
Earthworks Training & Assessment Services

Registered Training Organisation

No. 50590

Earthworks Training & Assessment

Resource Handbook 2023



Statement of Purpose

Earthworks Training and Assessment Services Pty Ltd was established in 1997 to provide quality training and assessment services across Australia. The company's primary purpose, mission and core values has never changed, and the company has since evolved as a leading and respected professional registered training organisation and a proactive advocate for the traffic management, civil construction, and road infrastructure industries.

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Definitions Guide

Accredited Training	Structured sequence of vocational education and training accredited by a state or territory course accrediting body and leads to an Australian Qualifications Framework qualification or statement of attainment.
Australian Skills Quality Authority (ASQA)	ASQA is the national vocational and (VET) training regulator. The role of ASQA includes ensuring the quality and reputation of Australia VET system is maintained through effective national regulation.
Standards for Registered Training Organisations 2012 V2.2 October 2019 (The Standards)	The Standards for Registered Training Organisations V2.2 October 2019 reflects ASQA's student centered approach to audit which focuses on the student's experience and the practices of RTO's. The Standards aim to help RTO's make sure their practices deliver a quality experience for every student at each stage of their journey through the VET system.
Australian Qualifications Framework (AQF)	Australian Qualifications Framework (AQF) provides a national framework for all education and training qualifications in Australia. The AQF aims to provide consistency of qualifications across Australia. Qualifications or Statements of Attainment issued by Registered Training Organisations have national recognition irrespective of whether the training and / or assessment have taken place on or off the job.
Australian Quality Training Framework (AQTF)	Australian Quality Training Framework is a set of nationally agreed standards addressing quality assurance and national recognition in the Vocational and Training System.
Competency	Being able to perform and demonstrate the required knowledge and skill in the workplace. The required knowledge and skill are usually specified as required Standards of Performance.
Employability Skills	Employability skills are skills that apply across a variety of jobs and life contexts. There are eight (8) Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organizing, self-management, learning and technology.
Evidence	Information gathered which when matched against the performance criteria, provides proof of competency.
Foundation Skills / Language, Literacy and Numeracy (LLN)	Language, literacy, and numeracy skills relate to how we communicate with each other verbally and in writing. LLN skills often but not always used at the same time.
Non-Accredited	Training which is not nationally recognised.
Pre-Requisites	Prerequisites are the minimum entry requirements for admission to a training course.
Recognition of Prior Learning (RPL)	An assessment process which assesses an individual's formal and informal learning to determine the extent to which the individual has achieved the required learning outcomes, competency outcomes or standards for entry to , and / or partial or total completion of a qualification.
Registered Training Organisation (RTO)	Training organisations that have been registered in accordance with the Australian Quality Training Framework to provide vocational education and training (VET) RTO's include TAFE, private training provider, enterprises, and schools. Earthworks Training & Assessment Services is a Registered Training Organisation (RTO).
Statement of Attainment (SOA)	Issued by a registered training organisation when an individual has completed one or more units or competency / modules from a nationally recognised qualifications (s) or course (s).
Trainer and Assessor	A qualified person working for a RTO who is responsible for assessments and determining you are competent.
Unit of Competency	A unit of competency describes a discrete job or function and is written in terms of workplace outcomes. Further developed through elements and performance criteria.
Unique Student Identifier (USI)	A personal ten (10) digit reference code which will link an individual training records together in the one place.
Department of Infrastructure, Planning and Logistics (DIP)	Department of Infrastructure, Planning & Logistics – Northern Territory Government.
Personal Protective Equipment (PPE)	Personal Protective Equipment
Access and Equity	Policies and approaches aimed at ensuring VET is responsive to the individual needs of course participants / learners whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location may present a barrier to access, participation and the achievement of suitable outcomes.
VET Quality Framework	Comprises of: Standards for Registered Organisations, The Australia Qualifications Framework, The Fit and Proper Person Requirements, The Financial Viability Risk Assessment Requirements, The Data Provision Requirements.
Data Provision Requirements	Requirements for the data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.

Resources and Acknowledgments

Source: RTO Standards V2.2 October 2019 Clauses 4.1 - Provide accurate and accessible information to prospective and current course participants.

Source: RTO Standards V2.2 October 2019 Clauses 5.1 to 5.3 Informing and protecting learners

Source: RII Resources and Infrastructure Industry Training Package Companion Volume Implementation Guide (June 2022 Version 8.1)

Links: <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Source: Safe Work Australia Website. 5 August 2015. <https://www.safeworkaustralia.gov.au/ppe>

Create a Unique Student Identifier <https://www.usi.gov.au/course-participant/create-your-usi>

Transcript/Training Records: <https://beta.usi.gov.au/course-participant/training-records-and-transcript>

USI Transcript Fact Sheet: <https://beta.usi.gov.au/documents/your-usi-transcript>

Training records: <https://beta.usi.gov.au/documents/when-will-my-training-appear-my-usi-transcript>

View How to download USI Transcript video: <https://beta.usi.gov.au/video/how-view-and-download-my-usi-transcript>

NCVER Policies & Protocols: www.ncver.edu.au www.ncver.edu.au/privacy.html

Plagiarism: <https://www.plagiarism.org/article/what-is-plagiarism>

Web Based Referencing: <http://www.lib.latrobe.edu.au/referencing-tool/>

National Register of Vocational Education and Training <http://training.gov.au>.

ASQA website: www.asqu.gov.au

National Vocational Education and Training Regulator Act 2011

Source: Users Guide to the Standards for Registered Training Organisations V2 .2 October 2019 Australian Skills Quality Authority 1.8 to 1.12 Conduct Effective Assessments

Introduction - From the Desk of the Principle / Chief Executive Officer

The Earthworks Training & Assessment Resource Handbook 2023 is specifically tailored to provide a snapshot of the training and assessment delivered by Earthworks Training & Assessment Services (ETAS) for both potential and current course participants and PCBU's and includes information on a course participant's rights and responsibilities and our commitment to deliver quality training and assessment.

ETAS specialises in the delivery of workzone traffic management training and assessment across the Northern Territory and the Australian Islands Territories. We are a privately owned Australian company, established in 1997 and a nationally registered training organisation (RTO) Number 50590. RTO's are regulated by the *National Vocational Education and Training Regulators Act of 2011*, the Standards for VET Accredited Courses and the Australian Skills Quality Authority (ASQA). RTO's must remain fully compliant and meet all Standards as prescribed by the Australian Skills Quality Authority (ASQA).

Over the years we have realised true success is more about the knowledge of training, assessment, and industry, which in turn contributes to positive and progressive differences towards raising the bar on quality, safety and performance. The training and assessment services we deliver are of the highest of contemporary industry standards, flexible, practical, enjoyable and rewarding. ETAS is affiliated with and works in collaboration with local, state and commonwealth road authorities, road contractors, traffic management companies and across civil construction industries and remains unequivocally focused on contributing to the current and future development of the resources and infrastructure industries.

ETAS is an approved provider of Workzone Traffic Management Learning & Assessment for the Northern Territory Government Department of Infrastructure Planning and Logistics. All training and assessment courses are delivered and assessed by a qualified trainer and assessor with extensive industry experience spanning over 30 years, locally and overseas.

We sincerely hope you enjoy your '*learning*' journey with us.
Every success!

Contacting Earthworks Training & Assessment Services

Postal Address: PO Box 1627, Berrimah NT 0828

Administration: 08 8988 5484

Email training@etas.com.au Web www.etas.com.au

Office Hours: 8.30 am to 4.30pm Monday to Friday. Closed Weekends and Public Holidays

Core Business

Our core business is to provide specialist accredited and non-accredited traffic management training and assessment services for a range of units of competencies for the resources and infrastructure industries in accordance with the relevant Acts and Regulations. ETAS is responsible for issuing nationally recognised statements of attainment to those course participants who have been deemed competent.

Traffic Management Courses have been prepared based on:

1. Resource Infrastructure Industry (RII) Endorsed Training Package Units of Competency
2. Northern Territory Work Health & Safety (National Uniform Legislation)
3. Northern Territory Traffic Regulations 1999 Part 7 Miscellaneous 87A
4. Australian Standard Manual of uniform traffic control devices Part 3: Traffic control for works on roads (AS1742.3 2019)
5. Austroads Guides to Temporary Traffic Management (AGTTM) Part 1 – Part 10, and
6. DIPL Standard Specification for Roadworks and Civil Maintenance - Provision for Traffic.

Training and Assessment Delivery

- Training and assessment are a combination of face-to-face theory and practical activities delivered in real time situations.
- Course prerequisites may be required and detailed on the relevant course brochures.
- Online training is not available as preference is face to face in the delivery of training and assessment services.
- ETAS employees apply the concepts of risk management to all their areas of work and procedural documentation.

ETAS reserves the right to modify, revise or supplement procedures in the ETAS Training & Assessment Resource Handbook 2023 at their sole discretion.

Coronavirus (COVID -19) - Training and Assessment

Physical distancing and hygiene control measures remain in place to minimise the spread and the risk of exposure to COVID-19 for course participants and employees while on site. Please note our training and assessment courses are limited in numbers.

Compliance Components – National Vocational Education and Training Regulator Act 2011

The framework and quality of the vocational education and training is legislated by the Vocational Education and Training Regulator (VET) and regulated by the Australian Skills Quality Authority (ASQA) including:

- VET Quality Framework
- Users Guide to the Standards for Registered Training Organisations 2012 V2.2 October 2019
- Fit and Proper Person Requirements 2015 & Data Provision Requirements 2012
- Financial Viability Risk Assessment Requirements 2011
- Australian Qualifications Framework (AQF) and Standards for VET Accredited Training Courses & National VET Provider Collection Data Requirements Policy

Nationally Agreed Statements of Skills and Knowledge

Units of competency are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function.

Units of competency describe work outcomes as agreed by industry. As such, they do not describe the procedures necessary to perform a particular role, but rather, identify the skills and knowledge, as outcomes, that contribute to the whole job function. Each unit of competency describes:

- a specific work activity and what it involves.
- skills (and level of skills) that are needed to perform the work activity.
- conditions under which the work activity may be conducted.
- knowledge and skills required to perform the work activity.
- foundation skills essential to performing the work activity.
- how course participants can show they are competent in the work activity.

Elements of Competency

Elements of competency describe the outcomes of the significant functions and tasks that make up the competency. Elements also describe actions or outcomes that are demonstrable and assessable.

Performance Criteria

Performance criteria specify the required performance in relevant tasks, roles, skills (including foundation skills) and the applied knowledge that enables competent performance.

Standards for Registered Training Organisations 2012 V2.2 October 2019 - Australian Skills Quality Authority (ASQA)

The Standards for Registered Training Organisations 2012 V2.2 October 2019 are integrated into our training, assessment, and corporate governance. The Standards significantly influence how we do business and is integral to the VET Quality Framework including the operational requirements for training and assessment arrangements, responsibilities and obligations to course participants, governance, and administration.

Policies and Procedures

ETAS is guided and functions within the principles and legislation as specified by the Australia Quality Training Framework and the Australian Skills Quality Authority Standards for Registered Training Organisations 2012 V2.2 October 2019. Policies and procedures influence how we operate as a RTO but also as a registered Australian company. ETAS trainers, assessors and training support personnel have a responsibility to represent themselves professionally and in the best interest of industry, education, and training.

Industry Currency and Training

ETAS trainers, assessors and training support personnel have the necessary and current qualifications mandated by the Standards for Registered Training Organisations 2012 V2.2 October 2019. Continuous learning, professional development and industry engagement ensure professional competencies and currencies, knowledge and skills remain relevant and maintained.

Access and Equity

ETAS values and upholds the principles of access, equity, inclusion, equal opportunities and is non-discriminatory and welcomes the diversity of all cultures, rights, and beliefs.

Reasonable Adjustment

ETAS may make reasonable adjustment to provide learning support to a course participant to ensure their maximum participation and capacity during training and assessment. In consultation with the course participant, we may make recommendations to the course participant to make well informed choices and to self-determine the type and level of learning support required. In addition:

- Information is regarded with the utmost respect and within the strictest of confidence.
- The extent of the support provided may essentially depend on the needs and our capacity to provide the required level of support at the time.

Foundation Skills - Adequate Language, Literacy and Numeracy Skills (LLN)

Language, literacy, and numeracy (LLN), refers to the ability to speak, listen, read, and write in English as well as use of mathematical concepts, operate digital systems and tools during training & assessment. A course applicant should make the trainer and assessor aware of any learning difficulties with LLN prior to training and assessment. All information is treated with utmost respect and within the strictest of confidence.

Foundation Skills describes the language, literacy, numeracy, and employment skills that are essential to performance. Foundation skills are the non-technical skills that support an individual's participation in the workplace, in the community and in education and training. They describe the language, literacy, numeracy (LLN) and employment skills essential to performance and are explicitly identified in the foundation skills field of a unit of competency, which:

- identifies the essential foundation skills that are not explicit in the performance criteria of the unit.
- describes the application of each skill in context of the performance criteria.
- should be considered as an integrated part of the unit for assessment purposes.

The language, literacy and numeracy skills are represented by the five core skills as per the Australian Core Skills Framework (ACSF): Learning, reading, writing, oral communication, and numeracy.

Employment skills are described using either the skills set out in the employability skills framework:

Teamwork, Initiative, and enterprise, planning and organising, problem solving, self-management and technology or the Core Skills for Work developmental framework:

- Navigate the world of work, interact with others, and get the work done.
- Performance and knowledge evidence that must be considered in assessing competency of the unit.
- Conditions under which evidence for assessment must be gathered.

Foundation Skills Links

Department of Education: <https://www.education.gov.au/adult-migrant-english-program-0>

Department for Human Services: <https://www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment>

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

Source: RII Resources and Infrastructure Industry Training Package Companion Volume Implementation Guide (June 2022 Version 8.1)

Links: <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Support Services

- Lifeline: <https://www.lifeline.org.au/> Phone: 13 11 14
- Beyond Blue: <https://www.beyondblue.org.au/> Phone: 1300 22 46 36
- Relationships Australia <http://www.relationships.org.au/> Phone: 1300 364 277
- Department of Veteran's Affairs <https://www.dva.gov.au/> Phone: 1800 555 254
- Open Arms Veterans & Families Counselling Support <https://www.openarms.gov.au/> Phone: 1800 011 046

In the case of an emergency dial '000' to report an emergency to the appropriate authorities.

Course Participation

- Provide accurate information when enrolling.
- Satisfy course pre-requisites by providing adequate evidence to satisfy participation.
- Comply with all training and assessment processes and procedures.
- Take responsibility for their own wellbeing and safety and that of the wellbeing and safety of others during the course.
- Report hazards and /or incidents immediately to the trainer and assessor as their duty of care.
- Meet requirements in relation to equipment or materials required (as set out in the relevant course outline and course pre-registration).
- Actively make enquiries and ask questions regarding their training and assessment needs, goals and objectives to ensure understanding.
- Actively participate in learning and commit to achieving stated training and assessment goals and desired outcomes.
- Inform the trainer and assessor in the first instance of any concerns, grievances or issues should they arise and work towards the '*spirit of middle ground*' to resolve any disputes and settle them in a fair and rational manner.
- Be courteous, kind, and respectful towards others.
- Be punctual by arriving at the scheduled start time.

Our Commitment Is to:

- Provide a detailed description of the unit/s of competency associated with training and assessment.
- Provide opportunities to practice learnt skills and application of knowledge acquired throughout the training.
- Record outcomes of assessment and provide access to learning and assessment results and records on request.
- Provide training materials where required and recommend other resources for further learning opportunities.
- Provide support in preparation for assessment and advise where, when and how the assessment will occur.
- Assess skills and knowledge by observation, questioning and using assessment tools developed specifically for the assessment purpose.
- Provide constructive feedback and suitable remedial pathways if gaps in learning are identified.
- Advise of the appeals process and options for further assessments if dissatisfaction with results.
- Provide a supportive, safe, orderly, and cooperative learning environment free from intimidation, discrimination and bullying.
- Work towards the '*spirit of middle ground*' to resolve any disputes and settle them in a fair and rational manner.
- Be accountable and transparent in all communications, acting responsibly with honesty and integrity.

Course Participation - Behavioural Norms

ETAS reserve the right to exclude, suspend or reprimand a course participant when standards of their behaviour and actions don't meet or aspire to our prescribed standards of behaviour. Breaches of behaviour either in class or workplace / worksite may result in suspension or exclusion from a training and assessment course. Course participants are expected to participate in and contribute to their training activities, carry out tasks within reason as instructed by the trainer and assessor and complete these tasks to the best of their ability in a timely manner. Repeated failure to complete set tasks or attend scheduled training and assessment may result in suspension from the course.

Course participants are required to follow all ETAS Standard Operating Procedures and directions from the trainer and assessor, not act in a non-discriminatory manner, respect the rights of other course colleagues, facilitators, and visitors. Should a course participant act in a way that ETAS deems to be misconduct we may implement disciplinary action in the form of suspension and / expulsion from a course.

Breaches of behaviour /misconduct include:

- Abusive behaviour and physical violence
- Theft, fraud, violence/assault including cheating / plagiarism
- Breach of confidentiality
- Serious negligence including health and safety non-compliance
- Discrimination, harassment, intimidation, bullying or victimisation due to religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability, or socio-economic status.
- Affected by drugs or alcohol and unfit to participate in training and assessment.

An assessment written by someone else and submitted by a course participant as their own work shall be regarded as plagiarism and as such the assessment not accepted. (See Also *Plagiarism, Copyright & Referencing Pg 12*).

Consumption Of / Under the Influence of Alcohol and Use of Illicit Substances (Drugs)

Course participants shall not consume alcohol or use illicit substances at any training and assessment course, any ETAS training facilities and adjoining car parks, roadways, and work sites.

We have an **absolute zero tolerance** towards the consumption of alcohol and / or being under the influence of alcohol and / or illicit substances during training and assessment and is **strictly forbidden**. A course participant suspected of consuming or found to be under the influence of alcohol and / or illicit substances shall be immediately expelled from the course, their employer notified and / or where relevant, information passed onto appropriate law enforcement agency.

Course Participants – Accountability

- Attend training and assessment sessions and record attendance by signing the course attendance sheet provided by the trainer and assessor at the commencement of the course
- Comply with the prescribed set standards of behavioural norms and, accountability as per the ETAS Training & Assessment Services Resource Handbook 2023.
- Actively engage in all course activities and the course evaluation processes.
- Display respect towards the trainer and assessor and other course participants regardless of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability, capabilities or socio-economic status.
- Adhere to the ETAS Standard Operating Procedures (SOP's) and directions relating to responsibilities and standards of behaviour.
- Prepare for assessment at the scheduled times.
- Submit assessment tasks on time and ensure the assessment submitted is authentic (own work).
- Notify the trainer and assessor of any Workplace Health and Safety issues identified during training and assessment.
- Follow explicitly the directions of the trainer and assessor in the case of any emergency.

Proof of Identity

To establish identity and for regulatory compliance a course participant must bring to the course their:

- Current Australian Divers License. (Road Authority criteria)
- Northern Territory Construction Induction White Card or equivalent qualification recognised by NT WorkSafe.
- Unique Student Identifier (USI)

Fitness Self-Assessment Prior to Registering – High Risk!!

Potential course participants are strongly encouraged to consider the following self-assessment prior to registering to determine if they have :

- Reasonable level of fitness
- Good eyesight
- Good hearing, speech, and vision
- Good mobility, endurance, and concentration
- Good character and suitability
- Good physical and medical condition
- Drugs and alcohol free and
- Adapt to changing environmental conditions, cold, heat or high humidity

Attendance at Training and Assessment

Attendance at a scheduled training and assessment course is paramount to ensure maximum benefits are gained and to fulfil attendance requirements. If a course participant is unable to attend training, they should notify their PCBU (if applicable) and the trainer and assessor as soon as possible.

Course Pre-Requisites

Traffic management training courses in Northern Territory require the following as minimum course prerequisites:

- Hold a current Australian Drivers License (Road Authority criteria).
- Northern Territory Construction Induction White Card or equivalent qualification recognised by NT WorkSafe.
- Unique Student Identifier (USI)
- Other course prerequisites as specified.

Recognition of Prior Learning (RPL)

Course applicants are encouraged to contact ETAS prior to completing a course registration if applying for RPL. Thank you.

Unique Student Identifier (USI) - It's Free and it's Easy!

It's requirement to provide a Unique Student Numbers (USI) when registering for an accredited training and assessment course. If a USI is not provided, we are unable to process or issue a statement of attainment. As of 1 January 2015, we no longer can issue a nationally recognised statement of attainment if a Unique Student Identifier (USI) is not provided. A USI number is made up of 10 letters and numbers and provides an online USI account where nationally recognised training records and results can be accessed. Having a USI means having instant and easy access to training records and results anywhere, anytime and can be accessed online from a desktop, tablet, or smartphone. A USI number is verified by our training support personnel prior to attending a course.

- Create a Unique Student Identifier <https://www.usi.gov.au/course-participant/create-your-usi>
- Transcript/Training Records: <https://beta.usi.gov.au/course-participant/training-records-and-transcript>
- USI Transcript Fact Sheet: <https://beta.usi.gov.au/documents/your-usi-transcript>
- Training records: <https://beta.usi.gov.au/documents/when-will-my-training-appear-my-usi-transcript>
- View How to download USI Transcript video: <https://beta.usi.gov.au/video/how-view-and-download-my-usi-transcript>

Course Registrations Procedures

Online course registrations forms can be downloaded via our website www.etas.com.au

Ensure the following information is included on the course registration form:

- Unique Student Identifier (USI)
- Current Australian Drivers Licence number (Road Authority Criteria).
- White Card - Construction Industry or Equivalent and or equivalent qualification recognised by NT WorkSafe.
- Current interstate or Motor Vehicle Registry Workzone Tickets Accreditation numbers.
- Name and details of the course applicant.
- Any other prerequisites listed or equivalent.
- Payment details. PCBU's please quote a purchase order number and signed by a delegated authority.

Incomplete course registration forms may not be accepted and returned. Completed course registration forms emailed to training@etas.com.au

A course confirmation notification is emailed to the designated email address confirming successful course registration. It is important the content of the course confirmation notification is understood as this contains important information about the course, personal protective equipment requirements (PPE), training venue and course timings etc.

We encourage course participants, prior to registering for a course, to discuss any learning support needs they may have to ensure every opportunity is afforded to engage in maximum participation and capacity during training and assessment. In consultation with the course participant, we may make recommendations to the course participant so well-informed choices are made and to self-determine the type and level of learning support required.

A course participant with an identified existing health condition, that may have the potential to become critical during training and assessment; a course participant must make the trainer and assessor aware prior to commencing the course. All information is treated with utmost respect and within the strictest of confidence and only required to provide the relevant treatment and support can be provided should an emergency arise.

Fee for Service

Fees for training and assessment are included on the course registration form, course brochures and the website. Fee for service will vary depending on the training and assessment course.

Terms of Payment - Fee for Service

- PCBU's – Prepaid or seven (7) working days from the course date or earlier.
- Non PCBU's- Fee for service prepaid prior to the course date.
- Payments via electronic funds transfer (EFT).

Payment Options and Tax Invoices.

- Please note we don't accept American Express, PayPal or Diners Cards.
- Tax invoices are issued and payable within the agreed terms and conditions.
- Tax invoices and receipts are electronically emailed to the specified email address.

Course Cancellations, Transfers, Substitutions and Refunds

Cancellations or transfers of a course registration requires 5 working days' notice in writing via email. No refunds may be given for late withdrawals, late arrivals to a course, failure to attend, leaving a course early or non-completion of a course. If deemed not competent or withdraw during the course no refund may be made payable. Only one (1) transfer or substitution is allowable before the fee for service may be forfeited.

- To cancel a course registration, five (5) working days' written notice via email is required prior to the course commencement date. If payment has been received, a full refund shall be provided or if preferred transferred to another course date. No additional fees shall be incurred.
- Transferring a course registration to another course date requires five (5) working days' notice prior to the course commencement date. No additional fees shall be incurred. One (1) transfer or substitution is allowable and shall be within a three (3) month period before the fee for service may be forfeited.
- A course participant who cancels or withdraws from the training course less than five (5) working days prior to the course commencement date, no refund shall be made payable.
- Course fees may be forfeited for late withdrawals, failure to attend, withdrawing during the course, leaving a course early or non-completion of a course.
- No refund may be made payable to a course participant deemed not competent.
- The senior trainer and assessor shall use discretion to ascertain if a late arrival is permitted to enter a course. If declined, this may be classified as a late cancellation and a refund may not be payable.
- Discretion is exercised by the senior trainer and assessor on a case-by-case basis if extenuating or personal circumstances cause withdrawal or cancellation from a course. Fees for training and assessment fees may be waived for a course participant experiencing hardship.
- Earthworks Training & Assessment Services reserves the right to cancel a training and assessment course and, in this instance, shall offer a full refund or provide the option for course participant to elect to re-register for another training and assessment course at no additional cost.
- Earthworks Training & Assessment Services shall not be held liable for any claims arising from a course cancellation.

Course Subsidies

Vet Fee Assistance and other course subsidies are not available through ETAS.

Course Induction

Prior to commencement of a training and assessment course, the senior trainer and assessor shall communicate:

- On and off-site safety by way of site inductions.
- Toolbox talks including a Work Health & Safety (WHS) briefing, training facility's emergency exits, emergency assembly areas, muster points locations, use of equipment.
- What to do in the event of an emergency, injuries and / or if first aid is required.

In the event there is an incident or accident requiring first aid the trainer and assessor is first aid certified and may be the first responder.

Physical distancing and hygiene control measures remain in place to minimise the spread and the risk of exposure to COVID-19 for course participants, PCBU's and employees while on site.

First aid kits and fire extinguishers are located in ETAS vehicles and other support / sign vehicles and are clearly identified.

Course participants must take responsibility for own safety and wellbeing and that of others around them during training and assessment, across all workplace sites and co-operate with the trainer and assessor including that of emergency services personnel. **Your Safety is Your Responsibility**

Arriving at Training and Assessment Course

A course attendance list is signed by each course participant for both learning and safety purposes. Course participants should be punctual and stay for the full duration of their training and assessment however should it be necessary to leave a course early, please notify the trainer in advance if possible.

Punctuality - Be on Time

Be courteous to other course colleagues by being punctual, arriving at least ten (10) minutes prior to the specified training course start time and returning from breaks on time. Punctuality is essential to avoid disruption.

Course Participants Contacts

Course participants should ensure they inform ETAS of any changes to their address and contact details as originally advised on course enrolment form. All correspondence and training documents will be issued in accordance with the details provided in the original enrolment unless we are notified otherwise.

What to Wear to Training - Dress Standards and Personal Protective Equipment (PPE) Appropriate

Course participants are required to wear Personal Protection Equipment (PPE) to training and assessment courses unless stated otherwise. For safety reasons all courses require PPE clothing and footwear to be worn both on and off site. Additional information regarding the Dress Standards and Personal Protective Equipment are included on the course flyer and the course confirmation advice.

Safety clothing, footwear and personal protective equipment must be always worn at training and assessment, while operating on or near roads, where there are signs indicating such requirements and as directed.

Course participants should exhibit high industry standards of work dress by dressing appropriately for the task being performed during training and assessment both on and off site.

Synthetic tracksuit pants, t- shirts, singlet, tank tops, jumpers with hoods, loose fitting clothing and clothing with offensive wording, logos or motifs printed are not acceptable.

PPE worn must be compliant with the Australian Standards and Code of Practice for Construction Work (High Risk Work) including:

- Steel capped or composite work boots
- Fully enclosed non-slip composite footwear
- Hi visibility garments -vest / long sleeve shirt / trousers (nights works) (Shorts not acceptable)
- Head and neck protection - broad brim hat- (peak caps not unacceptable)
- Glasses: Daytime - sunglasses / tinted safety glasses. Night works - clear safety glasses
- Work Gloves
- Wet weather clothing (if applicable)

Safe Work Australia - Personal Protective Equipment

PPE refers to anything used or worn to minimise risk to workers' health and safety. This may include but is not limited to:

Boots	Face masks	Sunscreen / Hats
Gloves	Goggles / Safety	Glasses
High visibility garments	Safety shoes	Respirators

Additional information on PPE requirements: Safe Work Australia: <https://www.safeworkaustralia.gov.au/ppe#frequently-asked-questions>

Source: Safe Work Australia Website. 5 August 2015. <https://www.safeworkaustralia.gov.au/ppe>

In addition, it is recommended course participants bring to the course:

- Water bottle
- Own hand sanitiser
- Sunscreen (Broad spectrum SPF 30 or higher sunscreen to minimise the exposure to ultraviolet (UV) radiation).
- Medications required while on site. (Please let the trainer and assessor know prior).
- Hygiene Mask – highly recommended

To minimise the spread and the risk of exposure to COVID-19 for course participants, employees, and workers while on site, PPE and other equipment should not be shared or borrowed.

Duty of Care - Work Health, and Safety (WHS)

ETAS is subject to a range of federal and state legislations related to training and assessment and as such we take this responsibility seriously to provide a safe environment as far as practicably possible during training and assessment.

Legislation is continually updated, and ETAS is responsible for ensuring we are aware of any changes / updates to current WH&S legislation.

Under Workplace Health and Safety Legislation course participants have a duty of care for their own wellbeing and safety, contribute to a safe environment and shall co-operate with the trainer and assessor and avoid adversely affecting or impacting on the health and safety of others during training and assessment and at workplace sites.

Northern Territory – Work Health and Safety National Uniform Legislation Act 2011

S.5 Meaning of Person Conducting a Business Undertaking Whether the PCBU alone or with others; and whether the PCBU is conducted for profit or gain. S.19 Primary duty of care

A person conducting a business or undertaking must ensure so far as is reasonably practicable the health and safety of:

- a) Workers engaged, or caused to be engaged, by the person; and Workers whose activities in carrying out work are influenced or directed by the person.

- b) While the workers are at work in the business or undertaking.
- c) A person conducting a business or undertaking must ensure so far as is reasonably practicable the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

S. 28 Duties of workers while at work, a worker must:

- a) Take reasonable care for his or her own health and safety; and
- b) Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- d) Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

The senior trainer and assessor will actively take steps to identify risks /hazards which may cause harm on or off-site and where possible remove or control these risks /hazards and report the risk / hazard to appropriate on-site personnel

Course Participants shall:

- Adhere to all Standard Operating Procedures (SOP) and instructions.
- Not wilfully nor recklessly interfere with or misuse equipment or other items provided by ETAS in the interests of health, safety and welfare.
- Cooperate with all health and safety instruction as directed by the trainer and assessor or that of any other worker including following emergency procedures and exit plans.
- Not be affected by the consumption of drugs or alcohol.

A course participant involved in an accident / incident resulting in personal injury and / or damage to equipment or to the training facilities must notify the trainer and assessor immediately.

A course participant with an identified existing health condition which may become critical during training and assessment, a course participant must make the trainer and assessor aware prior to commencing the course. All information is treated with utmost respect and within the strictest of confidence and only required to provide the relevant treatment and support can be provided should an emergency arise.

Emergencies and Evacuations during Training and Assessment

In the event of an emergency during training and assessment requiring an evacuation, a warning will sound i.e., alarm, speaker or over the two-way radio etc. In response to the evacuation warning, the senior trainer and assessor shall proceed to evacuate the training facility immediately to the Emergency Assembly Area / Muster Point locations. The senior trainer and assessor will check that all people are accounted for from the course attendance list.

Course participants must remain at the Emergency Assembly Area / Muster Point locations until advised otherwise by the senior trainer and assessor, the facility owner, emergency services personnel or police.

Wet Weather and Climatic Conditions During Training and Assessment

Course participants must be prepared for weather and climatic conditions (dry season - wet season) during training and assessment. Training will continue in wet weather conditions unless it is deemed unsafe to do so i.e., adverse weather conditions lightening, cyclone warnings etc.

In the event of adverse weather conditions preventing practical training from taking place, a risk assessment shall be completed by the trainer and assessor and based on the outcome of the risk assessment, adjustments may be made and /or the practical training postponed until later in the day or rescheduled to another proposed date.

Parking

- Sufficient parking is available at all training venues.
- Observe all designated parking regulations, don't leave valuables in your vehicle, and ensure the vehicle is locked.
- Parking is at an individual's own risk.

Training Venue Facilities and Amenities

Training venue amenities will vary depending on the location. Practical assessments, both on and off the job will be identified at on day one (1) at the commencement of the training and include:

- Assembly safe areas (training facilities and on-site and off-site inductions)
- Toilets (unisex and disabled)
- Water, tea, coffee making facilities
- Meals (purchase)
- Access & Parking

Security

Course participants are responsible for their own belongings and should not leave bags or other valuables unattended. ETAS accepts no responsibility for any belongings misplaced, stolen, or missing during training and assessment or during practicals.

Mobile Phone Usage During Training and Assessment

Ensure mobile phones and other devices are turned off / or set to silent mode prior to entering the training facility.

- Mobile phones are a major distraction therefore shall not be used during the training and assessment session.
- Mobile phones are not permitted and must not be used while actively controlling traffic on site.
- Mobile phone calls can be returned during breaks and for emergencies calls please advise the trainer.

Catering

Unless specified, meals at training and assessment courses are not catered for. For regional / remote sites it is recommended to bring own lunch etc due to the likelihood of the non-availability of shops locally.

Photo and Video – Image Consent

From time to time the senior trainer and assessor may take photos and / or videos for media or marketing purposes only.

Signed and written consent is required from individual course participants prior to using any media or videos during training and assessment.

Privacy and Data Collection - Privacy Notice: Australian Government Department of Education, Skills and Employment's (DESE) and Centre for Vocational Education Research Ltd (NCVER) Data Provision Requirements

The Australian Government Department of Education, Skills and Employment's Vet Data Policy, Clause 7.2: states: *'Where personal information is collected from a course participant, registered training organisations (RTO) must make course participants aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the course participant a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the course participants enrolment processes.*

For reporting purposes and the provision of providing quality training and assessment services including facilitating requests for training and assessment records, the personal data provided on the course enrolment form is reported to the National Centre for Vocational Education Research Ltd (NCVER) and a RTO compliance requirement. NCVER is the custodian of the National VET administrative collections and surveys and collects and stores AVETMISS data in data centres within Australia using industry standard security technology. NCVER collects, holds, uses and discloses personal information in accordance with the Privacy Act 1988 (Commonwealth) and the Australian Vocational Education and Training Management Statistical Standard (AVETMISS) VET Data Policy. NCVER policies and protocols can be found at: www.ncver.edu.au www.ncver.edu.au/privacy.html

Why We Collect Your Personal Information on the Course Enrolment Form?

As a registered training organisation (RTO), we collect your personal information to process and manage enrolments in a vocational education and training (VET) courses and enable us to deliver VET courses and compliance with our obligations as an RTO.

Disclosure of Personal Information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about course participants to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose personal information to the relevant state or territory training authority.

How NCVER Handles Your Personal Information

The NCVER will collect, hold, use and disclose personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NCVER Act. Personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

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

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy. To seek access to or correct information in the first instance, please contact us. DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>. Course participants may receive a survey administered by a government department, a NCVER employee, agent or third party contractor or other authorised agencies and can opt out of the survey at the time of being contacted.

ETAS Privacy Statement

As a registered RTO, we are mandated to collect certain information to meet regulatory responsibilities and compliance requirements. When a course participant enrolls in a training and assessment course, they have agreed to ETAS collecting information about them and their training activities. It is important all compulsory sections are completed on the course enrolment form provided on day one (1) prior to the start of the training and assessment course. Information is protected and stored in accordance with regulatory requirements in a secure and safe environment. Privacy is maintained with the utmost respect and in the strictest of confidence in accordance with ETAS privacy and confidentiality policies and the *Commonwealth Privacy Act 1988*. In addition to the above, ETAS upholds and protects the privacy of information provided, excluding regulatory bodies we shall not release personal information to any other third party without informed and written consent of a course participant.

ETAS shall:

- Collect only the necessary information required.
- Keep information accurate and current.
- Limit access to information by ETAS training personnel unless for the specific purposes in the course of their duties with the RTO.

If requested, PCBU's who are responsible for the payment of a training course may be informed of their employee's competence. Results are not made available to any other source without signed consent except in the instance for the purposes associated with RTO compliance.

Access to Training Records

We are required to keep training and assessment records secure for the prescribed period as per legislative requirements. Course participants have a right to access their records. To access records, proof of identity is required i.e. Driver's licence, passport and may incur a fee.

Retention of Records

ETAS retain records of statements of attainments and other records of competency for a period of thirty (30) years). If requested, PCBU's who are responsible for the payment of a training course may be informed of their employee's competence. Results are not made available to any other source without signed consent except in the instance for the purposes associated with RTO compliance.

Replacements - Statements of Attainments and Certificates

Reissuing of statement of attainments (SOA) and certificates shall be issued within five (5) working days upon receiving the Statement of Attainment / Certificate Replacement Application. Proof of identity shall be required.

A copy of a SOA or certificate is urgently required, please advise us.

A Statement of Attainment / Certificate Replacement Application can be accessed and downloaded from www.etas.com.au and once completed email to training@etas.com.au

- a. A fee may be incurred for replacements of statement of attainments (SOA) and certificates.
- b. Completion of Statement of Attainment / Certificate Replacement Application will assist in locating your records.
- c. All information fields must be completed before submitting your Statement of Attainment / Certificate Replacement Application Form.
- d. Workzone cards are only re issued by the Northern Territory Motor Vehicle Registry. You must attend in person to a Northern Territory Motor Vehicle Registry office. For NT MVR office locations visit <https://mvr.nt.gov.au/>
- e. Name Change: Additional evidence confirming your identity is required i.e., passport, current drivers' licence. Please include your ID evidence with your completed application form.
- f. Once you have completed the application form please ensure you have signed and dated and have checked your details are correct and legible. details.

Fee Schedule	Fee
Statement of Attainment – Replacement Hard Copy	\$70.00
Statement of Attainment – Electronic	\$40.00
Certificate – Replacement Hard Copy	\$65.00
Certificate – Electronic Replacement	\$30.00
Postage – No Fee	\$00.00

V200122

Plagiarism, Copyright and Referencing

Plagiarism is the presentation of an assignment, or an assessment task copied in whole or in part from another person's work or from any other source (e.g., published books or periodicals or internet sites) without proper referencing or acknowledgment of the source and presented as one's own work. A course participant should comply with the *Copyright Act* and all work submitted must be their own. Where another source has provided information, the source should be referenced and acknowledged on the document. Plagiarism is not acceptable and suspected cases will be investigated. Course participants must abide by the assessment rules set by ETAS and anyone proven to be found cheating will automatically receive a not competent result.

Link to more information on plagiarism go to <https://www.plagiarism.org/article/what-is-plagiarism>

Link to web-based referencing sources go to: <http://www.lib.latrobe.edu.au/referencing-tool/>

Marketing

Bottom line is ETAS shall not, under any circumstances, release or disclose personal information or on sell personal information about a course participant unless they have provided written consent to do so.

From time to time and only if requested a PCBU responsible for the payment of a training course may be informed of their employee's competence. Results are not made available to any other source without signed consent except in the instance for the purposes associated with RTO compliance.

It is uncommon for ETAS to market or advertise its products and services, *per se* in newspapers, by way of advertisements or in any other publications. Our principal and most valued marketing tool is 'word of mouth, referrals and recommendations' from those who have participated in and used our services however on the odd occasion we do, we will market with accuracy and professionalism. Literature published by or on behalf of ETAS in whatever form shall be truthful, accurate, unambiguous, and clearly identify the services and products covered within the scope of our registration.

Nationally recognised products and services are identified separately from courses recognised by other bodies or without recognised status. The names of training packages, qualifications and accredited courses are consistent with names as per titles and/or names listed on the official National Register of Vocational Education and Training <http://training.gov.au>.

ETAS marketing, promotional literature and general media advertising do not, nor refer to or endorse:

- Literature which encourages unrealistic expectations about the level of qualifications attainable or the facilities and equipment provided.
- Inaccurate or deceptive claims or allude to false comparisons of courses provided by our competitors.
- Misleading claims or statements concerning the qualifications and experience of ETAS personnel.
- Misleading or false statements or allude to any prospects of employment following the completion of a training course.
- Or refer, promote, recommend, or market employment of any type.

ETAS RTO number 50590 is clearly identifiable on all training materials, website, and equipment. An inference made regarding any nationally recognised training offered by ETAS, we will honor this commitment, only promoting the training and assessment on our scope.

Information regarding fee for service, course transfers, substitutes and refund policy is fully disclosed in the contractual arrangements between ETAS, course participants and PCBU's prior to registering for training and assessment and clearly stated on course registration form, course confirmation and website. ETAS provides written course information including course prerequisites requirements clearly and concisely to avoid any vague and ambiguous clauses.

Source: RTO Standards V2.2 October 2019 Clauses 4.1 - Provide accurate and accessible information to prospective and current course participants.

Source: RTO Standards V2.2 October 2019 Clauses 5.1 to 5.3 Informing and protecting learners

Continuous Improvement

Just love this stuff!! Continuous improvement practices are valued, constant and ongoing. We enjoy exploring and implementing new ways to develop, improve, simplify, and build our capacity to improve our current systems, processes, and procedures. Course participant and employer feedback, industry engagement, assessment validation and moderation contribute significantly to our continuous improvement processes. We welcome feedback and all opportunities from industry, advisory groups, representatives, and PCBU's. Course participants are requested to complete feedback on completion of training.

Recognition of Prior Learning (RPL)

A course participant may consider RPL and seek recognition for attained certain competencies identified in all or in part of any course offered by ETAS. Recognition of Prior Learning (RPL) is a method of assessing if evidence of a competency for a particular unit of competency. It is important to remember RPL is an assessment process not an assumption of competence. RPL is the determination on an individual basis of the competencies obtained by a student through previous formal / informal training, work experience and / or life experience. The RPL process determines the consequent advance standing to which a course participant is entitled in relation to a course.

The focus of RPL is what has been learned rather than how, where or when it was learned and both the demonstration of competence and currency of that competence to industry standards. To progress RPL processes contact the ETAS trainer and assessor in the first instance to discuss way forward.

Credit Transfers

ETAS recognise the Australian Quality Framework (AQF) qualifications and statement of attainments as issued by other registered training organisations. This is commonly referred to as credit transfer or mutual recognition. A credit transfer comes into effect when a statement of attainment has the same national competency codes as those that form part of the training and assessment program a course participant is enrolled in or are intending to enrol. A course participant is required to formally apply for a credit transfer and if a credit transfer is successful, they will not be required to undertake learning in that competency again if they are exempt. Approach the ETAS trainer and assessor to discuss credit transfers. Regulatory bodies may impose other criteria to be met i.e., Workzone Traffic Management.

Types of Assessment

The Unit of Competency (UOC) Assessment Plan and assessment requirements are provided at the commencement of the training course for each unit of competency including information on the assessment requirements such as the type of assessments, date and any special conditions at the commencement of the training course. Assessments used by ETAS allow for individual learning styles, needs to be addressed and ensures all assessments are based on the principles of assessment of:

- Fairness
- Flexibility
- Validity
- Reliability
- Rules of Evidence of Validity, Sufficiency, Authenticity and Currency

Strategies to measure and validate assessments are used by the ETAS trainer and assessor in the assessment process which include, and not limited to:

- a. Written tests held during the training sessions.
- b. Assignments to be completed during sessions, in your workplace or in your own time.
- c. In class activities that may include simulations.
- d. Verbal Questioning - the trainer and assessor asking questions of the course participant whilst attending the training course.
- e. Supporting evidence (Third Party Reports & Industry Expert) – Verification from employers and PCBU's, managers or supervisors who have been working with the course participant and observing their on-the-job skills and ability.
- f. Observation of onsite practical activities.

Source: Users Guide to the Standards for Registered Training Organisations V2.2 October 2019 Australian Skills Quality Authority 1.8 to 1.12 Conduct Effective Assessments

ETAS may provide support when requested by a course participant to achieve the required outcomes of their chosen course. Consideration for assistance and the path the assistance may take is advised in writing once agreed on and any other parties concerned. If circumstances beyond control are likely to prevent a course participant from completing an assessment by the due date, they are formally advised to contact the trainer and assessor to discuss the matter as soon as possible.

- A written request for an assessment extension is required.
- A request for an assessment extension should be received no later than five (5) working days prior to the due date of the assessment.
- Granting of an extension request shall be at the sole discretion of the trainer and assessor.
- Only one extension request per assessment task shall be provided.

Grounds for Stopping Assessment

If at any time during an assessment a course participant acts in a manner that may endanger themselves and others and causing damage to equipment or property, the assessment shall be stopped immediately. The assessment may be re-scheduled.

Determining Satisfactory Completion – Competency

To achieve a satisfactory outcome for assessments, a course participant will need to:

- Complete all questions in entirety.
- Complete all tasks satisfactorily and in a timely manner, representative of real-world conditions, expectations, and outcomes.
- Complete all tasks and assessments safely using the correct techniques and methods and always ensuring own safety and the safety of others.
- Work with others where necessary, to achieve all outcomes of the assessments safely, effectively, and efficiently

Rescheduled Assessment

The format and method will be described and provided to a course participant in detail at the commencement of and throughout the re assessment. The assessment / assignment should be submitted within the designated time frame. Applications for an extension for submission of the assessment / assignment will be considered on a case-by-case basis. We aim to advise of an outcome of a re assessment within ten (10) working days from the date the first assessment was marked. This turnaround time shall not apply from 15 December to 26 January in any given year and will be assessed as either competent or not competent. If assessed as competent a statement of attainment will be issued. If initially assessed as not competent, an opportunity to address the deficiencies in evidence will be offered. If unable to provide the evidence required to support an assessment of competency, the course participant will be advised accordingly. If gaps are identified in the skills and knowledge, we will support and provide a plan to address development needs.

We are required by the National VET Regulator to retain assessments for a period of six (6) months.

Reassessment Procedure

If deemed not competent from either the theory or practical assessment, we shall allow a course participant to re-enrol in one subsequent course at no additional cost to achieve competency. If this is not convenient, we may arrange alternate options, noting fees may apply. Should it be deemed the course participant is not competent, they shall be given a further opportunity to complete the assessment noting further re-assessment requirements may be charged at an additional cost.

Issuance - Statement of Attainments and Certificates

The trainer and assessor shall upon successful completion, will issue a statement of attainment or certificate within five (5) working days of being deemed competent. The statement of attainment or certificate shall:

- Be signed by an ETAS Director or other authorised signatory.
- Include name, the ETAS logo, the National Provider Number, the Nationally Recognised Training logo, the course code, a document number and the date of being marked competent.
- Identify the course participant by name.
- List the unit or units of competency achieved.

Document Security

Statements of Attainment and other certification issued have inserted security print features and embossed finishing seal to maintain the integrity of qualifications issued and to deter fraudulent activity.

Assessment Appeal Procedures

ETAS guarantees the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process and shall ensure access to a fair and equitable process for appeals against assessment decisions which affects progress. Appeals and reassessment processes are an integral part of all training and assessment pathways leading to a nationally recognised qualification or statement of attainment under the Australian Qualifications Framework.

A course participant has the right to lodge an appeal against an assessment decision if they were unfairly treated or dealt with during an assessment or if an assessment decision was incorrect. Grounds for an appeal shall be heard by a suitably qualified independent and impartial assessor or panel from another organisation who will make an independent and impartial assessment. ETAS may charge a fee for the appeals process. Every effort is made by ETAS to ensure the appeal is resolved in a timely manner.

All appeals shall be treated confidentiality, shall not be detrimental to the appellant and lodged within fourteen (14) days of the date of the assessment result notification.

Grounds of valid appeal against an assessment decision (the assessment decision is incorrect) may include the following:

- The judgement as to whether competency has been achieved and demonstrated was made incorrectly.
- The judgement was not made in accordance with the assessment plan.
- Alleged bias and lack of competence of the assessor.
- Alleged wrong information from the assessor regarding the assessment process.
- Alleged inappropriate assessment process for the competency or
- Faulty or inappropriate equipment; and /or inappropriate conditions.

Appeal outcomes may include:

- Appeal is upheld; in this event the following options will be available.
- The original assessment shall be re-appraised.
- A new assessment shall be conducted or
- The appeal is rejected.

Complaints and Appeal Procedures

Course participants have the right to lodge a valid complaint or appeal when undergoing training and assessment. In the first instance, prior to lodging a complaint or appeal, approach the trainer or any other ETAS staff member to attempt to resolve emphasising the '*spirit of middle ground*'.

If a complaint or appeal is not resolved by the trainer and assessor, contact direct the ETAS Training Administration Manager on 08 8988 5484 who shall follow up the matter and support a course participant through the complaint / appeal process. It is strongly recommended the nature of the complaint or appeal is in writing, include as much detail as possible. A complaint or appeal must be submitted within one (1) month of the incident. On receipt of a complaint or appeal, this will be acknowledged in writing.

A Complaints / Appeals Application form can be obtained direct from the ETAS Training Administration Manager on 08 8988 5484 and must be completed and submitted to the ETAS Training Administration Manager at training@etas.com.au to commence the formal process. Complaints and appeals are treated seriously and dealt with promptly, impartially, sensitively and in confidence.

A complaint or appeal that cannot be resolved, the course participant can raise it directly with Australian Skills Quality Authority. Information about how to do this is available at the ASQA website – www.asqa.gov.au ASQA can provide advice on further action that may be required.

If a complaint is made in relation to:

- Training and Assessment Materials - the course content shall be reviewed, in collaboration with course participant and the trainer and assessor.
- Inappropriate behaviour of an ETAS employee - we shall investigate the matter and if required take the appropriate action with the employee and inform the course participant of the outcome.

An assessment decision:

- Have the assessment reviewed by another assessor.

ETAS shall provide a written statement of the outcome of a complaint or appeal including reasons for the decision within one (1) week. If we anticipate the review process will take more than sixty days (60) days, we shall acknowledge this in writing with an explanation of why this is the case. A complaint may be made against but not limited to:

- Training, assessment materials and resources thought to be inappropriate.
- Information provided, be it written or verbal thought to be inappropriate or incorrect.
- The training and assessment services offered or provided thought to be inappropriate services.
- Direct discrimination by way of being treated unfairly, unequally or harassed based on a characteristic or a presumed characteristic relating to person's sex, sexuality, pregnancy, marital status, race, disability, capability or age.
- Indirect discrimination when a requirement (written or unwritten rules, traditions, practices, procedures, or structures) which is the same for everyone has an unequal or disproportionate effect or result on groups of people.

- Victimisation constituting verbal abuse, deliberate isolation by others or employees, denial of promotional or training opportunities or any other detriment. While the legislation provides protection against victimisation, ETAS is responsible to ensure this does not occur.
- Privacy Breach relating to the collection, storage, and access to the collection, use and disclosure of personal information.
- Personal behaviours and conflict where an individual's behavior is inappropriate or causing disruption or conflict.

We shall:

- Ensure access to a fair and equitable process for dealing with complaints concerning training or assessment issues.
- Make every effort to resolve a complaint or appeal in a timely manner and on an individual case by case basis.
- Adhere to a complaint resolution procedure based on the understanding no action will be taken without direct consultation using a process of discussion, cooperation, and conciliation.
- Ensure the complainant and ETAS as the respondent shall be acknowledged and protected throughout the complaint resolution process.
- In the interest of confidentiality limit the number of people involved in the resolution process.
- Ensure ETAS employees involved in an official capacity in any aspect of the process always maintain absolute confidentiality.
- Ensure and support all parties have the right to representation during the complaint resolution process.
- Encourage the complaint resolution procedure emphasising the 'spirit of *middle ground*', mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- Ensure victimisation of complainants, respondents, or that of anyone one else involved in the complaint resolution process is not tolerated and addressed.
- A course participant has the right to lodge a complaint with outside agencies at any point during the complaint resolution process.

External Review - Training Packages and Establishing Transition Arrangements

We have a responsibility to remain diligent about any changes to training packages and establish transition arrangements for existing course participants who may be enrolled during a transition period. Our responsibilities and obligations are underpinned by the Australian Quality Training Authority who require RTOs to manage their scope of registration to transition from superseded training packages within twelve (12) months of their publication on the national register, so the RTO only delivers the currently endorsed Training Package Unit of Competency.

The Units of Competencies provided by ETAS are from *the Resource Industry Infrastructure Training Package (RII)* and lead to accreditation including:

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The author thanks and acknowledges the use of relevant resources as referenced page three (3) of this handbook.

Any queries please send us an email to training@etas.com.au or contact us direct 08 8988 5484.