
Earthworks Training and Assessment Services Pty Ltd

Registered Training Organisation
National Provider No 50590

Course Participant / Learner And PCBU / Employer Resource Handbook 2019



Statement of Purpose

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

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Course Participant/ Learner and PCBU/ Employer Resource Handbook Introduction

Welcome.

This resource handbook is specifically designed to provide an overview of the training and assessment services delivered by Earthworks Training and Assessment Services (ETAS) for both potential and current course participants and Persons Conducting a Business Undertaking (PCBU) and Employers and includes information on your rights and responsibilities and our responsibilities and obligations for the delivery of all components of quality training and assessment. Prior to registering for training and assessment we encourage you to read the resource handbook as we have high expectations you will comply with our policies and procedures as detailed in the handbook.

ETAS specialises in traffic management training and assessment across the Northern Territory, the Kimberley, remote communities and the Australian Islands Territories.

Earthworks Training and Assessment Services Pty Ltd is a privately owned Australian company established in 1997 and is a nationally registered training organisation (RTO) Number 50590. RTO's are regulated by the National Vocational Education and Training Regulators Act of 2011, the Standards for VET Accredited Courses 2012 and the Australian Skills Quality Authority (ASQA) to ensure we remain fully compliant and meet the set Standards for Registered Training Organisations V2.0 2017.

The training and assessment services we provide are of the highest of contemporary industry standards, flexible, practical, enjoyable and rewarding. We work with and in collaboration with the relevant local, state and commonwealth road authorities, road contractors and traffic management organisations and affiliated with traffic management and civil construction industries. We remain unequivocally focused on contributing to the current and future development of the civil construction and traffic management industries and are approved providers of Traffic Management Workzone Learning & Assessment for the Northern Territory Government Department of Infrastructure Planning and Logistics and Main Roads Western Australia.

All training courses are delivered and assessed by a qualified trainer and assessor with extensive industry experience spanning over 30 years.

Your achievements and success are the foundation of our RTO and I sincerely hope you enjoy your *'learning'* journey with us. If you have any queries please contact ETAS direct on 0407 991 448 or email etas@bigpond.net.au
Every success!



Brian Kakoschke
Principle / Chief Executive Officer
Earthworks Training & Assessment Services Pty Ltd
Est. 1997

Contacting Earthworks Training & Assessment Services

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Mobile: 040 7991448

Email etas@bigpond.net.au

Web www.etas.com.au

Accounts and Administration: etas@bigpond.net.au

Phone: 08 898 854 84

Office Hours: 8.30 am to 4.00pm Monday to Friday. Closed Public Holidays

About Earthworks Training and Assessment Services

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

Training and Assessment

All training and assessment is a combination of face to face theory and practical activities in real time situations. ETAS does not deliver training and assessment on line. ETAS personnel access and apply the concepts of risk management to all their areas of work and procedural documentation.

ETAS reserve the right to modify, revise or supplement policies and procedures in this resource handbook at their sole discretion. You will be advised of any significant changes or updates to policies or procedures during the course. This resource handbook is accessed via our website on <http://www.etas.com.au>. If you are unable to access and download a copy we can post you a hard copy on request.

Compliance Components – National Vocational Education and Training Regulator Act 2011

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

VET Quality Framework

- . Users Guide to the Standards for Registered Training Organisations Version 2.0 November 2017
- . Fit and Proper Person Requirements 2015
- . Data Provision Requirements 2012
- . Financial Viability Risk Assessment Requirements 2011
- . Australian Qualifications Framework (AQF)

Standards for VET Accredited Training Courses

National VET Provider Collection Data Requirements Policy

Standards for Registered Training Organisations V2 2017 Australian Skills Quality Authority

Standards for Registered Training Organisations V2 2017 are fully integrated into our training, assessment and corporate governance influencing significantly how we do conduct business. Standards are integral to the VET Quality Framework including the operational requirements for all training and assessment arrangements, responsibilities and obligations to learners, PCBU/ Employers, governance and administration.

Policies and Procedures

ETAS is guided and functions within the principles and legislation as specified by the Australia Quality Training Framework and the Australian Skills Quality Authority Standards for Registered Training Organisations. Essentially this means when you access our training and assessment services we can guarantee you will receive a high standard of training and assessment. We invest in our policies and procedures as they govern not only how we operate as a registered training organisation provider but also as a company. ETAS trainers, assessors and training support personnel have a responsibility to replicate a great attitude to their area of expertise, represent themselves professionally at all times and in the best interest of industry, education and training.

Industry Currency and Training

ETAS trainers, assessors and training support personnel staff have the necessary and current qualifications mandated by the Standards for Registered Training Organisations V2 2017. We are committed to continuous learning and professional development and participate in regular performance and development reviews to ensure professional competencies and currency in our areas of expertise, knowledge and skills remain relevant and maintained.

Striving for Your Success

Our trainers, assessors and training support personnel strive to ensure you have every opportunity to complete your training and assessment. It is of significant importance you complete your training and assessment and you take away with you not only the necessary theoretical and practical skills to work in and contribute to the resources and infrastructure industries but also a sense of accomplishment, achievement. We celebrate your success!

Access and Equity

ETAS uphold the principles of access, equity, inclusion and equal opportunities and are non-discriminatory. We welcome and respect the diversity of cultures, rights and beliefs of course participants and model culturally appropriate behaviour and advocate for equal opportunities at all times.

Accessibility

Potential course participants and PCBU's / Employers are encouraged to make ETAS personnel aware of any specific learning requirements to ensure learning strategies are discussed, developed and implemented to achieve maximum participation, capacity and capability for course participants during training and assessment sessions. ETAS trainers and assessors use clear and concise language, appropriate size fonts and captioning and ensure training facilities are accessible for ease of access.

Course Participants / Learners and What We Expect

What we expect from you is to:

- . Adhere to our training and assessment processes and procedures.
- . Report all hazards and /or incidents immediately to the trainer as your duty of care as a course participant.
- . Provide complete and accurate information about yourself when enrolling.
- . Disclose prior or at course registration any specific learning difficulties, disability/s or circumstances which may impact on your participation in a training and assessment course.
- . Satisfy all pre-requisite criteria and provide adequate evidence to support your participation.
- . Meet all requirements in relation to any equipment or materials you are required to provide (as set out in the relevant course outline or pre-registration).
- . Take responsibility for your own health and safety as well as the health and safety of others around you.
- . Actively make enquiries and ask questions to satisfy your training and assessment needs, goals and objectives and to ensure you understand and are on the right track with your learning.
- . Actively participate in learning and apply the right amount of commitment to achieve your training and assessment goals and desired outcomes.
- . Advise the trainer and assessor of any concerns, grievances or issues you may have in the first instance.
- . Be courteous, kind and respectful towards others around you.
- . Be punctual and arrive at the scheduled start time.

Our Responsibilities and Commitment to You - What You Should Know

We shall:

- . Provide you with a description of the unit/s of competency associated with your training and assessment.
- . Provide opportunities to practice your skills and application of knowledge you acquired throughout the training.
- . Record outcomes of your assessment and provide access to your learning and assessment results and records on request.
- . Provide training materials and recommend other resources for further learning opportunities.
- . Provide support in preparing you for assessment and advise where, when and how the assessment will occur.
- . Assess your skills and knowledge through observation, questioning and using the assessment tools developed specifically for the assessment purpose.
- . Provide you with feedback and suitable remedial pathways if gaps are identified.
- . Advise you of the appeals process and options for further assessments if you are dissatisfied with your results.
- . Provide a safe, clean orderly and cooperative learning environment free from all forms of intimidation and bullying and encourage you to express and share your ideas and to ask questions.
- . Provide a supportive environment to work and learn without interference from others and extend our courtesies to you.
- . Find the '*spirit of middle ground*' to resolve any disputes you may have and settle them in a fair and rational manner.

Standards of Behaviour

ETAS reserves the right to terminate, suspend or reprimand a course participant not aspiring to ETAS standards of behaviour. Any breach of the ETAS behaviour standards either in class or any workplace / worksite may result in the suspension or exclusion from a training or assessment program. Course participants are expected to participate and contribute to all training activities and carry out tasks within reason as requested by the trainer and assessor and complete these tasks to the best of their ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training and assessment may result in suspension from the training. All assessments submitted must be your own work and not that of another person. If another person does your assessment and you submit the assessment as your own then this is known as plagiarism and your assessment shall not be accepted. Behaviour must not disrupt or threaten others. Abusive behaviour or physical violence shall not be tolerated under any circumstances and shall result in instant withdrawal from a course. Breaches of behaviour /misconduct include: Theft, fraud, violence/assault

- . Cheating / plagiarism
- . Breach of confidentiality
- . Serious negligence including health and safety non-compliance
- . Discrimination, harassment, intimidation or victimisation
- . Being affected by drugs or alcohol and being unfit to participate in training

Course Attendance Procedures

Attendance at your designated scheduled training and assessment course is paramount to ensure you gain the maximum benefits associated with your training and assessment and to fulfil attendance requirements. If you are unable to attend your training session notify your PCBU / Employer (if applicable) and the trainer on 0407 991 448 as soon as possible.

As a course participant please adhere to the following:

- Attend all sessions and record your attendance by signing the course attendance sheet provided to you by the trainer at the commencement of the course and by doing so you have agreed to abide by the obligations, responsibilities and rights described in this resource handbook.
- Participate actively in all course activities and the course evaluation process.
- Treat your course colleagues, the trainer and assessor with respect and without discrimination regardless of their religious, cultural, and racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status.
- Adhere to the ETAS Standard Operating Procedures (SOP's) and directions relating to your responsibilities and standards of behaviour.
- Meet with your trainer and assessor to review your progress.
- Prepare yourself for assessment at the scheduled times.
- Ensure you have read relevant course and training materials provided to you.
- Submit your assessment tasks and ensure the assessment submitted is your own work.
- Raise any concerns you may have immediately with the trainer and assessor regarding the delivery of the training program, session activities and your ability to learn.
- Notify the trainer and assessor of any Workplace Health and Safety issues you may identify throughout the training and assessment.
- Follow explicitly the directions of the trainer and assessor in the case of any emergency.

To establish your identity and for regulatory compliance you must bring to your training course you're:

- Photo ID
- Current Australian or Overseas Drivers Licence from a country that is recognised. (Road Authority criteria)
- Hold a White Card - Work Safely in the Construction Industry or Equivalent
- Unique Student Identifier (USI)

Foundation Skills Adequate Language, Literacy and Numeracy Skills

Please consider if you have the adequate language, literacy and numeracy skills (Foundation Skills/ LLN) to register for any one of our training and assessment courses as there are prerequisites. You are strongly encouraged to make the trainer aware of any difficulties you may have prior to your training and assessment as you may be assessed on language, literacy and numeracy levels.

ETAS have a range of strategies to assist you to progress your training and assessment. The extent of the support we may provide essentially depends on your needs and our capacity to provide the required level of support at the time. In consultation with you we can provide a range of recommendations so you can self-determine the type and level of support you may seek. Support with Foundation Skills may available from:

Department of Education

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

Department for Human Services

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

Department of Education

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

The trainer, a work colleague or a friend may mentor you with relevant learning support during training and assessment.

Note: Language, literacy and numeracy (LLN), refers to the ability to speak, listen, read and write in English, as well as to use mathematical concepts.

Support Services

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

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

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

We have a zero tolerance towards the consumption of and / or being under the influence of alcohol and / or illicit substances during training and assessment and is strictly forbidden. Course participants under the influence of alcohol and / or illicit substances shall result in the immediate removal from the course. At all times course participants must be free of illicit drugs and alcohol while attending a training and assessment course including in all ETAS training facilities, any adjoining car parks and roadways. PCBU's / Employers will also be notified and where relevant information will be passed onto appropriate law enforcement agency.

Course Pre Requisites

Ensure you met the pre requisites for a training and assessment course. For further information on course prerequisites go to our website: www.etas.com.au

Traffic management training courses in Northern Territory and Western Australia require the following as minimum course pre Requisites:

- Hold or have held a current Australian Drivers Licence or current overseas license from a country that is recognised - (Road Authority criteria)
- Hold a White Card Worksafe Prepare to Work Safely in the Construction Industry or Equivalent.

Training Course Registrations and Procedures

Online course registrations are downloaded via our website www.etas.bigpond and once completed can be emailed to etas@bigpond.net

It is very important your completed course registration is received and includes:

- Unique Student Identifier (USI)
- Current Australian or Overseas Drivers Licence number from a country that is recognised (Road Authority Criteria)
- Current Worksafe White Card number - Work Safely in the Construction Industry or Equivalent
- Current interstate or Motor Vehicle Registry Accreditation numbers
- Any prerequisites listed or equivalent.
- Payment details.
- PCBU / Employers please quote a purchase order number.

Course registrations are not confirmed or spaces secured until the completed course registration form has been received by ETAS. Please ensure the course registration form is signed by you, and / or you're PCBU / Employer or the designated delegated authority. Any queries please contact our training support personnel on 08 898 854 84. Please allow for two (2) working days for your course registration to be processed.

Don't have an email? Simply post your course registration to: ETAS PO Box 1945 Humpty Doo NT 0836.

Note: It is a requirement you provide your Unique Student Numbers (USI) when registering for a training course. If your USI is not provided we will be unable to process or issue any statement of attainments until your USI has been provided and verified.

Course Registrations Acceptance Confirmations

Once we have received your online course registration, a course acceptance confirmation advice is sent to your designated email address confirming your successful course registration. It is important you read the content of the course confirmation advice as it will contain relevant information about your course, clothing / Personal Protective Equipment requirements, training venue and location, start and finish times.

Don't have an email? A course registration confirmation advice can be posted to your address if requested. Please call our office on 08 8988 5484 to arrange.

Our training and assessment courses are restricted in numbers so if a particular training course you have elected to register for is full (sorry about that) you will be advised via email. You may elect another date for the same course from our course training calendar available via our website: www.etas.com.au or you may opt to use another registered training organisation who can offer you the same course.

Fee for Service

A full list of current fees for training and assessment services are clearly identified on the course registration, course brochures and on page 17 in this resource handbook. Fees will vary for the different training and assessment courses.

Course Payments Fee for Service

Course fees are to be paid for on confirmation of a course registration and prior to the training course unless prior arrangements for payment are made. PCBU / Employers please provide a Purchase Order Number and terms of payment are strictly thirty (30) days.

Payment Options and Tax Invoices.

We have several convenient payment options though we don't accept American Express, PayPal or Diners Cards.

1. Direct Debit: BSB: 016 359 Account: 480 342 391. Please quote your name and / or invoice number as payment reference.
2. Credit Card: Contact our office on 08 898 854 84 to make a course payment via your nominated credit card.
3. Cheque: Payable to Earthworks Training and Assessment Services Pty Ltd. Postal address: PO Box 1945 Humpty Doo NT 0836
4. Purchase Order Number: PCBU / Employers please quote purchase order on the course registration form if applicable.

Tax invoices are issued upon receipt and confirmation of your course registration and payable within the agreed terms and conditions. Tax invoices and receipts are electronically emailed to your specified email address.

Unique Student Identifier (USI) It's Free and its Easy

It is a requirement to provide your Unique Student Numbers (USI) when registering for an accredited training and assessment course. If your USI is not provided we won't be too able to process or issue your statement of attainment/ s. For additional information on USI's – go to our website: www.etas.com.au.

Unique Student Identifier Links

Participants must provide a Unique Student Identifier (USI) upon enrolment, it is free and easy for you to create your own USI online – go to: <https://www.usi.gov.au/students/create-your-usi>

Student webpage on Transcript/Training Records: <https://beta.usi.gov.au/students/training-records-and-transcript>

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

When your training records are uploaded to USI the website: <https://beta.usi.gov.au/documents/when-will-my-training-appear-my-usi-transcript>

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

From 1 January 2015 we are unable to issue any nationally recognised statement of attainment if a Unique Student Identifier (USI) is not provided when registering for a training and assessment course. Anyone who participates in a nationally recognised training course delivered by a registered training organisation (RTO) within Australia will need to have their own USI. A USI number is made up of 10 letters and numbers and provides you with your own online USI account where you can access all your nationally recognised training records and results. When applying for a job or enrolling in further study you may need to provide your training records and results so having your own a USI always means having instant and easy access to your training records and results anywhere, anytime and can be accessed on line from a desk top, tablet or smartphone. Your USI number is verified by our training support personnel prior to you attending a course.

Course Cancellations, Transfers, Substitutions and Refund Policy

Cancellations, transfers and changes to a training and assessment course registration must be in writing (email) and received by ETAS within five (5) working days prior to the commencement of the course. In this instance we shall provide a full refund or if preferred transfer to another course date without incurring any additional costs.

If a course participant who has registered for a training course cancels or withdraws from the training course within five (5) working days prior to the course commencement no refund may be payable.

ETAS shall not refund for non-attendance at a training and assessment course though another person can be substituted prior to the course at no additional cost. Five (5) working days' notice is required notifying of a substitution with no additional costs incurred.

If a course participant is deemed not competent or withdraws after the course has commenced no refund may be payable.

Late arrivals to a course may be accepted at the Senior Trainer's discretion and if declined late arrivals may be classified as a late cancellation and no refund will issued.

Discretion is exercised by the Training Manager on a case by case basis if there are extenuating or personal circumstances causing a withdrawal from a course. A full credit may be offered towards another scheduled course or a full may be refunded. The company may waive training and assessment fees for potential participants who are experiencing hardship. Earthworks Training and Assessment Services Pty Ltd reserves the right to cancel a training and assessment course and in this instance shall offer a full refund or the course participant can elect to re-register for another training and assessment course at no additional cost.

Earthworks Training and Assessment Services Pty Ltd shall not be held liable for any claims arising from a course cancellation.

Course Subsidies

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

Course Induction, Orientation and Safety

Prior to a training and assessment course commencing the trainer shall explain in detail on and off site safety by way of site inductions, toolbox talks including a Work Health & Safety (WHS) briefing including information about the training facility's emergency exits and emergency assembly areas / muster points locations.. You will also be informed of the locations of defibrillators located at the training facility and information on what to do in the case of an emergency, if you are injured and /or require first aid. In the event you require assistance or there is an incident or accident requiring first aid the trainer is first aid qualified. First aid kits and fire extinguishers are located in the ETAS vehicle and other Support / Sign vehicles.

You must take reasonable care for the safety and wellbeing of yourself and others around you at all times during training, assessment, at all workplace sites and co-operate with the trainer and assessor including that of emergency services personnel.

☞ **Your Safety is Your Responsibility**

Arriving at Your Course

You will be required to sign a course attendance list which is required for both learning and safety purposes. Your attendance at training is paramount for the successful completion of your learning and assessment outcomes and you are expected to be in attendance for all training sessions. You are required to be punctual and stay for the full duration of the training. You must decide in advance should it be necessary to leave training early and notify the trainer before the course commences. If you are absent from training it is your responsibility to catch up on work missed and additional fees may be incurred.

Punctuality

Share your courtesies with your course colleagues and the trainer by being punctual at the start of the day by arriving at least 10 minutes prior to the specified training course start time. Please return from breaks on times. Your punctuality is essential to avoid disruption to others and the trainer. We understand the best made plans can go astray at times so if you're running late simply advise the trainer direct on: 0407 991 448.

Keeping Your Contacts Updated

You are required to inform ETAS of any changes to your address or contact details as originally advised on course enrolment form. All correspondence and training documents will be issued in accordance with the details you provided upon the original enrolment unless we are otherwise notified by you.

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

You are required to wear Personal Protection Equipment (PPE) to all training and assessment courses you are undertaking. For safety reasons these courses require specific clothing and footwear for both on and off site activities. Additional information regarding the Dress Standards and Personal Protective Equipment are included on the course flyer and in your course confirmation email advice.

Dress Standards & Personal Protective Equipment Appropriate: Safety clothing, footwear and personal protective equipment must be worn at all times while operating on or near roads, where there are signs indicating such requirements or as directed.

Synthetic tracksuit pants, t-shirts, singlet, tank tops, jumpers with hoods, loose fitting clothing and clothing with offensive wording, logos or motifs printed on them are not acceptable. You are required to wear appropriate PPE as issued by your PCBU / Employer. PPE worn must be compliant with the Australian Standards and Code of Practice for Construction Work (High Risk Work) including:

- Steel / plastic capped work boots
- Fully enclosed non-slip footwear
- Neat and comfortable clothing
- Long sleeve reflective hi visibility garment/s – vest / shirt/ trousers (nights works)
- Head and neck protection (Sun or hard hat)
- Glasses: Daytime – sunglasses / tinted safety glasses – Night works – clear safety glasses
- Gloves
- Water bottle
- Wet weather clothing (if applicable)
- Sunscreen is provided and available for use however you may bring your own.
- Medications you may require while on site. (Please let the trainers know prior).

It is essential you dress in the correct PPE for training and assessment. In the event you may not have PPE please contact ETAS as we may be able to organise additional PPE items to use during training by arrangement. You are requested to exhibit the industry standards of work dress by dressing appropriately for the task being performed at ETAS training facilities and during training and assessment both on and off site.

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

Safework Australia PPE

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

Boots	Ear plugs	Face masks
Gloves	Goggles	Hard hats
Respirators	Safety shoes	Sun screen
High visibility clothing	Safety harnesses	

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

Duty of Care, Work Health and Safety (WHS) Occupation Health and Safety (OHS)

ETAS is subject to a variety of legislations related to training and assessment. Legislation is continually being updated and ETAS is responsible for ensuring we are aware of any changes / updates to current WH&S legislation. We take this responsibility seriously in providing a safe environment as far as practicably possible during training and assessment. Under Workplace Health and Safety Legislation you also have a duty of care for your own health and safety by contributing to a safe environment. You must avoid adversely affecting or impacting on the health and safety of yourself and others around you during training and assessment and workplace sites. You are expected to co-operate at all times with the trainer and assessor. The trainer will actively take steps to identify hazards that may cause harm on or off-site and where possible remove or control these hazards and report the risk and /or hazard to appropriate on-site personnel

You are required to:

- Adhere to all Standard Operating Procedures (SOP) and instructions when in attendance at any ETAS training facility.
- Not to wilfully nor recklessly interfere with or misuse anything provided by ETAS in the interests of health, safety and welfare.
- Cooperate with all health and safety instruction as directed by ETAS Training staff including following emergency procedures and exit plans.
- Not be affected by the consumption of drugs or alcohol.

Should you be involved in an accident / incident resulting in personal injury and / or damage to equipment or the training facilities you must notify the trainer immediately. If you have a health condition which may become critical during training and assessment you must make the trainer aware prior to commencing the course. Please note this information is treated in strictest confidence and is only required so ETAS can provide you with support or treatment should an emergency arise.

Emergencies and Evacuations during Training and Assessment

In the event of an emergency during training and assessment which requires an evacuation a warning may be sounded i.e. alarm, speaker or over the radio etc. In response to the evacuation warning the trainer must evacuate the training facility and all course participants including the trainer must proceed to the Emergency Assembly Area / Muster Point locations immediately as advised by the trainer prior to commencement of the training course. The trainer will check that all course participants are accounted for and remain at the Emergency Assembly Area / Muster Point locations until advised otherwise by the trainer, the facility owner, emergency services personnel or police.

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

S.5 Meaning of Person Conducting a Business Undertaking Whether the PCBU alone or with others; and whether or not the PCBU is conducted for profit or gain. S.19 Primary duty of care

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

- a) Workers engaged, or caused to be engaged, by the person; and
- b) Workers whose activities in carrying out work are influenced or directed by the person;
- c) While the workers are at work in the business or undertaking.
- d) A person conducting a business or undertaking must ensure so far as is reasonably practicable the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

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

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

Western Australia – Occupational Safety and Health Act 1984

Duties of employers:

1. An employer shall so far as is practicable,
 - (a) Provide and maintain workplaces, plant, and systems of work such that, so far as is practicable, the employees are not exposed to hazards; and
 - (b) Provide such information, instruction, and training to, and supervision of, the employees as is necessary to enable them to perform their work in such a manner that they are not exposed to hazards; and
 - (c) Consult and cooperate with safety and health representatives, if any, and other employees at the workplace, regarding occupational safety and health at the workplace; and
 - (d) Where it is not practicable to avoid the presence of hazards at the workplace, provide the employees with, or otherwise provide for the employees to have, such adequate personal protective clothing and equipment as is practicable to protect them against those hazards, without any cost to the employees; and
 - (e) Make arrangements for ensuring, so far as is practicable that -
 - (i) Use cleaning, maintenance, transportation and disposal of plant; and
 - (ii) Use handling, processing, storage, transportation and disposal of substances at the workplace is carried out in a manner such that the employees are not exposed to hazards.
2. In determining the training required to be provided in accordance with subsection (1)
 - a) Regard shall be had to the functions performed by employees and the capacities in which they are employed.
3. Duties of employees
 1. An employee shall take reasonable care
 - (a) To ensure his or her own safety and health at work; and
 - (b) To avoid adversely affecting the safety or health of any other person through any act or omission at work.

Wet Weather and Climatic Conditions

You must be prepared for weather and climatic conditions (dry season - wet season) during training and assessment. Training will continue in wet weather conditions unless deemed unsafe to do so i.e. adverse weather conditions lightening, cyclone warnings etc. In the event of severe weather conditions which prevent practical training from taking place a risk assessment shall be completed by the trainer and the training will be adjusted where possible, postponed until later in the day or rescheduled to another proposed date.

Parking

Sufficient parking is available at all training venues. Ensure you observe all designated parking regulations. Don't leave your valuables in your vehicle and ensure your vehicle is kept locked. Please note parking is at your own risk.

Training Venue Facilities and Amenities

Training venue amenities vary pending on the location, delivery and assessment on and off the job and will be identified at commencement of the training on day one (1) such as:

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

Security

Do not leave bags or other valuables unattended. While training facilities may seem to be reasonably secure you are ultimately responsible for your own belongings. ETAS accept no responsibility for any belongings which may be stolen or go missing.

Mobile Phone Usage

Please ensure your mobile phone and other devices turned off / or silent mode prior to entering the training facility as a courtesy towards the trainer and your course colleague. Mobile phones are proven to be a major distraction therefore must not be used during the training and assessment session. Mobile phones are not permitted and must not be used while actively controlling traffic on site. Mobile phone calls can be returned during breaks. In an emergency where you need to be contacted or you need to make a phone call please let the trainer know.

Catering and Meals

Unless specified, training and assessment courses are generally not catered for. Your course confirmation email advice includes information about food and drink purchases or you may prefer to bring your own in a cooler bag. For regional courses it is advised to bring your own lunch due to the likelihood of the non-availability of shops locally.

Photo and Video Consent

From time to time the trainer may take photos and / or videos for medial or marketing purposes. You will be asked for your signed consent prior to taking or using any media shots.

Record Keeping, Privacy and Confidentiality

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

Under the *Data Provision Requirements 2012*, Earthworks Training and Assessment Services is required to collect your information and disclose this information to the NCVER. Information about you and your training activity data may be used or disclosed by ETAS for statistical, administrative, regulatory and research purposes. ETAS may disclose your information for these purposes to Commonwealth, State or Territory governments departments, authorised agencies and NCVER. Personal information disclosed to NCVER may be used or disclosed by NCVER for the following purposes of:

- . Populating authenticated VET (Vocational Education and Training) transcripts.
- . Facilitating statistics and research relating to education including survey and data linkage.
- . Pre populating RTO student enrolment forms.
- . Understanding how the VET market operates for policy, workforce planning and consumer information and
- . Administering VET including program administration, regulation, monitoring, regulation and evaluation.

You may receive a survey administered by a government department, a NCVER employee, agent or third party contractor or other authorised agencies. You can opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols including those published on NCVER's website at www.ncvr.edu.au As a registered training organisation we are mandated to collect certain information to meet our regulatory and compliance requirements. When you register in any of our training and assessment courses you have agreed to allow ETAS to collect information about you and your training. Please complete all compulsory sections on the course enrolment form provided to you on day one (1) prior to the start of your training course. Your information is protected and stored in accordance with regulatory requirements in a secure and safe environment. Your privacy is maintained in the strictest of confidence in accordance with ETAS privacy and confidentiality policies and the Commonwealth Privacy Act 1988. In addition to the above ETAS upholds and protects the privacy of information provided by you. Excluding regulatory bodies we shall not release your personal information to any other third party without your written and informed consent. ETAS will only:

- . Collect only the necessary information and provide you with access to the information we hold about you upon request
- . Keep your information accurate and up to date and notify you of any change and
- . Limit access to your information by ETAS training personnel unless for the purposes to perform their work.
- . Information disclosed to NCVER may be used or disclosed for the following purposes:
- . Administration, regulation, monitoring and evaluation
- . Issuing Statements of Attainment

ETAS keep records of all course attendance listings and statements of attainments. We are required to keep records of competency for thirty (30) years). If you are the person paying for the training course you can access your results at any time. PCBU / Employers responsible for the payment of your training course can be informed of your competence in those units they have paid for. Your results are not made available to any other source without your expressed written permission except in the instance for the purposes associated with RTO compliance.

Accessing Your Training Records

We are required to keep training and assessment records secure for a prescribed period as per legislative requirements. You have a right to access your records. To access your records you will need to be able to identify yourself via photo ID (Drivers Licence, Passport). Accessing your records may incur a fee.

Replacement Statements of Attainments and Certificates

Reissuing of statement of attainments (SOA) and certificates shall be issued by ETAS and sent out within five (5) working days upon receiving of the Statement of Attainment / Certificate Replacement Application. You will be required to provide certain information to verify your identity. If you require a copy of your SOA or certificate urgently please advise us in advance. Any accreditations requiring an amendment may incur a replacement fee. In the event you lose or misplace your SOA or certificate please complete the Statement of Attainment / Certificate Replacement Application on line at www.etas.com.au and once completed email to etas@bigpond.net.au

Completion of Statement of Attainment / Certificate Replacement Application will assist in locating your records.

Fee Schedule	
Statement of Attainment – Replacement Hard Copy	\$60.00
Statement of Attainment – Email	\$25.00
Certificate – Replacement Hard Copy	\$60.00
Certificate – Replacement Email	\$25.00
Postage of Hard Copy - No fee	\$00.00

Plagiarism, Copyright and Referencing

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

Assignments and other forms of assessment must be your own individual and original work.

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

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

Marketing

ETAS market all products and services with accuracy and professionalism. Any literature published by or on behalf of ETAS in whatever form is truthful, accurate, and unambiguous and clearly identifies the products and services covered within the scope of our registration. Nationally recognised products are identified separately from courses recognised by other bodies or without recognised status. The names of training packages, qualifications and accredited courses are consistent with names as per titles and or/ names listed on the official National Register of Vocational Education and Training <http://training.gov.au>.

ETAS marketing, promotional literature and general media advertising do not:

- . Endorse literature which encourages unrealistic expectations about the level of qualifications attainable or the facilities and equipment provided.
- . Make inaccurate, deceptive claims or allude to false comparisons of courses provided by our competitors.
- . Make or claim misleading statements concerning the qualifications and experience of ETAS personnel.
- . Make misleading or false statements or allude to any prospects of employment following the completion of a training course. **Note:** ETAS is a registered training organisation only and as such does not refer, promote, recommend or market employment of any type.

Our RTO code is clear and identifiable on all materials and equipment. Where an inference is made regarding any nationally recognised training offered by ETAS we will honor all commitments in any marketing materials and only promote training and assessment on our scope. Information regarding fees, charges and the refund policy is provided and disclosed in the full contractual arrangements between ETAS, course participants and PCBU's prior to registering for any given training course. ETAS provides written course information including course prerequisites requirements clearly and concisely to avoid any vague and ambiguous clauses. ETAS do not advertise its products and services *per se* in newspapers, by way of advertisements or other publications. Our principal and most valued marketing tool is by '*word of mouth, referrals and recommendations*' from those who have participated in or used our services. The company is well known, engaged with and works collaboratively in industry both in the Northern Territory and Western Australia which within itself maintains a profile of integrity for the company as a registered training organisation.

*RTO Standards V2 2017 Clauses 4.1 - Provide accurate and accessible information to prospective and current course participants.
RTO Standards V2 2017 Clauses 5.1 to 5.3 Informing and protecting learners*

Continuous Improvement

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

Recognition of Prior Learning (RPL)

Course participants may consider they have already attained certain competencies identified in all or part of any course offered by ETAS and seek recognition for this. Recognition of Prior Learning (RPL) is a method of assessing if evidence of a competency for a particular unit of competency. It is important to remember RPL is an assessment process not an assumption of competence. RPL is the determination on an individual basis of the competencies obtained by a course participant through previous formal / informal training, work experience and / or life experience. The RPL process determines the consequent advance standing to which a course participant is entitled in relation to a course. The focus of RPL is what has been learned rather than how, where or when it was learned and both the demonstration of competence and currency of that competence to industry standards. Course participants wishing to undertake RPL should make contact with the ETAS trainer in the first instance to discuss and apply for RPL.

Credit Transfers

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

Types of Assessment

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

Fairness

Flexibility

Validity

Reliability

Rules of Evidence of Validity, Sufficiency, Authenticity and Currency

Source: Users Guide to the Standards for Registered Training Organisations V2 2017 Australian Skills Quality Authority 1.8 to 1.12 Conduct Effective Assessments

There are several methods of assessment used by the ETAS Assessor in the assessment process and may include but not limited to the following:

- Written tests held during the training sessions.
- Assignments to be completed during sessions, in your workplace or in your own time.
- In class activities that may include simulations.
- Verbal Questions: The Assessor will ask you questions whilst you are attending the training course.
- Third Party Reports & Industry Expert: Verification from PCBU / Employers, managers or supervisors who have been working with you and observing your on-the-job skills and ability.
- Observation of onsite practical activities.

ETAS may provide support services when requested by you to assist you to achieve the required outcomes of your chosen course. Your request will be discussed with you by ETAS and consideration for assistance and the path the assistance may take will be advised in writing once agreed by the parties concerned. If circumstances beyond your control are likely to prevent you from completing your assessment by the due date you are advised to contact your trainer to discuss the matter as soon as possible. You will be required to submit a written request for an assessment extension. All requests for assessment extension must be received no later than five (5) working days prior to the assessment due date. The granting of an extension request is at the sole discretion of ETAS Training Manager. Only one extension request per assessment task will be provided.

Grounds for Stopping Assessment

If at any time during the assessment a course participant acts in a manner that endangers themselves, others, equipment or property the assessment shall be stopped immediately. The assessment may be re-scheduled at a later date.

Determining Satisfactory Completion

In order for you to achieve a satisfactory outcome for your assessments you will need to:

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

Rescheduled Assessment Policy

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

ETAS is required by the National VET Regulator to retain your assessments for a period of six (6) months. We shall forward your statement of attainment once you have been deemed competent.

Reassessment Procedure

If you are deemed not competent from either the theory or practical assessment we shall allow you to re-enrol in one subsequent course at no charge to achieve competency. If this is not convenient we may arrange alternate options with possible fees. Should you be deemed not competent you shall be given a further opportunity to complete the assessment. Any further re-assessment requirements shall be charged at an additional cost to you.

Issue of Statement of Attainments and Certificates

The Training Manager shall confirm your successful completion and issue you with a statement of attainment or certificate within five (5) working days of you being deemed competent. The statement of attainment or certificate shall:

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

Disciplinary Action

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

Assessment Appeal Procedures

ETAS shall ensure access to a fair and equitable process for appeals against assessment decisions which affects a course participant's progress. Appeals and reassessment processes are an integral part of all training and assessment pathways leading to a nationally recognised qualification or statement of attainment under the Australian Qualifications Framework. Course participants shall have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated or dealt with during an assessment or if they feel the assessment decision was incorrect. Grounds for an appeal shall be heard by a suitably qualified independent and impartial assessor or panel from another organisation who will make an independent and impartial assessment.

ETAS may charge a fee for the appeals process. Every effort is made by ETAS to ensure the appeal is resolved in a timely manner. All appeals shall be treated confidentially, shall not be detrimental to the appellant and must be lodged within fourteen (14) days of the date of the assessment result notification. Grounds of valid appeal against an assessment decision (the assessment decision is incorrect) may include the following:

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

Appeal outcomes may include:

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

Units of Competency Delivered by ETAS Performance Indicators

The following tables will allow you to confirm the level of LLN required for individual unit of competency you may wish to undertake.

Note: The shaded areas indicate LLN requirements for Unit of Competency RIIWSH302D

ACSF Skill	Performance Indicator	Learning		Reading		Writing		Oral Comm.		Numeracy		
		.01	.02	.03	.04	.05	.06	.07	.08	.09	.10	.11
RIICOM201D	Communicate in the workplace	2	2	2	2	2	2	2	2	-	-	-
RIIWSH201D	Work safely and follow WHS policies and procedures	2	2	2	2	2	2	2	2	2	2	-
RIICRM201E	Escort mobile works	2	2	2	2	2	2	2	2	2	2	2
RIIWSH205D	Control traffic with stop slow bat	3	3	3	3	3	3	3	3	3	3	-
RIIWSH302D	Implement traffic management plan	4	4	2	2	3	3	3	3	2	2	-
RIIRIS301D	Apply risk management processes	3	3	3	3	3	3	3	3	-	-	-
RIIGOV401D	Apply monitor and report on compliance systems	4	4	5	5	4	4	4	4	4	4	4
RIIRIS402D	Carryout the risk management process	4	4	4	4	4	4	4	4	3	1	3
RIICWD503D	Prepare workzone traffic management plan	5	5	5	5	4	4	4	4	5	5	4

Learning

ACSF Level	Learning indicator	Description
1	.01	Demonstrate some awareness of self as a learner
	.02	Takes first steps towards developing explicit learning strategies
2	.01	Demonstrates some awareness of learning strengths and areas of need and begins to plan and manage the learning process
	.02	Applies a limited range of learning strategies in structure and familiar contexts
3	.01	Plans implements and adjust processes as required to achieve learning outcomes and begins to seek new challenges
	.02	Experiments with new learning strategies in familiar contexts and applies some strategies in less familiar contexts
4	.01	Accepts new learning challenges explicitly designing reflecting on and redesigning approaches to learning as an integral part of the process
	.02	Adapts a range of familiar strategies to new contexts and experiments with new approaches
5	.01	Self directs learning actively designing and managing processes appropriate to the context

Reading

1	.03	Identifies personally relevant information and ideas within highly familiar contexts
	.04	Uses a limited range of decoding strategies to identify specific information in explicit and highly familiar texts
2	.03	Identifies and interprets relevant information and ideas within familiar contexts
	.04	Uses a number of reading strategies to identify and interpret relevant information within familiar text types
3	.03	Evaluates and integrates facts and ideas to construct meaning from a range of text types
	.04	Selects and applies a range of reading strategies as appropriate to purpose and text type
4	.03	Interprets and critically analyses structurally complex texts containing some ambiguity

Writing

1	.05	Convey a simple idea opinion factual information or message in writing
	.06	Display limited vocabulary grammatical accuracy and understanding of conventions of written text
3	.06	Produces familiar text types using simple vocabulary grammatical structures and conventions
	.05	Communicate relationships between ideas and information in a style appropriate to audience and purpose
4	.06	Selects vocabulary grammatical structures and conventions appropriate to the text
	.05	Communicates complex relationships between ideas and information matching style of writing to purpose and audience
5	.06	Displays knowledge of structure and layout employing broad vocabulary grammatical structure and conventions acute to text
	.05	Generates complex written text demonstrating control over broad range of writing styles and purpose
	.06	Demonstrates sophisticated writing skills by selecting appropriate conventions and style devices to express precise meaning

Oral

1	.07	Gives or elicits basic information in a short simple spoken context
	.08	Listens for basic information in short simple texts
2	.07	Uses everyday language to provide information or maintain a conversation in familiar spoken contexts
	.08	Listens for relevant information in oral texts across familiar contexts
3	.07	Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts
	.08	Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts
4	.07	Demonstrate flexibility in spoken texts by choosing appropriate structures and strategies in a range of contexts
	.08	Applies appropriate strategies to extract main ideas from oral texts across a range of contexts
5	.07	Establishes and maintains complex and effective spoken communication in a broad range of contexts
	.08	Displays depth of understanding of complex and texts which include multiple and unstated meanings

Numeracy

1	.09	Locates and recognises key mathematical information in simple activities or texts
	.10	Uses simple mathematical and personal problem-solving strategies in highly familiar contexts
	.11	Uses everyday informal; oral language or highly familiar representation to communicate simple mathematical information
2	.09	Identifies and comprehends relevant mathematical information in familiar activities or texts
	.10	Selects and uses appropriate familiar mathematical problem-solving strategies to solve problems in familiar contexts
	.11	Uses informed and some formal oral and written mathematical language and representation to communicate mathematically
3	.09	Selects and interprets mathematical information that may be partly imbedded in a range of familiar and some less familiar task and texts
	.10	Selects from and uses a variety of developing mathematical and problem-solving strategies in a range of familiar and some less familiar contexts
	.11	Uses a combination of both informal and formal oral written mathematical language and representation to communicate mathematically
4	.09	Extracts and evaluates the mathematical information imbedded in a range of task and texts
	.10	Selects from and applies an expanding range of mathematical and problem-solving strategies in a range of contexts
	.11	Uses a range of informal and formal oral and written mathematical languages and representation to communicate mathematically
5	.09	Analyses and synthesises highly embedded mathematical information in a broad range of tasks and texts
	.10	Selects from and flexibility applies a wide range of highly developed mathematical and problem-solving strategies and techniques in a broad range of contexts
	.11	Uses a wide range of mainly formal and some informal oral and written mathematical language and representation to communicate mathematically

Complaints and Appeal Procedures

You have the right to lodge a valid complaint or appeal when undergoing training and assessment. In the event you wish to lodge a complaint or appeal please approach the trainer or any other ETAS staff member in the first instance to attempt to resolve. Should you wish to escalate a complaint about our service delivery or appeal against an assessment decision please approach your trainer and assessor first. We shall aim to resolve any concerns or issues you may have immediately.

If your complaint or appeal is not resolved by the trainer and assessor through an informal process please raise directly with the ETAS Training Administration Manager on 08 8988 5484 who shall follow up the matter and support you to submit your formal complaint. We strongly recommend you record the nature of your complaint or appeal in writing and include as much detail as possible. Your complaint or appeal must be submitted within one (1) month of the incident. On receipt of your complaint or appeal we shall acknowledge this in writing to you, review the circumstances around your complaint or appeal and work with you to achieve a satisfactory outcome. A Complaints / Appeals Application form can be obtained direct from the ETAS Training Manager and must be completed and submitted to the ETAS Training Manager at etas@bigpond.net.au to commence the formal process. Complaints and appeals are treated seriously and dealt with promptly, impartially, sensitively and in confidence. After providing you with the opportunity to resolve your complaint or appeal you can raise it directly with Australian Skills Quality Authority. Information about how to do this is available at the ASQA website – www.asqu.gov.au ASQA can provide you with advice on what further action is open to you.

If a complaint is made in relation to:

- Training and Assessment Materials we shall review the course content in conjunction with you, the trainer and assessor.
- Inappropriate behaviour of an ETAS staff member we shall investigate the matter, take appropriate action with the staff member and inform you of the outcome.

An Assessment decision:

- Have the assessment reviewed by another assessor.

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

- Training, assessment materials and resources are thought to be inappropriate.
- Information provided, be it written or verbal is thought to be inappropriate or incorrect.
- The training and assessment services offered or provided are thought to be inappropriate services.
- Direct Discrimination by way of a person(s) being treated unfairly, unequally or harassed on the basis of a characteristic or a presumed characteristic relating to person's sex; sexuality, pregnancy, marital status, race, disability or age
- Indirect discrimination when a requirement (written or unwritten rules, traditions, practices, procedures or structures) which is the same for everyone has an unequal or disproportionate effect or result on particular groups of people.
- Victimization which constitutes verbal abuse, deliberate isolation by others or employees, denial of promotional or training opportunities or any other detriment. While the legislation provides protection against victimisation ETAS is responsible for acting to ensure that it does not occur.
- Privacy Breach relating to the collection, storage, and access to the collection, use and disclosure of personal information
- Personal behaviours and conflict where an individual's behaviour is considered to be inappropriate or causing disruption or conflict.

We shall:

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

External Review

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

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

- RIIWH5201D** Work Safely & Follow WHS Policies and Procedures: MRWA – prerequisite for TC, BWTM, WTM and (AWTM)
- RIICOM201D** Communicate in the Workplace - MRWA - prerequisite for TC and BWTM
- RIICRM201E** Escort Mobile Works DIPL – Escort Mobile Works (WZ4)
- RIIWH5205D** Control Traffic with Stop / Slow Bat MRWA Traffic controller (TC) DIPL – Workzone Traffic Controller WZ 2
- RIIRIS301D** Apply Risk Management Process MRWA TBC
- RIIWH5302D** Implement Traffic Management Plan Traffic Management MRWA -Basic Worksite Traffic Management (BWTM) DIPL – Workzone Traffic Supervisor (WZ3)
- RIIRIS402D** Carry out the Risk Management Process MRWA -Worksite Traffic Management (WTM) Advanced Worksite Traffic Management (AWTM Prerequisite (BWTM) and attend delivery of (AWTM) course.
- RIICWD503D** Prepare Work Zone Traffic Management Plan MRWA Advanced Worksite Traffic Management (AWTM) Evidence of Having Held (BWTM) DIPL – Workzone Traffic Management Plan Designer (WZ1)

Main Road Western Australia (MRWA)

Upon successful completion of a Western Australian traffic management training course your details shall be entered into the Main Roads Western Australia (MRWA) database. The database is updated within five (5) working days of the person being issued with a MRWA accreditation and is the only official register. Those that are not listed have either not been issued with a MRWA accreditation or their accreditation has expired or been withdrawn. The Graduate search link has been provided to enable PCBU's / Employers, government bodies and others to check and verify that a person holds a valid MRWA accreditation go to: <https://mrapps.mainroads.wa.gov.au/RTR/GraduateSearch.aspx>

Those wishing to undertake Advanced Worksite Traffic Management Training courses should thoroughly familiarise themselves with MRWA requirements as published in the MWRA Works on Roads / Events Code of Practice. If you fail to meet these specified requirements you cannot be issued with an MRWA Accreditation. For further information go to: <https://www.mainroads.wa.gov.au/OurRoads/TrafficManagement/Pages/EventsonRoads.aspx>

Northern Territory Training Courses and Assessment Fees for Service

Course Code	Course Type	Course Duration	Fee For Service
WZ 1 Full Course	Workzone Full Course RIICWD503D – Prepare Workzone Traffic Management Plan Workzone Traffic Management Plan Designer	5 days	\$1,495.00
WZ 1 Refresher	Workzone Refresher Course	1 day	\$900.00
WZ 1 Conversion	Workzone 1 – Conversion (Gap Bridging Interstate Accreditation) Subject to Statement of Attainment already attained.	2 days	\$1,100.00
WZ 2 and WZ 3 Full Course	Workzone 2 and Workzone 3 Full Course RIIWH5302D Implement Traffic Management Plan RIIWH5205D Control Traffic with Stop Slow Bat Combined	Darwin 2 days	\$600.00
		Regional 2 days	\$700.00
WZ 2 and WZ 3 Refresher Course	Workzone 2 and Workzone 3 Refresher Course	3.5 days	\$250.00
WZ 2 and WZ 3 Conversion / Gap Bridging Interstate Accreditation	Accredited in both WZ 2 and WZ 3 Interstate	4.5 hours	\$250.00
	Only Accredited in WZ 2 Interstate	1 day 3.5 hours	\$375.00
	Only Accredited in WZ 3 Interstate	1 day 3.5 hours	\$375.00
WZ 4 Full Course	RIICRM201E Mobile Works Must hold current Motor Vehicle Registry Card for WZ 2 and WZ 3. Conditions apply	1 day	\$500.00
	WZ 4 Refresher Course	3.5 hours	\$250.00

Western Australia Training Courses and Assessment Fees for Service

Serial	Courses Offered Refer to course individual course information for more details	Duration	Fee for Service
1.	Advance Worksite Traffic Management (AWTM) - Full course RIIWHWS201D – Work safely and follow WHS policies and procedures RIIRIS402D – Carryout the Risk Management Process RIICWD503D – Prepare Workzone Traffic Management Plan	5 days	\$1495
2.	AWTM - Refresher Course	1 day	\$950
3.	AWTM - Conversion (Gap Bridging Interstate accreditation) Subject to statement of attainment already attained	1 day	\$1200
4.	Worksite Traffic Management (WTM) - Full course RIICOM201D – Communicate in the Workplace RIIRIS402D – Carryout the Risk Management Process RIICWD503D – Prepare Workzone Traffic Management Plan	5 days	\$1300
5.	WTM - Refresher Course	1 day	\$1000
6.	WTM - Conversion - (Gap Bridging Interstate accreditation) Subject to statement of attainment already attained	1 day	\$1150
7.	Traffic Controller & Basic Worksite Traffic Management (TC) & (BS) - Combined Full course RIICOM201D– Communicate in the Workplace RIIWHWS201D – Work Safely & Follow WHS Policies & work Procedures RIIWHWS205D – Control Traffic with Stop Slow Bat RIIWHWS302D – Implement Traffic Management Plan	3 days	\$900

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Definitions Guide

Accredited Training	Structured sequence of vocational education and training accredited by a state or territory course accrediting body and leads to an Australian Qualifications Framework qualification or statement of attainment.
Australian Skills Quality Authority (ASQA)	ASQA is the national vocational and (VET) training regulator. The role of ASQA includes ensuring the quality and reputation of Australia VET system is maintained through effective national regulation.
Standards for Registered Training Organisations 2015 (The Standards)	The Standards for Registered Training Organisations V2 2017 has been developed to reflect ASQA's student centered approach to audit which focuses on the student's experience and the practices of RTO's. The Standards aim to help RTO's make sure their practices deliver a quality experience for every student at each stage of their journey through the VET system.
Australian Qualifications Framework (AQF)	Australian Qualifications Framework (AQF) provides a national framework for all education and training qualifications in Australia. The AQF aims to provide consistency of qualifications across Australia. Qualifications or Statements of Attainment issued by Registered Training Organisations have national recognition irrespective of whether the training and / or assessment have taken place on or off the job.
Australian Quality Training Framework (AQTF)	Australian Quality Training Framework is a set of nationally agreed standards addressing quality assurance and national recognition in the Vocational and Training System.
Competency	Being able to perform and demonstrate the required knowledge and skill in the workplace. The required knowledge and skill are usually specified as required Standards of Performance.
Employability Skills	Employability skills are skills that apply across a variety of jobs and life contexts. There are eight (8) Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organizing, self-management, learning and technology.
Evidence	Information gathered which when matched against the performance criteria, provides proof of competency.
Language, Literacy and Numeracy (LLN)	Language, literacy and numeracy skills relate to how we communicate with each other verbally and in writing. LLN skills often but not always used at the same time.
Non Accredited	Training which is not nationally recognised.
Pre Requisites	Pre requisites are the minimum entry requirements for admission to a training course.
Recognition of Prior Learning (RPL)	An assessment process which assesses an individual's formal and informal learning to determine the extent to which the individual has achieved the required learning outcomes, competency outcomes or standards for entry to , and / or partial or total completion of a qualification.
Registered Training Organisation (RTO)	Training organisations that have been registered in accordance with the Australian Quality Training Framework to provide vocational education and training (VET) RTO's include TAFE, private training provider, enterprises and schools. Earthworks Training & Assessment Services is a RTO.
Statement of Attainment (SOA)	Issued by a registered training organisation when an individual has completed one or more units or competency / modules from a nationally recognised qualifications (s) or course (s).
Trainer and Assessor	A qualified person working for a RTO who is responsible for assessments and determining you are competent.
Unit of Competency	A unit of competency describes a discrete job or function and is written in terms of workplace outcomes. Further developed through elements and performance criteria.
Unique Student Identifier (USI)	A personal ten (10) digit reference code which will link an individual training records together in the one place.
Department of Infrastructure, Planning and Logistics (DIPL)	Department of Infrastructure, Planning & Logistics – Northern Territory Government.
Main Roads Western Australia	Main Roads Western Australia Western Australia Government
Person Protective Equipment (PPE)	Personal Protective Equipment
Access and Equity	Policies and approaches aimed at ensuring VET is responsive to the individual needs of course participants / learners whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.
VET Quality Framework	Comprises of: Standards for Registered Organisations, The Australia Qualifications Framework, The Fit and Proper Person Requirements, The Financial Viability Risk Assessment Requirements, The Data Provision Requirements.
Data Provision Requirements	Requirements for the data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.