

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 to cater for the [Testing & Tagging](#) of Portable Electrical Appliances to Australian Standards AS/NZS3760 & as referenced in the AS/NZS 3012 and also offers a business course that provides you with the knowledge and tools on starting a testing and tag business.

EXELTrain Pty Ltd is a Registered Training Organisation who only run training courses for the Test & Tag Industry and have also introduced a business course. Unlike many training facilities whose trainers may facilitate many different courses our trainers are specialists in the Test & Tag industry and only facilitate Test & Tag courses. EXELTrain Pty Ltd brings together staff from various facets of the Electrical Industry. All of our staff from administration and accounts right through to our hands on training staff have an in depth knowledge of the Testing & Tagging Industry.

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 with Testing & Tagging and most of them have run their own testing & tagging business. Attending an EXELTrain Pty Ltd course will give you a fantastic overview of the industry and our trainers and assessors are well equipped to answer any question on the industry.

Training Facilities

We have training venues in Melbourne, Adelaide, Perth, Sydney & Brisbane. Our training rooms are large enough to cater for group sizes and simulate many testing scenarios. Our venues in VIC & WA have even been purpose built with RCD protected 3 phase outlets.

Our Training Locations		
For more information on maps contact numbers and email addresses please visit www.testandtagtraining.com.au		
Victoria Rowville(Head Office) 14/ 5 Kelletts Rd Rowville Victoria 3178 Phone: 1300 848 302 Caroline Springs QUEST APARTMENTS 234 Caroline Springs Blvd Caroline Springs Vic 3023	Western Australia Perth (Branch Office) Shop 7, Ground Floor, 386 Wanneroo Road, Westminster, WA 6061 Phone: 1300 889 167 Freemantle Fremantle Chamber of Commerce 16 Phillimore St Fremantle WA 6959 Cannington Caravan Industry Association 15/64-66 Kent St Cannington, WA 6107	South Australia Thebarton AUSTRALASIAN FIRE AND SAFETY 123 South Road, Thebarton SA 5031 Regency Park Location The Construction Industry Training Centre (CITC) 491-499 South Road, Regency Park, SA 5010
New South Wales Punchbowl- Trades College Australia, 1600B Canterbury Rd Punchbowl, NSW 2196 Homebush- Sydney Olympic Park 6 Edwin Flack Ave, NSW 2127	Queensland Brisbane -Construction Training Centre , 460-492 Beaudesert Rd, Salisbury, QLD 4107 Gold Coast - Ultiqa Freshwater Point Resort, 33 T E Peters Dr, Broadbeach, QLD 4218 Sunshine Coast- Housing Industry Association Ltd, Level 1, Office 10, 78-84 Wises Road, Maroochydore, QLD 4558	

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.

Upon successful completion of our course, you will be deemed as a "Competent Person" and will be qualified to carry out Testing & Tagging to the Australian Standards AS/NZS3760 & as referenced in the AS/NZS 3012.

Courses

Eligibility

In order to enrol in our Test and Tag course, students must be at least 18 years of age, should we deem it necessary we may request proof of age.

Changes to Test & Tag Unit of Competency

Following recent changes to the Electrotechnology Training Package in March 2012, the current [UEENEEP008B Conduct in-service safety testing of electrical cord assemblies and cord connected](#) equipment is now superseded with [UEENEEP026A Conduct in-service safety testing of electrical cord assemblies and cord connected equipment](#).

The unit of competency remains unchanged however there is a pre-requisite unit [UEENEEE101A Occupational Health & Safety regulations, codes of practices in the workplace](#) which must be completed prior to commencing the UEENEEP026A.

What does this mean?

Essentially the nationally recognised qualification that relates to the Testing & Tagging of portable appliances remains unchanged but you are now required to complete an additional pre-requisite unit that relates to basic Occupational Health & Safety.

EXELTrain Pty Ltd has all the training resources for all the units, which are as follows:

- **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.**

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

Course Information

UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace

Delivery: Online course

Course Duration: self-paced program

Students will be sent a username and login once they have completed the enrolment process and paid the fees. The students are then required to complete all the topics and assessments as per the online course. The students require a computer with internet connection so that they can complete the online course in their own time.

You will need to complete this online course before attending your Test & Tag Training course.

UEENEEP026A Conduct in-service safety testing of electrical cord connected equipment and cord assemblies

The EXELTrain Pty Ltd's course is based on the unit of competency from the UEE11 Electro technology Training Package UEENEEP026A "Conduct in-service safety testing of electrical cord connected equipment and cord assemblies".

Testing & Tagging with Portable Appliance Testers to AS/NZS3760

Our Nationally Recognised course is based on the unit of competency (UEENEEP026A) and the AS/NZS Standard 3760: 2010 In-service safety inspection and testing of electrical equipment.

Delivery: Face to Face - Classroom

Course Duration: 1 day (8 hours)

Our course runs for approximately 8 hours & includes breaks for lunch & morning/afternoon tea which is supplied.

All students will receive a copy of our 60 page EXELTrain Pty Ltd Participant Manual which includes Essential information from AS/NZS Standard 3760:2010 to keep and use as a reference tool in the future.

We have pre reading material sent out to enrolled students so that they can read and complete a quiz prior to the course.

Cost

The cost of the two courses is **\$495.00 (GST Exempt)** per student includes the UEENEEE101A online course, UEENEEP026A training manual, morning and afternoon tea and lunch that is provided on the day.

BSBSMB401 Establish legal and risk management requirements of small business

The EXELTrain Pty Ltd's business course is based on the unit of competency from the BSB Business Services Training Package BSBSMB401 Establish legal and risk management requirements of small business.

Delivery: Face to Face - Classroom

Course Duration: 1 day (8 hours)

Post Course Work: Completing and submitting Assessment Booklet (consisting of questions and research tasks)

Our course runs for approximately 8 hours & includes breaks for lunch & morning/afternoon tea which is supplied.

All students will receive a copy of our 56 page EXELTrain Pty Ltd Business Course Participant Manual which includes Essential information on setting up a business to keep and use as a reference tool in the future.

We also provide a business course folder that contains relevant information and useful resources that include a business plan guide and business plan template that they can read and use.

Cost

The cost of the course is **\$495.00 (GST Exempt)** per student include the BSBSMB401 training manual, business course folder with all the business resources, morning and afternoon tea and lunch that is provided on the day.

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 or post to 14/5 Kelletts Road, 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. 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 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. 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.

Equipment

We have a full range of test equipment available for use & can simulate all testing scenarios. All you need to do is bring yourself.

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.

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. 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.

Facilities & Equipment

EXELTrain Pty Ltd has all the necessary facilities and equipment across all our training venues and locations.

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
- 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>

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.

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.

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 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 website or contact our office on 1300 848 302 during business hours.

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

Certificate, Issuing statement of attainment

As a 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 assemblies and cord-connected equipment”
- BSBMSB401 “Establish legal and risk management requirements of small business”

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.

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.

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 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 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.

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 or alternatively you may wish to contact our head office on 1300 848 302 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) to get more information on our RTO policies and procedures so that you are familiar with the following:

- 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.

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 as per the new WHS Act 2011, 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.

If you would like to discuss in more detail contact us on 1300 848 302 or visit the following website links for more information.

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 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)	
National Legislation	australia.gov.au
State Legislation	http://australia.gov.au/topics/law-and-justice/legislation/state-legislation
Common Law	http://www.comlaw.gov.au/
Workplace Legislation Equal Employment Opportunity	http://www.comlaw.gov.au/Details/C2004C00712 Equal Employment Opportunity (Commonwealth Authorities) Act 1987 - C2004C00712
Fair Work	http://www.fairwork.gov.au/Pages/default.aspx Age Discrimination Act 2004 Human Rights and Equal Opportunity Commission Act 1986 Racial Discrimination Act 1975 Sex Discrimination Act 1984
Safe work Australia (January 2012 New Act in some States)	http://www.safeworkaustralia.gov.au/Pages/default.aspx
Occupational Health and Safety	http://www.comlaw.gov.au/Details/C2011C00320 Occupational Health and Safety Act 1991 - C2011C00320
Privacy Act	http://www.privacy.gov.au/law/act
Consumer Protection Law	http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm
Disability Discrimination	http://www.comlaw.gov.au/Details/C2010C00023 Disability Discrimination Act 1992 - C2010C00023
Anti-discrimination	http://www.antidiscrimination.gov.au/
Legal Aid	http://australia.gov.au/topics/law-and-justice/legal-services/legal-aid
Copyright	http://www.ag.gov.au/www/agd/agd.nsf/Page/Copyright
National VET Regulator	National Vocational Education and Training Regulator Act 2011
Other important websites for Education and Training	
Australian Skills Quality Authority	http://www.asqa.gov.au/
Vocational Education and Training	www.training.gov.au