

# ExelTrain Pty Ltd

RTO No: 40604

## Student Pre-Enrolment Information Kit



## About Us

EXELTrain Pty Ltd is a Registered Training Organisation offering a full range of training services. EXELTrain is one of the leaders at delivering workplace training solutions for businesses, individuals and various industries. As a Registered Training Organisation, we offer nationally recognised courses that are tailored to be relevant and cover exactly what you need.

We focus on giving people the tools to make safety an easy process, which is achieved through our lifetime support guarantee and industry leading course standards. After all, we measure our success in the success of our students.

Having been in operation for over 11 years, EXELTrain has now grown to become one of the leading workplace training providers in Melbourne.

## Registered Training Organisation

As a Registered Training Organisation (RTO No.40604) our training is Nationally Recognised and our training materials and processes meet the high standards of National VET (Vocational Education and Training) Regulator ASQA (Australian Skills Quality Authority) and the AQF (Australian Qualifications Framework) guidelines.

As we deliver across several different states & territories, we adhere to the guidelines of ASQA -[Australian Skills Quality Authority](#). This ensures that our processes and quality control are of the highest standard and are regularly monitored by our governing body.

All of our Trainers and Assessors hold at least a Certificate IV in Training & Assessment and have had hands on experience within their respective industries.

## Training Facilities

We have training venues in Melbourne, Adelaide, Perth, Sydney and Brisbane. Our training rooms are large enough to cater for group sizes.

<b>Our Training Locations</b>		
For more information on maps contact numbers and email addresses please visit <a href="https://www.exeltrain.com.au/">https://www.exeltrain.com.au/</a> and or <a href="http://www.testandtagtraining.com.au">www.testandtagtraining.com.au</a>		
<b>Victoria</b> <b>Rowville (Head Office)</b> 8 Mosrael Place Rowville Victoria 3178 Phone: 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain <b>Caroline Springs</b> Quest Apartments 234 Caroline Springs Blvd Caroline Springs Vic 3023	<b>Western Australia</b> <b>Perth (Branch Office) Balcatta</b> Shop 7, Ground Floor, 386 Wanneroo Road, Westminster, WA 6061 Phone: 1300 889 167 <b>Freemantle</b> Fremantle Chamber of Commerce 16 Phillimore St Fremantle WA 6959 <b>Cannington</b> Richmond Wellbeing 29 Manning Road Cannington, WA 6107	<b>South Australia</b> <b>Regency Park Location</b> The Construction Industry Training Centre (CITC) 491-499 South Road, Regency Park, SA 5010
<b>New South Wales</b> <b>North Paramatta</b> Uniting Venues 18 Masons Drive, NSW 2151	<b>Queensland</b> <b>Brisbane</b> -Construction Training Centre, 460-492 Beaudesert Rd, Salisbury, QLD 4107 <b>Gold Coast</b> - Housing Industry Association, Unit 4/2 John Duncan Court, Varsity Lakes, QLD 4227 <b>Sunshine Coast</b> - 64 Marcoola Esplanade, Marcoola, QLD 4564	

## Full Range of Services Offered by ExelTrain Pty Ltd

### Sufficient One on One Training

Our courses are limited to a small number of clients to ensure that all who attend are given sufficient one on one contact with our Trainer and Assessor. Courses are available on a weekly basis & we can be flexible with dates to cater for your needs.

### Courses

ExelTrain Pty Ltd trading as ExelTrain and Test and Tag Training RTO No. 40604 delivers nationally recognised training courses as well as non –accredited short courses.

### LLN (Language, Literacy and Numeracy)

ExelTrain will ensure to provide detailed information on all training and assessment services including additional support services that we offer so that prospective students are aware that if they require a specific service we can assist them or ensure to guide them to the appropriate external service that could offer assistance. This will help prospective students to make an informed decision prior to enrolment.

For any prospective student who indicates any learning difficulties an LLN test is sent prior to enrolment to establish their specific learning or support needs.

ExelTrain and Test and Tag Training's student enrolment form has question specifically designed to gather information on any additional support service that the student may need at the time of enrolment and on the course day so that our trainers and assessor can ensure to provide appropriate support.

Following are the link to the relevant websites that can provide information on the appropriate external service that could offer assistance. Please visit the links for additional information, if required.

- <https://www.lidaustralia.org/>
- <http://www.acal.edu.au/>
- <https://ala.asn.au/>

### Reasonable Adjustment requirements specifically for TLI courses

For High Risk Work licenced TLI courses any requests to use reasonable adjustment will require a formal written permission from WorkSafe Victoria prior to commencement.

### Eligibility

In order to enrol in our nationally recognised courses students must be at least 18 years of age, should we deem it necessary we may request proof of age.

### Identification Requirements for TLI Courses

For High Risk Work licence TLI courses which are as per below:

- **TLILIC0003 - Licence to operate a forklift truck**
- **TLILIC0004 - Licence to operate an order picking forklift truck**
- Students must provide a photo ID (Driver' Licence) or similar that will show the student is at least 18 years of age and resides in the state of Victoria.

### Other Requirements for TLI Courses

- As per the foundation skills requirement potential students will be required to demonstrate the essential learning, reading, writing, communication skills and numeracy skills. This can be demonstrated by completing the enrolment form, reading the pre-reading material (learner guide) and completing the review questions as these are all different methods to assess their ability prior to attending the course.

- This means that they will need the ability to use the core skills to learn effectively through reading and writing and also use effective oral communications skills to understand instructions and perform practical tasks to demonstrate their competency.
- Students will be required to complete the required pre-reading of the Learner guide and the review questions prior to attending the course.

**Skills Requirement for TLILIC0003 - Licence to operate a forklift truck**

<b>Foundation skills/Language, Literacy and numeracy skills</b>	<b>Skill</b>	<b>Performance feature</b>
	Employment skills to:	<ul style="list-style-type: none"> <li>▪ operate a forklift truck in different types of workplaces transferring key principles of safe operation to different contexts</li> <li>▪ improve own performance in safely and efficiently operating a forklift truck by incorporating learnings from different workplaces and different conditions into current performance</li> </ul>
	Numeracy skills to:	<ul style="list-style-type: none"> <li>▪ interpret numerical information including:                             <ul style="list-style-type: none"> <li>▪ selecting appropriate forklift in accordance with load and workplace conditions</li> <li>▪ load weight assessment, to ensure compliance with forklift truck data plate specifications</li> <li>▪ controlling and monitoring instrument readings</li> </ul> </li> </ul>
	Language skills to:	<ul style="list-style-type: none"> <li>▪ use and interpret vocabulary specific to forklift truck operations and workplace procedures to communicate with other workplace personnel</li> <li>▪ use non-verbal feedback to support effective communication</li> <li>▪ use relevant communications conventions</li> </ul>
	Literacy (reading) skills to:	<ul style="list-style-type: none"> <li>▪ interpret documentation that includes technical specificity including:                             <ul style="list-style-type: none"> <li>▪ forklift truck data plate</li> <li>▪ plant operation manuals and manufacturer specifications</li> <li>▪ workplace procedures, including emergency plan</li> <li>▪ workplace signage and labels</li> </ul> </li> </ul>
	Literacy (writing) skills to:	<ul style="list-style-type: none"> <li>▪ accurately record and maintain information relating to operating a forklift truck, including:                             <ul style="list-style-type: none"> <li>▪ incident reports</li> <li>▪ vehicle checking and maintenance records</li> </ul> </li> </ul>
Self-management skills	<ul style="list-style-type: none"> <li>▪ implement risk control measures</li> <li>▪ initiate emergency management strategies</li> </ul>	
<b>Pre-Reading requirement</b>	<p>Potential students will be required to demonstrate the essential learning, reading, writing, communication skills and numeracy skills that involves completing the <b><u>pre-reading of the learner guide and review questions prior to attending the face to face course.</u></b></p> <p>* Note - If a potential student has any concerns about the above requirements or are unsure of their ability then a LLN test can be sent to them prior to completing the enrolment form.</p>	

## Skills Requirement for TLILIC0004 - Licence to operate an order picking forklift truck

FOUNDATION SKILLS	
Skill	Performance feature
Employment skills to:	<ul style="list-style-type: none"> <li>▪ operate an order picking forklift truck in different types of workplaces transferring key principles of safe operation to different contexts</li> <li>▪ improve own performance in safely and efficiently operating an order picking forklift truck by incorporating learnings from different workplaces and different conditions into current performance</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• interpret numerical information including: <ul style="list-style-type: none"> <li>▪ selecting appropriate order picking forklift truck in accordance with load and workplace conditions</li> <li>▪ load weight assessment, to ensure compliance with order picking forklift truck data plate specifications</li> <li>▪ controlling and monitoring instrument readings</li> </ul> </li> </ul>
Language skills to:	<ul style="list-style-type: none"> <li>▪ use and interpret vocabulary specific to order picking forklift truck operations and workplace procedures to communicate with other workplace personnel</li> <li>▪ use non-verbal feedback to support effective communication</li> <li>▪ use relevant two-way radios conventions</li> </ul>
Literacy (Reading) skills to:	<ul style="list-style-type: none"> <li>▪ interpret documentation that includes technical specificity including: <ul style="list-style-type: none"> <li>▪ order picking forklift truck data plate</li> <li>▪ plant operation manuals and manufacturer specifications</li> <li>▪ workplace procedures, including emergency plan</li> <li>▪ workplace signage and labels</li> </ul> </li> </ul>
Literacy (Writing) skills to:	<ul style="list-style-type: none"> <li>▪ accurately record and maintain information relating to operating an order picking forklift truck, including: <ul style="list-style-type: none"> <li>▪ incident reports</li> <li>▪ vehicle checking and maintenance records</li> </ul> </li> </ul>
Self-Management skills	<ul style="list-style-type: none"> <li>▪ implement risk control measures</li> <li>▪ initiate emergency management strategies</li> </ul>
<b>Pre-Reading requirement</b>	<p>Potential students will be required to demonstrate the essential learning, reading, writing, communication skills and numeracy skills that involves completing the <b><u>pre-reading of the learner guide and review questions prior to attending the face to face course.</u></b></p> <p>* Note - If a potential student has any concerns about the above requirements or are unsure of their ability then a LLN test can be sent to them prior to completing the enrolment form.</p>

- This course has a very practical and hands on approach therefore potential students will be required to have a certain level of physical fitness.
- Students participating in the course will be required to work with forklifts and relevant tools and equipment and lift weights.
- Therefore, suitable work clothing (long sleeve shirt with long pants and sturdy footwear (enclosed) will be required to ensure that they can participate in practical training activities that will include wearing appropriate PPE (high visibility clothing will be provided) required to perform the tasks for training and assessment.

- Student must be over 18 years of age. Students will also be required to bring a form of photo ID with them to the course for verification purpose. Students will be required to comply with requirements that are provided by WorkSafe Victoria in relation to assessments and licensing.
- Students will be provided with relevant information on how to apply for their forklift licence with Work Safe Victoria once they have successfully completed the national assessment instrument to meet the licensing requirements as stipulated by Work Safe Victoria.
- Students will be provided with all the relevant details regarding the course prior to course enrolment.

## Nationally Recognised Courses

ExelTrain Pty Ltd has all the training resources for all the units as listed on our scope of registration, which are as follows:

- **UEENEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace.**
- **UEENEP026A Conduct in-service safety testing of electrical cord connected equipment and cord assemblies - both units are from the UEE 11 Electro Technology Training Package.**
- **BSBSMB401 Establish legal and risk management requirements of small business – this unit is from the BSB Business Services Training Package.**
- **HLTAID003 Provide First Aid – this unit is from the Health Training Package.**
- **HLTAID001 Provide CPR – this unit is from the Health Training Package.**
- **RIIWHS204D Work safely at heights – this unit is from the Resources and Infrastructure Training Package.**
- **RIIWHS202D Enter and work in confined spaces – this unit is from the Resources and Infrastructure Training Package.**
- **TLILIC0003 Licence to operate a forklift truck – this unit is from the Transport and Logistics Training Package.**
- **TLILIC0004 Licence to operate an order picking forklift truck – this unit is from the Transport and Logistics Training Package.**

This ensures that all students are trained on nationally recognised training literature.

### Course Information

## Nationally Recognised Training Courses

Please refer to our website or click on the below link for specific course information which are as follows:

<https://www.exeltrain.com.au/first-aid-training>

<https://www.exeltrain.com.au/cpr-training>

<https://www.exeltrain.com.au/working-at-heights-training>

<https://www.exeltrain.com.au/confined-space-training>

<https://www.exeltrain.com.au/forklift-training>

<https://www.exeltrain.com.au/order-picker-training>

<https://www.exeltrain.com.au/test-and-tag-course>

<https://www.testandtagtraining.com.au/courses>

<https://www.testandtagtraining.com.au/test-and-tag-business-course>

## Non - Accredited Training Courses

ExelTrain Pty Ltd trading as ExelTrain and Test and Tag Training delivers non –accredited short courses which are as follows:

<https://www.testandtagtraining.com.au/courses> - refer to the short course information section

<https://www.testandtagtraining.com.au/refresher-course>

<https://www.testandtagtraining.com.au/plug-top-replacement-course>

<https://www.testandtagtraining.com.au/3-phase-test--tag>

<https://www.testandtagtraining.com.au/inspection-emergency-exit-lights>

**Note – ExelTrain Pty Ltd RTO No. 40604 trading as ExelTrain and as Test and Tag Training have two specific websites which are as follows:**

<https://www.exeltrain.com.au/>

<https://www.testandtagtraining.com.au/>

### Terms and Conditions

Course fees include training materials, refreshments and lunch (for full day courses)

### Enrolment and Payment Terms and Conditions

To ensure that your enrolment is confirmed in the course, please forward the completed and signed enrolment form along with the full payment at least 5 working days prior to the course date via fax 1300 848 312, email to [enrolments@testandtagtraining.com.au](mailto:enrolments@testandtagtraining.com.au) or post to 8 Mosrael Place, Rowville Victoria 3178.

### Payment

Payment can be made via credit card, cheque or electronic funds transfer (EFT) and must be paid prior to the commencement of the course. Payment details are provided on your enrolment form.

### Fees and Refunds (Withdraw, Cancel and Transfer)

In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded. To withdraw from a course prior to commencement and obtain a full refund, students need to contact our administration office least five (5) working days prior to the start of the course. In the event of a withdrawal within five (5) working days prior to the start of the course, 50% of the course fee will be refunded. No refunds can be made for cancellations received less than 24 hours prior to course commencement. In the event of cancellation by the student and or the employer, where full payment has not already been received ExelTrain Pty Ltd reserves the right to recover full course fees (100% course fees are payable). Students who wish to transfer their booking for a later course must do so at least 5 days prior to their scheduled course date; in this case course fees will be transferred to the next course. Students are only permitted to transfer on one occasion. An administration fee of \$50 + (GST) may apply in case of withdrawal (cancellation and or transfer), application of these will be dealt on a case by case basis. Please contact our head office for more information. Funds will be held for a maximum of 12 months. No refund will be given for withdrawal after the course has commenced. For online course/s once the user has logged in, the course will be deemed as commenced and no refunds will apply.

## ExelTrain Pty Ltd Policies and Procedures

ExelTrain Pty Ltd RTO No. 40604 has to comply with the ASQA's VET Standards for NVR RTOs. We have developed appropriate policies and procedures. If you wish to access any of our RTO policies and procedures then contact our

head office for further information on 1300 848 302 for Test and Tag Training and 1300 393 587 for ExelTrain. Our RTO staff will be more than happy to provide all the relevant details.

## Additional Support Services

ExelTrain Pty Ltd has developed additional support services strategies to ensure that we can assist all our students with any learning needs to help them achieve their learning goals and objectives. For more information contact our friendly staff on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain.

## Facilities & Equipment

ExelTrain's state of the art training facility is located at our head office and is fully equipped with all the necessary practical training equipment for each of the training courses. ExelTrain Pty Ltd has all the necessary facilities and equipment across all our training venues and locations.

### For the test and tag courses - Portable Appliance Testers (PAT'S)

ExelTrain Pty Ltd will train students on the most popular [Portable Appliance Testers](#) available in the Australian market. This ensures that organisations that already have testers can have staff trained in the use of those units.

## Qualifications Pathway

After completing our nationally recognised courses you will be awarded with Statements of Attainment for completing the following units:

- UEENEEE101A "Apply Occupational Health and Safety regulations, codes and practices in the workplace"
- UEENEEP026A "Conduct in-service safety testing of electrical cord assemblies and cord-connected equipment"

which are the units of competencies from the UEE 11 Electro Technology Training Package. For more information on pathways to qualifications that contain these units visit the following links:

- [www.training.gov.au/Training/Details/UEENEEE101A](http://www.training.gov.au/Training/Details/UEENEEE101A)
- [www.training.gov.au/Training/Details/UEENEEP026A](http://www.training.gov.au/Training/Details/UEENEEP026A)

After completing our nationally recognised course for the BSBMSB401 Establish legal and risk management requirements of small business unit of competency you will be awarded with Statements of Attainment for completing this unit which is included in the following training packages:

- BSB Business Services Training Package
- SIT Tourism, Travel and Hospitality Training Package
- MSF Furnishing Training Package
- ICT Information and Communications Technology
- CUA Creative Arts and Culture Training Package

For more information on pathways to qualifications that contain this unit visit the following link:

<http://training.gov.au/Training/Details/BSBSMB401>

<https://training.gov.au/Training/Details/HLTAID001>

<https://training.gov.au/Training/Details/HLTAID003>

<https://training.gov.au/Training/Details/RIIWHS202D>

<https://training.gov.au/Training/Details/RIIWHS204D>

<https://training.gov.au/Training/Details/TLILIC0003>



<https://training.gov.au/Training/Details/TLILIC0004>

## Assessment

As a Registered Training Organisation we will be conducting assessments for all our courses. All courses have assessment criteria that is provided to students when they start the course. We follow our assessment policy and procedure to ensure that all our assessments are conducted in a fair and equitable manner that are that is valid, fair, flexible and reliable and follow the principle of assessment and rules of evidence as required by the standards.

For High Risk Work Assessment for the licenced TLI units ExelTrain will follow the WorkSafe Compliance requirements and conditions (1 to 11) and they will be conducted in accordance with National Assessment Instruments (NAIs).

## Other fees and charges

An administration fee of \$50 may apply in case of cancellation or refund application these will be dealt on a case by case basis. Please contact our head office for further information.

## VSN – Victorian students only under the age of 25

The VSN is a student identification number that is assigned by the Department of Education & Early Childhood Development. The number is unique to each student & will be used as a key identifier on student's school records until reaching the age of 25.

The VSN only applies to students under the age of 25 who reside in the State of Victoria. For more information please visit [www.vcaa.vic.edu.au](http://www.vcaa.vic.edu.au) or download the information booklet [The Victorian Student Number](#)

## Unique Student Identifier - USI

From 1st of January 2015 each student will need a Unique Student Identifier (USI) to obtain their certificate or qualification from their registered training organisation, when studying nationally recognised training in Australia. This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI gives you access to your online USI account which will help keep all your training records together.

Students are requested to please provide us with their USI (Unique Student Identifier) number when completing their enrolment form. The USI number is made up of 10 characters (letters and numbers), if you don't have a USI then please go to [www.usi.gov.au](http://www.usi.gov.au) or <http://www.usi.gov.au/create-your-usi/> to create one and then complete your enrolment form. If you would like us to create your USI number for you then you must complete a USI permission form and provide us with the relevant details. If you need any further information on USI then please visit the [www.usi.gov.au](http://www.usi.gov.au) website or contact our office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain during business hours. Please refer to the following link for more information on the USI student privacy information and the terms and conditions at <https://www.usi.gov.au/students/student-terms-and-conditions>

USI Search function to learn more about this please visit <https://www.usi.gov.au/training-organisations/using-usi-registry-system/existing-usi-search-locate-usi>

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

**\* Important – Please note that we need to verify your USI number before we can issue you with your nationally recognised Statement of Attainment.**

Please note that as per the new VET Data Policy requirement we as an RTO are required to inform **the student that their training activity will not be included in the National VET Provider Collection and that the training activity will not appear on their Authenticated VET Transcript** unless the student provides their USI under section 5.6.

## Certificate, Issuing Statement of Attainment

As an RTO registered training organisation we issue a nationally recognised Statement of Attainment to students on successful completion of the following unit/s:

- UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace.
- UEENEEP026A Conduct in-service safety testing of electrical cord connected equipment and cord assemblies - both units are from the UEE 11 Electro Technology Training Package.
- BSBSMB401 Establish legal and risk management requirements of small business – this unit is from the BSB Business Services Training Package.
- HLTAID003 Provide First Aid – this unit is from the Health Training Package.
- HLTAID001 Provide CPR – this unit is from the Health Training Package.
- RIIWHS204D Work safely at heights – this unit is from the Resources and Infrastructure Training Package.
- RIIWHS202D Enter and work in confined spaces – this unit is from the Resources and Infrastructure Training Package.
- TLILIC0003 Licence to operate a forklift truck – this unit is from the Transport and Logistics Training Package.
- TLILIC0004 Licence to operate an order picking forklift truck – this unit is from the Transport and Logistics Training Package.
- For the High-Risk Work licence TLI courses students will be provided with the relevant information on how they can apply to get their licence with WorkSafe Victoria after they have successfully completing all the training and assessment requirements of the course/s.

In an event where a student has lost their original certificate and wish to get another copy they should contact our administration office and we shall be able to re-issue another copy of their certificate **at no additional cost** for the first re-issuance. Any second or third re issuance of a Statement of Attainment will incur a cost of \$25 only as administration charge, as applicable.

## Not Yet Competent

Students who are deemed NYC (Not Yet Competent) will be informed about their assessment outcome. A NYC letter is sent to the student that outlines the options that the student has in order to achieve their competency at a later date.

For High Risk Work Assessment for the licenced TLI units ExelTrain will follow the WorkSafe Compliance requirements and conditions (1 to 11) and they will be conducted in accordance with National Assessment Instruments (NAIs) which includes following their reassessment requirements.

## RPL (Recognition of Prior Learning) and Credit Transfer

Students who may wish to apply for RPL (Recognition of Prior Learning) or credit transfer need to contact our compliance department at our head office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain for more information prior to enrolment. Each application is dealt individually on a case by case basis and prospective students are informed of the individual procedure that may apply should they wish to pursue either of the above process.

## Access and equity

ExelTrain Pty Ltd RTO No. 40604 trading as ExelTrain and Test and Tag Training has a documented access and equity policy and procedure in place that demonstrates Test & Tag Training's commitment to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by Test & Tag Training to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf. This also includes information on how students can have access to their own learner records if required. For more information on this policy and procedure please contact our head office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain.

## Complaints and Appeals

ExelTrain Pty Ltd believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint formally as well as in writing. We will manage all complaints fairly, equitably and efficiently as possible. We will ensure to take appropriate corrective action to deal with the identified issues and causes of complaints and appeals.

**Complaint:** A Complaint is an expression of grievance or dissatisfaction about a matter related to our training and assessment service. It may be about the training, delivery or assessment; the quality of the training; student support and materials; discrimination; and sexual harassment, or any other matter that may concern them.

**Appeal:** In the case where a complainant is not satisfied with the outcome of a complaint, or if they wish to appeal against an assessment decision or any other decision made by us where the complainant is not happy with the outcome of the decision and would like to appeal against it then they will be given every opportunity to appeal the matter further with Test & Tag Training. If they are still not satisfied with the outcome, an external third party may be used to mediate.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what He / She is accused
- All parties are told about the decision and the reasons for the decision.

For more information please refer to our full policy and procedure on complaints and Appeals on our website [www.testandtagtraining.com.au](http://www.testandtagtraining.com.au) or alternatively you may wish to contact our head office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain for more information.

## Student's Rights and Responsibilities

As a prospective student you will be required to provide your personal information to us prior to enrolment so that we comply with our reporting requirements as a Registered Training Organisation (RTO). You will be required to complete our enrolment form to fulfil your obligation as a student. Your personal information is collected by us as an RTO to ensure that we can comply with the AVETMISS, VSN, and ASQA Data reporting requirements as an NVR RTO.

You will ensure to attend the course on time and will complete all the necessary course requirements and assessment requirements as outlined in the assessment criteria to successfully achieve the competency so that you can be awarded with a Statement of Attainment.

We recommend that you visit our website ([www.testandtagtraining.com.au](http://www.testandtagtraining.com.au)) to get more information on our RTO policies and procedures so that you are familiar with the following:

- ExelTrain and Test and Tag Training Refund Policy and Procedure
- Complaints and Appeals Policy and Procedure

For all other policies and procedures please contact our office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain.

## Legislation and how it affects you as a student

Upon request, ExelTrain Pty Ltd will provide the student with detailed information about legislation, which may significantly affect their participation in vocational education and training. The following table provides information on legislation that has an impact on the role and responsibilities of participants as students.

As a Registered Training Organisation, ExelTrain Pty Ltd is committed to complying with Commonwealth and State legislation and regulatory requirements relevant to its operations. ExelTrain has developed policies and procedures to assist in maintaining compliance with the relevant legislation and regulations, and is required under the terms of its registration as an RTO to ensure that information is given to clients about current legislation that significantly affects their participation in VET, and in particular in regard to:

- Occupational health and safety (OH&S) and or Workplace Health and Safety (WHS)
- Workplace harassment, victimisation and bullying
- Anti-discrimination, including equal opportunity and racial vilification
- Disability discrimination
- Access and Equity/ Equal Opportunity
- Copyright
- Vocational education and training
- Privacy Act
- Consumer Protection Law

### Occupational health and safety (OH&S) Act basically states

- workplaces must be maintained and used in a safe manner;
- work practices should be safe and not endanger self and others; and
- both the owner (PCBU) Person Conducting Business and or Undertaking.
- **In Victoria** - OHS Act (The *Occupational Health and Safety Act 2004*) and the new Occupational Health and Safety Regulations 2017 and Equipment (Public Safety) Regulations 2017 commenced on 18 June 2017.
- **In Western Australia** - Safety and health in Western Australian workplaces is regulated by the *Occupational Safety and Health Act 1984* (the OSH Act) and the Occupational Safety and Health Regulations 1996 (the OSH regulations) supported by codes of practice and guidance notes.
- In all other states and territory other than the two listed above - the new WHS Act 2011 have been implemented in all jurisdictions except Victoria and Western Australia, operator at any workplace have a duty of care to ensure the occupational health and safety of all.
- So, for all practical purposes, it simply means that we all need to be aware of workplace health and safety issues and where something doesn't seem right, or there is a potential risk, then the appropriate person is informed. As a student you can report the matter to your Trainer and Assessor or contact our head office.

## **Workplace harassment, victimisation and bullying**

- Federal and state anti-discrimination/equal opportunity laws protect you from harassment and victimisation. ExelTrain Pty Ltd and all staff will observe the laws in relation to the above to protect all staff and students at all times. This means that as a student you will ensure to follow the law in relation to protecting everyone.

## **Access and Equity/Equal Opportunity / Social Justice / Anti-Discrimination/ Racial Vilification/Disability legislation**

**Access and Equity principles** include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training
- This means that ExelTrain Pty Ltd and its entire RTO staff must treat all students, clients, suppliers, staff and the public in general in a fair, equitable and non-discriminatory manner. ExelTrain's RTO staff are responsible for ensuring that they always operate in a fair and equitable manner. This also means that students are also responsible for ensuring that they always behave in a fair and equitable manner.

## **Copyright**

In Australia, copyright law is set out in the Copyright Act 1968. ExelTrain Pty Ltd and all RTO staff will observe the Copyright laws in relation to the production of training materials and with regard to students work. Students must ensure that all work that they complete must be their own work.

## **Vocational education and training - National Vocational Education and Training Regulator Act 2011**

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Upon request, ExelTrain Pty Ltd will provide RTO staff members with detailed information about legislation, which may significantly affect their roles in vocational education and training. The following table provides information on legislation that has an impact on their role and responsibilities as an ExelTrain RTO staff member. This also means that as students of the RTO you are required to follow the national standards as stipulated by the governing body ASQA.

## **Privacy Act**

Essentially means that any information (particularly about a "personal matter") example a student's personal information or another staff members personal information cannot be disclosed to any third party without their prior written permission. Please refer to Privacy Act, the Australian Privacy Principles and the enrolment privacy notice below.

If you would like to discuss in more detail contact us on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain or visit the following website links for more information.

Enrolment Privacy Notice (this information is on our website [www.testandtagtraining.com.au/studentinformation](http://www.testandtagtraining.com.au/studentinformation)).

<https://www.testandtagtraining.com.au/enrolment-privacy-notice-vic>

<https://www.testandtagtraining.com.au/enrolment-privacy-notice-other> (for other states)

Victorian Government VET Student Enrolment Privacy Notice The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

### *Collection of your data*

[ExelTrain Pty Ltd] is required to provide the Department with student and training activity data. This includes personal information collected in the [ExelTrain Pty Ltd] enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). [ExelTrain Pty Ltd] provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

For Further information about the way the Department collects and handles personal information, including access, correction and complaints go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>

### *Use of your data*

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student's USI may be used for specific VET purposes including the verification of student data provided by [ExelTrain Pty Ltd]; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

### *Disclosure of your data*

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

### *Legal and Regulatory*

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

### *Survey participation*

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

### *Consequences of not providing your information*

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy

### *Access, correction and complaints*

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information please contact [ExelTrain Pty Ltd] in the first instance by phone 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain or email [enquiries@testandtagtraining.com.au](mailto:enquiries@testandtagtraining.com.au)

### *Further information*

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

## *Legal and Regulatory*

As a Registered Training Organisation (RTO) ExelTrain Pty Ltd is governed by ASQA (Australian Skills Quality Authority) and is required to provide the VET (Vocational Education and Training) regulator and other Commonwealth and or state and territory regulatory departments with regards to students and training activity data. This includes personal information collected in the ExelTrain Pty Ltd on the enrolment form for AVETMISS Data reporting to the National Centre for Vocational Education Research (NCVER) and Unique Student Identifier (USI) to be collected and handled in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth) as per the Commonwealth and Federal legislation.

### *Collection, Use and disclosure of your data*

The use of your data will be in accordance with the Privacy Act 1988 which includes thirteen Australian Privacy Principles (APPs) as applicable, The data collected, stored, used and disclosed will be for a range of VET related purposes which include but are not limited to administration, monitoring, audit, education related, research purpose and to meet our reporting and legislative requirements to all the above mentioned regulatory bodies (ASQA, NCVER, USI).

### *Survey participation*

You may be contacted to participate in a survey conducted by NCVER or a state or territory department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs.

### *Consequences of not providing your information*

Failure to provide your personal information may mean that it is not possible for you to enrol in VET. Failure to provide USI and related information for USI verification purposes can prevent us from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course. Failure to provide us with USI search permission will prevent us from locating your USI which needs to be verified.

### *Access, correction and complaints*

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information please contact [ExelTrain Pty Ltd] in the first instance by phone 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain or email [enquiries@exeltrain.com.au](mailto:enquiries@exeltrain.com.au) or [enquiries@testandtagtraining.com.au](mailto:enquiries@testandtagtraining.com.au).

### *Further information*

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>

For further information on the Privacy Act 1988 go to <https://www.oaic.gov.au/privacy-law/privacy-act/>

For further information on the Australian Privacy Principles go to <https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles> and the 13 APPs <https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool>

## **Consumer Protection Law**

On **1 January 2011** the Australian Consumer Law (ACL) commenced.

The ACL includes:

- a national unfair contract terms law covering standard form consumer contracts;
- a national law guaranteeing consumer rights when buying goods and services;
- a national product safety law and enforcement system;
- a national law for unsolicited consumer agreements covering door-to-door sales and telephone sales;
- simple national rules for lay-by agreements; and

- new penalties, enforcement powers and consumer redress options.

The ACL applies nationally and in all States and Territories, and to all Australian businesses. The Australian Consumer Law (ACL) commenced on 1 January 2011 as a law of the Commonwealth and of each State and Territory. It applies in the same way to all Australian consumers and businesses. At the same time, the name of the *Trade Practices Act 1974* changed to the *Competition and Consumer Act 2010*. For more information on your rights and responsibilities under the consumer protection law visit the following website and go to the contact's page for information on each state and territory contact that may apply to you.

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

## Other

ExelTrain Pty Ltd trading as ExelTrain and Test and Tag Training will ensure that all RTO students and staff will be informed as soon as practical in relation to any changes to the RTO and or its operations, RTO policies and procedures and any relevant legislation and or its training and assessments services.



Current Legislation (National and State Legislation)	
Australian Government	<a href="http://www.australia.gov.au/">http://www.australia.gov.au/</a>
Australian Government Legislation - States and Territories	<a href="http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation">http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation</a> <a href="http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories">http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories</a>
Federal Register of Legislation	<a href="https://www.legislation.gov.au/">https://www.legislation.gov.au/</a>
Fair Work Ombudsman Equal Employment Opportunity Act 1987	<a href="http://www.fairwork.gov.au/Pages/default.aspx">http://www.fairwork.gov.au/Pages/default.aspx</a> <a href="https://www.legislation.gov.au/Details/C2004C00712">https://www.legislation.gov.au/Details/C2004C00712</a>
Human Rights Disability Discrimination Age Discrimination Racial Discrimination Sex Discrimination	<a href="https://www.humanrights.gov.au/">https://www.humanrights.gov.au/</a> <a href="https://www.humanrights.gov.au/our-work/disability-rights">https://www.humanrights.gov.au/our-work/disability-rights</a> <a href="https://www.humanrights.gov.au/our-work/age-discrimination">https://www.humanrights.gov.au/our-work/age-discrimination</a> <a href="https://www.humanrights.gov.au/our-work/race-discrimination">https://www.humanrights.gov.au/our-work/race-discrimination</a> Legislation <a href="https://www.humanrights.gov.au/our-work/legal/legislation">https://www.humanrights.gov.au/our-work/legal/legislation</a> <ul style="list-style-type: none"> <li>▪ <a href="#">Australian Human Rights Commission Act 1986</a></li> <li>▪ <a href="#">Age Discrimination Act 2004</a></li> <li>▪ <a href="#">Disability Discrimination Act 1992</a></li> <li>▪ <a href="#">Racial Discrimination Act 1975</a></li> <li>▪ <a href="https://www.legislation.gov.au/Series/C2004A03366">https://www.legislation.gov.au/Series/C2004A03366</a></li> <li>▪ <a href="https://www.legislation.gov.au/Details/C2016C00880">https://www.legislation.gov.au/Details/C2016C00880</a></li> </ul>
Safe work Australia	<a href="http://www.safeworkaustralia.gov.au/sites/SWA">http://www.safeworkaustralia.gov.au/sites/SWA</a>
WorkSafe Victoria	<a href="https://www.worksafe.vic.gov.au/">https://www.worksafe.vic.gov.au/</a>
Work Health and Safety Act 2011	<a href="https://www.legislation.gov.au/Details/C2016C00887">https://www.legislation.gov.au/Details/C2016C00887</a>
Privacy Act/Law Australian Privacy Principles	<a href="https://www.oaic.gov.au/">https://www.oaic.gov.au/</a> <a href="https://www.legislation.gov.au/Details/C2016C00979">https://www.legislation.gov.au/Details/C2016C00979</a> <a href="https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool">https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool</a>
Consumer Protection Law	<a href="http://consumerlaw.gov.au/">http://consumerlaw.gov.au/</a> <a href="https://www.accc.gov.au/consumers/consumer-protection">https://www.accc.gov.au/consumers/consumer-protection</a>
VSN	<a href="http://www.vcaa.vic.edu.au">www.vcaa.vic.edu.au</a>
USI (Unique Student Identifier)	<a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a>
Language, Literacy and Numeracy (LLN Support)	<ul style="list-style-type: none"> <li>▪ <a href="https://www.lidaustralia.org/">https://www.lidaustralia.org/</a></li> <li>▪ <a href="http://www.acal.edu.au/">http://www.acal.edu.au/</a></li> <li>▪ <a href="https://ala.asn.au/">https://ala.asn.au/</a></li> </ul>
Legal Aid States and Territory Bodies	<a href="http://www.australia.gov.au/information-and-services/public-safety-and-law/legal-aid">http://www.australia.gov.au/information-and-services/public-safety-and-law/legal-aid</a>
Copyright	<a href="https://www.legislation.gov.au/Details/C2016C00741">https://www.legislation.gov.au/Details/C2016C00741</a> <a href="https://www.communications.gov.au/what-we-do/copyright">https://www.communications.gov.au/what-we-do/copyright</a>
National VET Regulator	<a href="https://www.legislation.gov.au/Details/C2017C00009">https://www.legislation.gov.au/Details/C2017C00009</a>
<b>Other important websites for Education and Training</b>	
Australian Skills Quality Authority	<a href="http://www.asqa.gov.au/">http://www.asqa.gov.au/</a>
Vocational Education and Training	<a href="http://www.training.gov.au">www.training.gov.au</a>