provided to KGTA in writing. Refer - 3.1 Required Notice Period.

Where less than five (5) business days' notice of a cancellation has been given, all fees paid will be non-refundable. Refer - 3.1 Required Notice Period. This includes, but is 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); or
- A candidate withdraws from their booking after it has commenced.
- A candidate is found to have engaged in cheating during assessment. In such circumstances, the candidate's participation will be terminated and no refund or transfer will be granted.

Where a candidate is late or has not completed an entry requirement, the candidate will not be permitted to attend the activity, and all fees paid will be non-refundable.

Inability to attend an activity for any reason will be considered on a case-by-case basis, and proof of circumstances may be required. Provision of proof and consideration by KGTA does not guarantee that a refund will be approved.

Any party wishing to request a refund must do so in writing to KG Training and Assessing via post or email. Approved refunds will be processed within 14 days of the request being received.

#### **3.4 Transfers of Original Candidate - Five (5) Business Days' Notice Provided**

Where a party wishes to transfer a booking for the original candidate to an alternative date or activity, the transfer will be granted where a minimum of five (5) business days' notice before the commencement of the face-to-face activity has been provided to KGTA in writing. Refer - 3.1 Required Notice Period.

#### **3.5 Transfer Requests - Without Five (5) Business Days' Notice Provided**

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. Refer - 3.1 Required Notice Period.

If a transfer is granted outside of the required five (5) business days' notice:

- All fees paid will be non-refundable, the booking is considered final and no refund will be available if the booking party / candidate subsequently cancels or fails to attend.
- No further transfers will be granted for the booking for any reason.

A transfer will not be granted where:

- The candidate does not arrive or is late for the activity; or
- The candidate arrives but has not completed an entry requirement of the booking (e.g. any mandatory study requirement).

In these circumstances the candidate will not be permitted to attend the activity.

Inability to attend an activity for any reason will be considered on a case-by-case basis, and proof of circumstances will be required. Provision of proof and consideration by KGTA does not guarantee that a transfer will be approved.

#### **3.6 Transfers Due to Illness/Injury - Without Five (5) Business Days' Notice Provided**

Where a candidate is unable to attend due to illness or injury, a transfer request may be considered by KGTA.

To support the request, a medical certificate must be provided. KGTA will only accept medical certificates from registered medical practitioners. Medical certificates issued by pharmacists or online providers/practitioners will not be accepted.

In accordance with the 2016 revision of the AMA Medical Certificate Guidelines, KGTA will not accept medical certificates from online medical certificate service providers unless the certificate was issued during a face-to-face consultation or there is a pre-existing doctor-patient relationship. Any certificate that does not meet these requirements will not be accepted.

Although requests may be made, without providing five (5) business days' notice (Refer - 3.1 Required Notice Period), there is no guarantee that a transfer will be approved, even with the provision of an acceptable medical certificate or other supporting documentation – KGTA will consider each request on a case-by-case basis.

Where a transfer is approved, only one transfer will apply, no further or additional transfers will apply for any reason, even with the provision of additional medical certificates or other supporting documentation.

#### **3.7 Transferring to a Substitute Candidate**

A booking may be transferred to a substitute candidate at no additional charge, provided KGTA receives notice prior to the commencement of the face-to-face activity.

Where a substitute candidate is nominated, KGTA must be provided with the candidate's contact details to allow the candidate to:

- Complete the Pre-Enrolment Review Questionnaire, and
- Undergo KGTA's suitability review process.

A substitute candidate will only be accepted where there is sufficient time for:

- The candidate to complete the Pre-Enrolment Review Questionnaire,
- KGTA to assess and advise on the candidate's suitability for the course; and
- The candidate to complete any required study prior to the commencement of the face-to-face activity.

KGTA reserves the right to decline a substitute candidate where the pre-enrolment review process indicates the candidate may not be suitable for the course or where the suitability review cannot be completed prior to the commencement of training. In these instances, the original booking conditions will apply and no refund, and no transfer to a different course instance will be granted for the booking.

Substitute candidates must be nominated and approved prior to the commencement of the face-to-face activity. Once training has commenced, substitute candidates will not be accepted.

#### **3.8 Finalisation of Transferred Bookings**

Where a transfer of a booking has been approved by KGTA, whether the request met the required five (5) business days' notice period or was approved outside of this notice period, the booking must be finalised within six (6) months of the original activity date.

For the purpose of this clause, finalised means that the candidate must have both booked and attended the rescheduled activity within this six (6) month period.

Where a transferred booking has not been finalised within six (6) months of the original activity date:

- The booking will be considered forfeited; and
- No further transfers, credits or refunds will be available.

#### 4. Training Disruptions, Transfers or Cancellations Initiated by KGTA

KGTA makes every reasonable effort to deliver training and assessment activities as scheduled.

However, circumstances beyond KGTA's control may occasionally arise that affect delivery. These may include, but are not limited to:

- Trainer illness / unavailability due to unforeseen personal circumstances
- Equipment failure
- Facility issues, or
- Other unforeseen operational circumstances.

Where such circumstances occur, KGTA may need to reschedule, postpone, relocate or cancel the affected activity.

KGTA will notify affected candidates or booking parties as soon as practicable via phone, SMS or email.

Where KGTA is unable to deliver the activity as scheduled, the booking parties or candidates will be offered either:

- An alternative course date, or
- A full refund of any fees paid.

Where a refund is required, it will be processed within 14 days.

KGTA will make reasonable efforts to minimise disruption and provide suitable alternative arrangements where possible.

### KGTA Obligations to Learners

KGTA is committed to providing training and assessment services that support learners to participate safely and achieve competency where they are able to do so.

KGTA will:

- Provide training and assessment that meets the requirements of the training product and relevant regulatory frameworks;
- Ensure trainers and assessors are appropriately qualified and maintain current industry skills;
- Provide clear information prior to enrolment to support informed decision-making;
- Identify support needs and provide reasonable assistance where practicable;
- Conduct assessment in accordance with the Principles of Assessment and Rules of Evidence; and
- Issue AQF certification documentation to learners who meet all requirements.

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### KGTA Limitations

KGTA delivers training and assessment in English and does not deliver training or assessment in other languages.

Due to the short duration and safety-focused nature of KGTA's training products, KGTA does not provide in-house counselling or welfare services. Where a learner requires support beyond the scope of KGTA's training support services, information about appropriate external support services is available upon request.

Information regarding Language, Literacy and Numeracy (LLN) requirements and available support is outlined in the LLN section of this document.

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### Access and Equity

KGTA is committed to providing an inclusive and equitable learning environment that supports all learners to participate in training and assessment without discrimination, harassment or disadvantage.

Training and assessment are delivered in a manner that promotes equal opportunity and are not restricted on the basis of nationality, place of birth, language, culture, religion, age, sex or educational background.

Prospective learners are encouraged to advise KGTA of any support needs or circumstances that may affect their participation prior to enrolment. This may include, for example, the use of an Auslan (Australian Sign Language) interpreter or other assistance.

**Please Note:** Where a learner elects to engage an Auslan (Australian Sign Language) interpreter or other support person, this must be arranged by the learner (or their representative).

KGTA does not arrange or fund interpreter or support services. Learners are responsible for any associated costs, including where services are accessed through external funding or support programs.

Interpreters and support persons may attend to assist with communication only and must not provide assistance with assessment tasks.

Where it is reasonable and practicable, KGTA will consider and implement appropriate support strategies or reasonable adjustments to assist learners to participate in training and assessment, provided these do not compromise the requirements of the training product or relevant safety obligations.

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# Complaints and Appeals Policy and Procedure

## Complaints and Appeals Policy and Procedure

### POLICY

#### 1. Purpose:

This policy forms part of KGTA's student protection framework and outlines the process for managing complaints and appeals in a fair, transparent and timely manner.

It ensures that complaints and appeals are handled in accordance with the Registration Standards 2025, including Outcome Standards 2.7 and 2.8, and that natural justice and procedural fairness are upheld at all times.

#### 2. Policy Statement

KGTA acknowledges that individuals have the right to:

- Submit a complaint regarding the conduct, services or decisions of KGTA, its staff, or any person engaged by KGTA in connection with training or assessment activities, or another learner; and
- Appeal an assessment decision or other formal decision that adversely affects them.

KGTA maintains a documented complaints and appeals management system comprising defined responsibilities, procedural steps, timeframes and record-keeping mechanisms.

Complaints and appeals will be addressed promptly, objectively and with sensitivity, and without victimisation or disadvantage to any party involved.

#### 3. Policy Principles

In managing complaints and appeals, KGTA will ensure that:

- Natural justice and procedural fairness are applied at every stage.
- All parties are given the opportunity to present their case.
- Decisions are made by an unbiased person.
- Reasons for decisions are provided in writing.
- Complaints and appeals are treated seriously and handled confidentially.
- The process is publicly available via the KGTA website and enrolment communications.
- No individual is disadvantaged for submitting a complaint or appeal.
- Outcomes are documented and recorded.
- Where systemic issues are identified, improvement actions are recorded in the Continuous Improvement Register.
- If a complaint or appeal cannot be finalised within 60 calendar days, the complainant/appellant will be informed in writing of the reasons and provided with regular updates.

Final internal decisions are made by the Director.

#### 4. Scope

This policy applies to:

- Complaints made by students, clients or other stakeholders;
- Appeals against assessment decisions; and
- Appeals against other formal decisions that adversely affect a student.

### PROCEDURE

#### 5. Complaints Procedure

##### 5.1 Informal Resolution

Individuals are encouraged to raise concerns directly with the relevant trainer/assessor or staff member where appropriate.

If the matter is not resolved, a formal complaint may be submitted.

##### 5.2 Submission

Formal complaints must:

- Be submitted in writing. This may be via email, letter, or by completing the Complaints and Appeals Form (available on request);
- Be submitted within seven (7) calendar days of the incident, where practicable.

Where an individual requires assistance to submit a complaint, KGTA staff may document the complaint on the individual's behalf using an internal File Note. The documented record will constitute the formal complaint.

The Quality Assurance Manager will acknowledge receipt in writing.

##### 5.3 Investigation

The Quality Assurance Manager will:

- Assess the nature of the complaint;
- Conduct the investigation directly, or assign an unbiased person not involved in the original matter to investigate;
- Ensure all relevant evidence is gathered;
- Provide all parties with an opportunity to respond;
- Make a determination based on objective evidence.

Complaints will, where possible, be resolved within fourteen (14) calendar days of submission.

##### 5.4 Outcome

The complainant will be advised in writing of:

- The outcome;
- The reasons for the decision;
- Any actions to be taken.

If dissatisfied, the complainant may request an internal review by the Director within seven (7) calendar days of notification (or outside this timeframe where reasonable grounds exist).

#### 6. Appeals Procedure

##### 6.1 Informal Resolution

Where appropriate, the individual is encouraged to discuss the matter with the trainer/assessor or management.

If unresolved, a formal appeal may be submitted.

## 6.2 Submission

Formal appeals must:

- Be submitted in writing. This may be via email, letter, or by completing the Complaints and Appeals Form (available on request);
- Be submitted within seven (7) calendar days of the assessment decision, where practicable.

Where an individual requires assistance to submit an appeal, KGTA staff may document the appeal on the individual's behalf using an internal File Note. The documented record will constitute the formal appeal.

The Quality Assurance Manager will acknowledge receipt in writing.

## 6.3 Investigation

The Quality Assurance Manager may conduct the investigation directly, or delegate the investigation to an unbiased person not involved in the original matter.

The investigation will:

- Review the assessment evidence;
- Ensure procedural fairness;
- Determine whether the original decision was fair and compliant.

Appeals will, where possible, be resolved within fourteen (14) calendar days.

## 6.4 Possible Outcomes

The appeal outcome may include:

- Upholding the original decision;
- Requiring reassessment;
- Requiring further training prior to reassessment;
- Supporting the appeal.

The appellant will be advised in writing.

If dissatisfied, the appellant may request an internal review by the Director within seven (7) calendar days (or outside this timeframe where reasonable grounds exist).

## 7. Independent External Review

If an individual is not satisfied with the internal process, they may request an independent external review.

KGTA will:

- Arrange for review by a party independent of KGTA;
- Ensure the reviewer was not involved in the original matter;
- Contribute to the cost of review, up to a maximum of 50% of the original course fee paid;
- Cooperate fully and consider findings in good faith.

Any applicable costs will be advised in advance.

## 8. Regulatory Escalation

If an individual believes KGTA has not complied with the Registration Standards 2025 in handling a complaint or appeal, they may submit a complaint with:

### Training Accreditation Council (TAC)

Website: <https://www.wa.gov.au/organisation/training-accreditation-council>

Phone: (08) 9224 6510

Email: [tac@dtwd.wa.gov.au](mailto:tac@dtwd.wa.gov.au).

## 9. Records Management

Records of all complaints and appeals will be maintained securely.

Records include:

- How the matter was handled;
- Investigation steps;
- Evidence considered;
- The outcome;
- Timeframes;
- Contributing factors;
- Actions taken.

Records are entered into the Complaints and Appeals Register.

## 10. Monitoring and Continuous Improvement

Complaints and appeals data are reviewed by the Quality Assurance Manager to identify trends and systemic issues.

Where improvement actions arise:

- Actions are recorded in the Continuous Improvement Register;
- Responsibilities and timeframes are assigned;
- Effectiveness is monitored.

The Director retains oversight of the complaints and appeals management system and associated improvement actions.

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## Course Resources

All training and assessment equipment, materials and stationery (including calculator where required) will be provided by KGTA. Learner Guides are available in hardcopy and electronic PDF formats once learners are enrolled.

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## **Assessment**

KGTA conducts training and assessment in accordance with the relevant National Unit of Competency and applicable regulatory assessment requirements.

Assessment processes are conducted in accordance with the Principles of Assessment (fairness, flexibility, validity and reliability) and the Rules of Evidence (validity, sufficiency, authenticity and currency).

KGTA does not guarantee that learners will achieve a successful outcome following training and assessment. However, training is structured to provide learners with the knowledge, skills, practice opportunities and feedback required to attempt assessment.

Assessment will only be conducted where it is determined that the learner is ready to attempt assessment safely and appropriately.

Reasonable adjustments may be considered, where appropriate, to support participation in assessment, provided they do not compromise the requirements of the training product or relevant safety or regulatory obligations.

Where a learner is assessed as Not Yet Competent (NYC) in any component, further training or reassessment may be offered in accordance with KGTA's Assessment Policy and procedures.

Reassessment is not automatic and may be provided where:

- the learner has participated appropriately in training and assessment activities; and
- additional training or clarification is likely to address identified gaps in competency.

Where reassessment is approved, it must be completed within 60 days of the original course date. Any applicable fees, or price adjustments, will be advised prior to reassessment.

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## **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning (RPL) is available on request. RPL is an assessment process that requires the learner to provide sufficient evidence to demonstrate competency against all requirements of the unit of competency. Where evidence is insufficient, further assessment or training may be required.

### **Important (High Risk Work Licence Units):**

Where a learner intends to apply for a High Risk Work Licence (HRWL), all assessment requirements must be completed in accordance with the mandated National Assessment Instrument (NAI) and WorkSafe WA requirements. This includes completion of the required knowledge, calculations and practical assessment activities in full. A Notice of Assessment (NOA) can only be issued where all assessment requirements have been successfully completed. RPL does not replace or bypass these mandatory assessment requirements.

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## **Issuing Certification**

KGTA will only issue an AQF certification document (Statement of Attainment) to learners who have demonstrated competency in accordance with the requirements of the unit of competency and where all fees have been paid.

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## **Replacement of Certification Document**

Where an individual requests a replacement of their AQF certification documentation (Statement of Attainment) issued by KGTA, a fee of \$25.00 + GST applies and must be paid prior to the replacement being issued.

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## **Feedback and Suggestions**

Learners are provided with the opportunity to complete an evaluation of training and assessment and provide feedback and/or suggestions upon completion of their course. Individuals may remain anonymous, and completion of feedback forms is not mandatory.

KGTA appreciates all feedback provided as it offers valuable insight into learner needs and expectations and supports the continuous improvement of training and assessment.

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## **Access to Client Records**

Clients may request access to their personal information in accordance with KGTA's Privacy Policy. All training records are treated as confidential, and information will not be released to a third party without prior written consent.

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## **Privacy Policy Statement**

KGTA collects and retains personal information that is reasonably necessary for its functions and activities as a Registered Training Organisation. KGTA takes reasonable steps to protect personal information from unauthorised access, loss, corruption or theft.

Individuals may request access to, or correction of, personal information held by KGTA. If you have concerns about how your personal information has been handled, you are encouraged to contact KGTA.

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## **Work Health and Safety (WHS)**

KGTA is committed to providing a safe and healthy environment for staff, clients and visitors. All individuals attending KGTA are required to comply with relevant work health and safety requirements and follow instructions provided by staff.

Learners are expected to behave in a safe, respectful and cooperative manner at all times.

Unacceptable behaviour includes, but is not limited to:

- Discrimination, harassment, bullying or intimidation
- Making racist or sexist comments
- Verbal or physical abuse
- Assault or attempted assault
- Illegal use of drugs or alcohol
- Damage to property
- Behaviour that endangers the safety of any person

Where behaviour is unsafe, disruptive or unacceptable, KGTA may take appropriate action, including:

- Directing a learner to leave the training area or refusing entry
- Withdrawal from a course
- Contacting police where criminal behaviour is suspected

Learners may raise concerns regarding any action taken in accordance with KGTA's Complaints and Appeals Policy and Procedure.

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## **Accidents and Hazards**

All accidents, incidents and hazards must be reported immediately to KGTA staff, who will follow appropriate procedures.

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## **Evacuation Plans**

At the commencement of each course, the trainer will advise learners of the work health and safety requirements and emergency procedures relevant to the training location. Evacuation plans are displayed in the front office and training rooms.

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## **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is required for all nationally recognised training. KGTA cannot issue an AQF certification document without a valid USI.

Learners are encouraged to create their own USI at [usi.gov.au](http://usi.gov.au). This allows the learner to manage their USI account and set their own password.

Where required, KGTA can create a USI on behalf of a learner with their permission. To do so, the learner must provide valid identification and complete the required privacy notice.

**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

**NB:** No other forms of identification are accepted for USI creation.

Where a USI is provided, KGTA will seek permission to verify the USI prior to issuing certification.

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**Credit Transfer**

Credit Transfer is available on request for learners who have previously completed the same unit of competency (or its recognised equivalent) and can provide valid certification documentation or a USI transcript.

KGTA will verify all certification documentation to confirm authenticity. For awards issued from 1 January 2015, KGTA will typically verify certification through access to the learner's USI transcript, where available.

Where a USI transcript is not provided or does not confirm the result, KGTA will require alternative verification, which may include direct confirmation from the issuing RTO.

Eligibility for credit transfer is determined by KGTA.

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