

Operational Manual:

Essential Energy - Registered Training Organisation (RTO)
Learner Handbook – (External Participant)

CEOM7083.02



Before you begin ...

- 1 CHECK that this printed document is the most recent version before you use it
 - The online version of this document is the current version.



USEFUL CONTACTS

Workplace Assessors/Trainers
Name:
Phone No.
Email:
Name:
Phone No.
Email:
Name:
Phone No.
Email:

Other
Name:
Phone No.
Email:
Name:
Phone No.
Email:
Name:
Phone No.
Email:

Summary

This participant handbook outlines to learners of Essential Energy's Registered Training Organisation (RTO) the following:

- their rights as a learner to access their results
- support services
- the avenues and processes of appeal of any issues that relate to their dealings with the RTO
- information for recognition of prior study or skills development
- the expectations of the RTO of the learner
- outline assessment procedures and protocols that will be utilised during their time as a learner
- information and structure of unit/s of competency they are undertaking

Key RTO Contacts:

For all Enrolment & RTO enquiries contact the Training Services Administration Team

Ph: 02 6588-4570

Email: trainingservicesadmin@essentialenergy.com.au

Website: <http://www.essentialenergy.com.au/content/training>

Note: If the matter needs to be addressed confidentially with Management, the learner should advise the administrators that you prefer to speak with management and would like to be contacted asap.

Contents

1	INTRODUCTION	5
1.1	About Us	5
1.2	The RTO's Responsibilities to you	5
1.3	Our Services	5
1.4	Our Mission Statement	5
1.5	Our Objectives	5
1.6	Our Trainers	6
1.7	Our Expectations of you	6
1.8	Unique Student Identifier	6
1.9	Your Privacy	6
1.10	Health and Your Safety	7
1.11	Your Equity	8
1.12	Types of harassment	9
1.13	Offensive behaviour in the training environment	9
2	Academic Misconduct	9
3	Complaints and Appeals	10
3.1	Appeals	10
3.2	Complaints	10
3.3	Making a complaint to Australian Skills Quality Authority (ASQA)	11
4	Fees payable	11
4.1	Learner Cancellation	11
4.2	Replacement of Text & Training Workbooks	11
4.3	Refunds	11
4.4	Substitutions	11
4.5	Transfers	11
4.6	Payment Method	12
4.7	Credit Card - Statutory Cooling Off Period	12
4.8	Changes to terms and conditions	12
5	Support Services	12
5.1	Language, Literacy & Numeracy Skills	12
5.2	Diversity & Inclusion	12
6	Vocational Education and Training in Australia	12
6.1	RTO Compliance	13
6.2	Competency Based Training	13
6.3	Assessment	13
6.4	Re-assessment	13
6.5	Issuing Qualifications and Statements of Attainment	13
6.6	Access to your records	13
6.7	Continuous improvement	14
6.8	Suggesting improvements	14
6.9	Learner satisfaction survey	14
7	Recognition	14
7.1	Recognition Overview	14
7.2	Recognition of Prior Learning (RPL) Evidence Required	14
7.3	Credit Transfer	15
7.4	Mutual Recognition	15
8	References	15
9	Revisions	16

1 INTRODUCTION

1.1 About Us

This information booklet contains information about the services provided by Essential Energy's Registered Training Organisation (RTO) and our approach to providing you a safe, fair, and supported environment to participate in training and assessment.

Essential Energy is an Enterprise Based RTO (Code: 91233) providing high-quality training to learners from the Electrical Supply Industry (ESI). Essential Energy has modern, up to date facilities, and boasts a team of qualified and dedicated Assessor/Trainer that have broad and up to date experience in the Electrical Supply Industry(ESI).

1.2 The RTO's Responsibilities to you

Essential Energy RTO is responsible under its registration with the Australian Skills Quality Authority (ASQA) for the quality of the training and assessment being delivered during your time as a learner and is also responsible for any issuance of your Qualification or Statements of Attainment.

Our training delivered will equip you with the required competencies covering knowledge, skills, and rescue procedures to support your role in the ESI.

1.3 Our Services

National Refresher Units

HLTAID001- Provide cardiopulmonary resuscitation Provide cardiopulmonary resuscitation

UETTDRRF01B - Apply ESI safety rules, codes of practice and procedures for work on or near electrical apparatus

UETTDRRF02B - Perform pole top rescue

UETTDRRF03B - Perform EWP rescue Perform EWP rescue

UETTDRRF05B - Perform rescue from switchyard structures at heights

UETTDRRF06B - Perform rescue from a live LV panel Perform rescue from a live LV panel

UETTDRRF08B - Perform EWP controlled descent escape Perform EWP controlled descent escape

UETTDRRF09B - Apply access procedures to work on or near electrical network infrastructure

UETTDRRF10B - Provide first aid in an ESI environment Provide first aid in an ESI environment

UETTDRRF11A - Testing of connections to low voltage electricity networks Testing of connections to low voltage electricity networks

1.4 Our Mission Statement

Essential Energy RTO mission is to deliver quality training assessment that meets the needs of learners and ESI.

1.5 Our Objectives

In recognition of this mission, our objectives are:

- People. We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- Safety & equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- Integrity & ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- Quality committed. We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

- Learner Focused. We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- Industry engagement. We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

1.6 Our Trainers

Our Assessor Trainers are qualified, dedicated professionals who have current industry experience and qualifications. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At Essential Energy RTO we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with Essential Energy RTO, your Assessor Trainers will assist you throughout your course.

Essential Energy RTO trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that learners will enjoy.

1.7 Our Expectations of you

Essential Energy RTO expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief
- To comply with the Policy & Procedures of both Essential Energy RTO as your Training Provider
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress within assigned learning materials
- To monitor your own progress by ensuring that assessment deadlines are met
- To utilise facilities and Essential Energy RTO publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons
- To respect other learners and Essential Energy RTO employee members and their right to privacy and confidentiality

1.8 Unique Student Identifier

You're studying a nationally recognised qualification and you will be required to have a Unique Student Identifier (USI) to enrol. Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime. To apply for a USI you can apply for it directly at <http://www.usi.gov.au/create-your-USI/>. It's easy to create your own USI and will only take a few minutes of your time. You can find further information on how the Register collects, uses and discloses the personal information about you in the Registrars Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536.

1.9 Your Privacy

Essential Energy RTO takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014). Here's what you must know:

- Essential Energy RTO will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your assessment outcomes. Any hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is backed up continuously to our server and protected via virus protection software and security system protection.
- Essential Energy RTO complies with the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, law requires us to make learner information available to Commonwealth Government agencies such as the National Centre for Vocational Education and Research (NCVER) or ASQA. In all other cases, Essential Energy RTO will seek the written permission from you for any disclosure. Essential Energy RTO will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you must authorise this access otherwise this access will be denied.
- You have the right to access information that Essential Energy RTO is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how Essential Energy RTO is managing your personal information, we encourage you to contact the training services team to discuss your concerns. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

1.10 Health and Your Safety

Essential Energy RTO is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to oneself or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents, and near misses to the RTO employee;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy always;

- Seek assistance if you volunteer to lift items e.g. move furniture in a training area;
- and Observe hygiene standards particularly in eating and bathroom areas.

1.10.1 Electrical Equipment

- Electrical equipment that is not working should be reported to Essential Energy RTO employee.
- Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

1.10.2 Fire Safety

Essential Energy RTO will undertake to communicate Emergency and Evacuation Procedures to all training participants.

- At commencement of each course Essential Energy trainers will communicate to learners the location of fire equipment, emergency, and evacuation procedures relevant to the training facility.
- Learners are asked to follow the direction of the trainers or relevant fire wardens in the event of an emergency.

1.10.3 First Aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to the trainer immediately.
- The accident and any first aid administered will be recorded by the trainer involved, in our incident management system (Totalsafe).

1.10.4 High risk activities associated with Training and Assessment

Essential Energy RTO assessor trainers will undertake a risk assessment for all high-risk activities associated within our operations, these include but are not limited to;

- Working at heights and falling objects
- Manual handling
- Working around plant and traffic
- Working with electricity
- Tools and equipment
- Conductors under tension
- Lifting heavy objects

Learners must actively engage in the conduct of risk assessments prior to all high-risk activities.

Learners are encouraged not to lift anything related to the training and assessment provided by Essential Energy RTO unless they do so voluntarily, taking full responsibility for any injury caused:

- Never attempt to lift heavy objects with first conducting a risk assessment
- Never attempt to lift anything that is beyond your capacity
- Always bend the knees and keep the back straight when picking up items
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

1.11 Your Equity

Essential Energy RTO is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Essential Energy RTO employee members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any

employee who breaches company policy. Suspected criminal behaviour will be reported to police authorities immediately.

Learners should expect fair and friendly behaviour from Essential Energy RTO employee members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should request to speak with a Training Manager to report this information. If the Training Manager does not deal with the situation to your satisfaction then you may wish to report an instance of discrimination or harassment to an agency external to Essential Energy RTO, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

1.12 Types of harassment

1.12.1 Non-sexual harassment

Non-sexual harassment is any form of behaviour that:

- The other person does not want and does not return
- Offends, humiliates, or intimidates them
- Targets them because of their race, sex, pregnancy, marital status, transgender (actual or presumed), homosexuality (actual or presumed) or disability (actual or presumed).

1.12.2 Sexual harassment

Sexual harassment is any form of sexually related behaviour that:

- The other person does not want and does not return
- Offends, humiliates, or intimidates them
- In the circumstances, a reasonable person should have expected would offend, humiliate, or intimidate them.

It is also against the law for anyone to:

- Victimise anyone because they complained about harassment
- Victimise anyone because they supported someone who complained about harassment.

1.13 Offensive behaviour in the training environment

Inappropriate or offensive behaviour will not be tolerated in any form. This includes, but isn't limited to, using offensive language, telling jokes that may be offensive to any party and displaying or sharing photos of an offensive nature.

2 ACADEMIC MISCONDUCT

Academic misconduct refers to any inappropriate behaviour designed to alter the truthful and deserved outcome of an assessment activity.

Behaviours include:

- Plagiarism (copying and presenting another's work as your own)
- Fabrication (falsifying information or evidence)
- Deception (providing false or misleading information about your completion of, or fitness for, a learning or assessment event)
- Cheating (any attempt to gain or give assistance in an activity without due acknowledgement)
- Bribery (attempting to influence an outcome by offering monetary or other incentive)
- Sabotage (intentional alteration of another learner's work, equipment, or opportunity).

Any learner found engaging in any form of academic misconduct may face possible punitive action.

3 COMPLAINTS AND APPEALS

Definitions

An **appeal** is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment.

A **complaint** is generally negative feedback about services or RTO associated employees which has not been resolved locally.

3.1 Appeals

A fair and impartial appeals process is available to all Essential Energy RTO learners. If you wish to appeal your assessment result, you should first discuss this with your Assessor/Trainer. If, after discussions you would like to proceed further with the request, submit a formal request by completing the appropriate Essential Energy RTO form **CEOF2335 Request for Appeal of Assessment Outcome**.

This should be forwarded to the Essential Energy RTO via trainingservicesadmin@essentialenergy.com.au and identify the document by your name and USI number in the subject field followed by the words "Assessment Appeal" this will then be logged and assigned to an RTO employee who will take responsibility for recording and implementing a formal appeals process.

Appeals must be lodged within 28 days after you have been issued with the results of your assessment. You will have a response within fifteen (15) working days from the date the appeal has been received.

An independent person or panel will hear each appeal. You will be given the opportunity to formally present your case and will be given a written statement of the appeal outcomes, including reasons for the decision.

Should the outcome not be acceptable to you, you may then lodge a complaint utilising the complaints procedure. Costs for the appeal will be borne by Essential Energy RTO if your appeal is successful.

3.2 Complaints

You can lodge a complaint at any time with an Assessor/Trainer. The complaint will be recorded in Essential Energy's RTO Appeals and Customer Complaint database. If, the complaint involves your Assessor/Trainer or another confidential matter relating to the training you should contact: Technical Training Manager Andrew Hinchcliffe Ph: 02 6933- 5955 or Email:

Andrew.hinchcliffe@essentialenergy.com.au who will lodge your complaint and take the necessary steps to address the complaint.

Essential Energy RTO will make all attempts to resolve the complaint internally with all parties involved. If the complaint cannot be resolved internally, an appropriate independent impartial body will be approached to act as an objective and impartial arbitrator. You will be consulted as to the selection of the appropriate impartial body and you will be allowed to be represented by a third party in any subsequent discussion.

If you are not satisfied with the outcome of the complaint handling, the RTO CEO may arrange for the complaint to be considered by an appropriate independent third-party. -

Once the complaint handling process has concluded, where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure the person has the right to refer their complaint (if in relation to the delivery of training and assessment services) to the National Training Complaints Service via the following phone number: 13 3873 or visit the website at

<https://www.education.gov.au/NTCH> alternatively they might feel it necessary to refer the complaint to the National VET Regulator (ASQA).

3.3 Making a complaint to Australian Skills Quality Authority (ASQA)

If you feel that your complaint has not been dealt with correctly, you can escalate and make a complaint to ASQA (RTO Regulatory Authority) website at www.asqa.gov.au

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints – ASQA advises that resources are limited so must focus on the most serious complaints.
- ASQA's role is not to act as a learner advocate for individual learners. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.
- ASQA has confidentiality obligations in relation to registered training providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.
- Read ASQA's Privacy Policy.

If you require additional help call the ASQA complaints team on 1300 701 801.

4 FEES PAYABLE

Fees are invoiced and payable once a learner has completed their course. For a full list of current fees and charges please request a copy of Essential Energy RTO schedule of fees and charges.

4.1 Learner Cancellation

Learners should first consider alternative options such as suspend (or transfer) their enrolment and re-commence in another scheduled training program on an alternative date.

Learners must notify Essential Energy RTO at the soonest opportunity of their intention to cancel.

Learners who cancel their course enrolment;

- With 2 days or less notice or
- After a training program has commenced

Will be invoiced the full course costs.

Note: This at the discretion of the RTO CEO, after considering the reason for the cancellation.

4.2 Replacement of Text & Training Workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement.

4.3 Refunds

Where a learner has been invoiced in error, a full refund will be made. Where a learner has purchased a text or training workbooks and subsequently cancels, Essential Energy RTO will not refund monies for the text.

4.4 Substitutions

Requests for substitute learner can be made at any time up to 2 working days before the program commencement date but must still complete any pre-course work if applicable.

4.5 Transfers

Requests for transfers to alternate programs can be arranged with Essential Energy RTO, this should be done at the earliest opportunity, 10 working days prior to the commencement date preferably depending

on availability. If there is no available alternate course and notification is within the 10 working day timeframe the learner may still be invoiced.

Note: This at the discretion of the RTO CEO, after considering the reason for the cancellation.

4.6 Payment Method

Learners will be invoiced by Essential Energy for RTO training services after the training is completed. Learners can pay the invoice using:

- BPAY Or Credit card (prompt payment of the invoice is required).

4.7 Credit Card - Statutory Cooling Off Period

The Standards for Registered Training Organisations require Essential Energy RTO to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is the period provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Essential Energy RTO does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

4.8 Changes to terms and conditions

Essential Energy RTO reserves the right to amend the conditions of the learner's enrolment at any time. If amendments are made that effect the learner's enrolment the learner will be informed as soon as possible after the changes taking effect (at all times we will try to cause minimal disruption to the learner).

5 SUPPORT SERVICES

Essential Energy RTO has in place several teams or people whose role is to offer support to employees in various areas.

5.1 Language, Literacy & Numeracy Skills

Language, literacy, and numeracy skills are critical to almost all areas of work. This is particularly true for a tradesperson in the electricity supply industry where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing, and comprehending written work instructions.

For support in this area please talk directly to your Assessor/Trainer.

5.2 Diversity & Inclusion

Diversity and inclusion is fundamental to one of our core values - respect for people. Essential Energy RTO recognises that our learners come from diverse backgrounds, and we will remain mindful of diversity and inclusion of all participants wherever practicable.

6 VOCATIONAL EDUCATION AND TRAINING IN AUSTRALIA

Vocational education and training (VET) enables learners to gain qualifications for all types of employment and skills to help them in the workplace.

The providers of VET include Technical and Further Education (TAFE) institutes, adult and community education providers and agricultural colleges, private providers, community organisations, industry skill centres and commercial and enterprise training providers.

Essential Energy's RTO is authorised to issue nationally accredited units and qualifications within its scope of registration. This means that the training you receive and are issued a statement of attainment for will be nationally recognised.

6.1 RTO Compliance

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. As an Enterprise RTO, Essential Energy RTO is required to comply with all ASQA guidelines.

6.2 Competency Based Training

Formal Training Package assessment in Australia is 'competency-based'. This means that learners are assessed on the skills they can demonstrate, the tasks they can perform and the underpinning knowledge they have gained that allows them to effectively perform their work.

6.3 Assessment

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of an assessment is to confirm that an individual can perform the standard expected in the workplace - these standards are expressed in the relevant 'Units of Competencies'.

Assessments are designed to meet the benchmarks set out by the governing National Training Package, Transmission, Distribution & Rail Sector UET12. Meeting these benchmarks allows us to issue accreditation that is nationally recognised.

Under competency-based assessment, you are assessed as either meeting the benchmark (competent) or not meeting the benchmark on that occasion (not yet competent). No grades are awarded for 'Units of Competence'. Details of assessment events are contained within the relevant course documentation and will be explained to you at the onset of each training and/or assessment event.

6.4 Re-assessment

Learners who are assessed as "not yet competent" will be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills. These learners may be provided with additional training and learning support targeting gaps in knowledge and/or skills and prepare them for the re-assessment.

It is the policy of Essential Energy RTO to provide two opportunities for re-assessment on the same day the course is delivered (at the same training location). If additional training and assessment is required after the two initial assessments then additional fees will apply to arrange and deliver any subsequent training and re-assessment.

Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's ongoing enrolment will be determined through agreement between employer, learner, and RTO.

6.5 Issuing Qualifications and Statements of Attainment

Essential Energy RTO will issue all AQF certification documentation (Qualifications and Statements of Attainment) to a learner within 30 calendar days of being confirmed as meeting the requirements of the training program in which the learner is enrolled in being complete.

6.6 Access to your records

You are entitled to have access to your records. These records include your:

- Learner file,
- Learning and assessment record,
- Administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst Essential Energy RTO will retain these records, you are welcome to have access anytime just ask your Assessor/Trainer and it will be organised, by using the **CEOF2336 Learner Records Request Form**.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate which you may have lost or misplaced you may request this from Essential Energy RTO. To obtain this you must also complete the **CEOF2336 Learner Records Request Form** and email this to: trainingservicesadmin@essentialenergy.com.au

Reissued AQF certificates will be an exact duplicate of the original except for small wording at the bottom of the document which identifies the certificate as reissued. A learner may also nominate another person to collect or receive the certificate on their behalf, however that person must be notified to Essential Energy RTO in writing beforehand and the person must provide photo ID to validate their identity.

6.7 Continuous improvement

Essential Energy RTO welcomes any feedback related to our courses, employees, or organisation. Essential Energy RTO is committed to the continuous improvement of our training and assessment services, learner services and management systems. Throughout your training and assessment with Essential Energy RTO you will be asked to complete a course evaluation.

6.8 Suggesting improvements

The primary method of reporting opportunities for improvement by learners is via the continuous improvement reporting procedure. This procedure allows any person to raise a **EERTO1001 Continuous Improvement Suggestion** for consideration by RTO Management. Learners are encouraged to provide feedback to Essential Energy RTO so we can continue to improve our services in the future.

6.9 Learner satisfaction survey

During your training program, you may be asked to complete a **Learner Satisfaction Survey**. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Essential Energy RTO for our ongoing improvement of services and to enable us to report this information to ASQA the regulatory authority. Your assistance in gathering this survey data is greatly appreciated.

7 RECOGNITION

7.1 Recognition Overview

Recognition is the process of acknowledging skills that you may already have, these may not have been gained through formal learning. Many of us gain skills through life experiences, previous work experience, volunteer work, hobbies, and leisure activities or through a formal learning program with another training body.

The focus of Recognition is what “has been learned” rather than “how”, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

All applications for Recognition are processed utilising the RTO form **CEOF6350 RPL/RCC Application**. Your initial contact will be with your Assessor/ Trainer, they can supply and explain the form and advise of the application processing details.

7.2 Recognition of Prior Learning (RPL) Evidence Required

You are responsible for gathering sufficient evidence to support your application for RPL. This evidence may include:

- Obtaining a copy of the relevant units of competency from a previous training provider
- Aligning the competencies of the new qualification with those of your past training, work or life experience
- Collecting any documentation, references, and relevant samples to support your application
- Providing proof of ownership of any examples of work
- Submitting certified copies (not originals) of qualifications. Certification can generally be obtained from any Bank or Post Office if identification is provided.

If you are unable to supply documentary evidence to support your RPL application or the evaluation of the evidence you have provided requires more substantiation, you may be required to undergo an assessment (simulated or in the workplace) to determine competency or currency of your skills and knowledge.

In addition, under certain circumstances, course participants may wish to undergo a challenge test for the components of the course they have enrolled in.

7.3 Credit Transfer

Recognition can also include the opportunity for Credit Transfer for previous study where there is a direct correlation between the qualifications you are undertaking with Essential Energy RTO.

All Credit Transfer applications will need to be supported by certified copies (**not original**). Certification can generally be obtained from any Bank or Post Office if identification is provided.

7.4 Mutual Recognition

Essential Energy RTO recognises all AQF qualifications and Statement of Attainments issued by other Australian RTO's as per ASQA (Australian Skills & Quality Authority) requirements, providing this is specified within their scope of registration and aligned to the relevant competencies for the qualification stated.

8 REFERENCES

Internal References

CEOM2492 Essential Energy RTO Manual

CEOF6350 - RPL/RCC Application

CEOF2335 - Request for Appeal of Assessment Outcome

CEOF2336 - Learner Records Request Form

EERTOF1001 - Continuous Improvement Suggestion

CEOF6226 - Customer Feedback on Training Course or Session

<http://essentialintranet/Communities/Learning/Pages/NT-apprenticelineworker.aspx>

External References

International Standard ISO 14001:2004

www.asqa.gov.au

<http://training.gov.au/Training/Details/UET12>

www.usi.gov.au

Work Health and Safety Act 2011

Privacy Act 1988

Disability Discrimination Act 1992

Sex Discrimination Act 1984

Age Discrimination Act 2004

Racial Discrimination Act 1975

Copyright Act 1968

Fair Work Act 2009

National Vocational Education and Training Regulator Act 2011

Child Protection (Working with Children) Act 2012

9 REVISIONS

Issue Number	Section	Details of Changes in this Revision
3	All Sections	Document completely re-written.
4	All Sections	Document re-written to align with changes in ASQA legislation and Essential Energy Corporate documents.
5	All Sections	Document re-written for readability and to align with changes in ASQA legislation and Essential Energy Corporate documents.
6	All Sections	Document amended July 2017.
7	All Section	Document reviewed – minor amendments to USI and Complaints section