

**Exelnet Pty Ltd**

**RTO No: 40604**

**Student Pre Enrolment Information Kit**



## About Us

Exelnet Pty Ltd is a Registered Training Organisation offering a full range of training services to cater for the [Testing & Tagging](#) of Portable Electrical Appliances to Australian Standards AS/NZS3760 & as referenced in the AS/NZS 3012.

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

## Registered Training Organisation

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

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

All of our Trainers and Assessors hold at least a Certificate IV in Training & Assessment and have had hands on experience with Testing & Tagging and most of them have run their own testing & tagging business. Attending an Exelnet Pty Ltd course will give you a fantastic overview of the industry and our trainers and assessors are well equipped to answer any question on the industry.

## Training Facilities

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

Our Training Locations	
<b>Victoria</b> <b>Rowville(Head Office)</b> 14/ 5 Kelletts Rd Rowville Victoria 3178 Phone: 1300 848 302  <b>Caroline Springs</b> Caroline Springs Civic Centre, 193-201 Caroline Springs Blvd (Corner of Lake St) Caroline Springs Victoria 3023	<b>Western Australia</b> <b>Perth (Branch Office)</b> Shop 7, Ground Floor, 386 Wanneroo Road, Westminster, WA 6061 Phone: 1300 889 167  <b>Freemantle</b> Fremantle Chamber of Commerce 16 Phillimore St Fremantle WA 6959  <b>Belmont</b> Belmont Business Enterprise Centre, 7 Fair brother Street, Belmont WA 6104
<b>South Australia</b> <b>Thebarton</b> Innerwest Business Enterprise Centre, 30-32 Stirling St, Thebarton, SA 5031	<b>Queensland</b> <b>Brisbane</b> Construction Training Centre 460-492 Beaudesert Rd, Salisbury, QLD 4107 <b>Gold Coast</b> The Icon Function Centre 2 Miami Key Broadbeach Waters 4218 <b>Sunshine Coast</b> Talkspace, Unit 3/45 Wises Road, Maroochydore, QLD 4558
<b>For more information on maps contact numbers and email addresses please visit our website</b> <a href="http://www.testandtagtraining.com.au">www.testandtagtraining.com.au</a>	

## Full Range of Services Offered by Exelnet Pty Ltd

### Sufficient One on One Training

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

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

### Courses

#### Eligibility

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

### Changes to Test & Tag Unit of Competency

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

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

#### What does this mean?

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

RTO's have a 12 month transition period to begin teaching an upgraded unit of competency. This means that the current unit UEENEEP008B can be delivered up until 15th March 2013. After that time the new unit must be delivered & that will mean you must complete the pre-requisite unit as well.

If you have already completed the current unit or intend to complete the unit prior to March 2013, you don't need to complete the additional unit & your qualification will remain current. There is no need to upgrade to the new unit, this unit will only apply to those students who participate in a course after March 2013.

For more information on the transitional arrangements visit ASQA (Australian Skills Quality Authority) [www.asqa.gov.au](http://www.asqa.gov.au) under documentation Transitional Arrangements

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

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

Both units are from the UEE 11 Electro Technology Training Package.

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

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

**Delivery:** Online course

**Course Duration:** self-paced program

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

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

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

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

#### **Testing & Tagging with Portable Appliance Testers to AS/NZS3760**

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

**Delivery:** Face to Face - Classroom

**Course Duration:** 1 day (8 hours)

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

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

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

#### **Cost**

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

#### **Equipment**

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

#### **Portable Appliance Testers (PAT'S)**

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

## Additional Support Services

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

## Facilities & Equipment

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

## Exelnet Pty Ltd Policies and Procedures

Exelnet Pty Ltd RTO No. 40604 has to comply with the ASQA's VET Standards for NVR RTOs. We have developed appropriate policies and procedures. If you wish to access any of our RTO policies and procedures then contact our head office for further information on 1300 848 302. Our RTO staff will be more than happy to provide all the relevant details.

## Qualifications Pathway

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

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

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

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

## Assessment

As a Registered Training Organisation we will be conducting assessments for all our courses. All courses have assessment criteria that is provided to students when they start the course. We follow our assessment policy and procedure to ensure that all our assessments are conducted in a fair and equitable manner.

## Other fees and charges

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

## Certificate, Issuing statement of attainment

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

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

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

## Not Yet Competent

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

## RPL and Credit Transfer

Students who may wish to apply for RPL or credit transfer need to contact our compliance department at our head office on 1300 848 302 for more information. Each application is dealt individually on a case by case basis.

## Access and equity

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

## Complaints and Appeals

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

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

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

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

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

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

Call the complaints team on 1300 701 801 or email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au) If they need an interpreter, please call the Translating and Interpreting Service on 131 450 and ask them to telephone the Australian Skills Quality Authority on 1300 701 801, between 9.00 am and 7.00 pm EST, Monday to Friday. Or the National Training Hotline telephone: 13 38 73

## Student's Rights and Responsibilities

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

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

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

- Test and Tag Training Student Fees Paid in advance
- Test and Tag Training Refund Policy
- Complaints and Appeals Policy and Procedure

For all other policies and procedures please contact our office on 1300 848 302.

## Legislation and how it affects you as a student

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

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

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

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

- workplaces must be maintained and used in a safe manner;
- work practices should be safe and not endanger self and others; and
- both the owner (PCBU) Person Conducting Business and or Undertaking as per the new WHS Act 2011, operator at any workplace have a duty of care to ensure the occupational health and safety of all.

So for all practical purposes, it simply means that we all need to be aware of workplace health and safety issues and where something doesn't seem right, or there is a potential risk, then the appropriate person is informed. As a student you can report the matter to your Trainer and Assessor or contact our head office.

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

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

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

**Access and Equity principles** include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

This means that Exelnet Pty Ltd and its entire RTO staff must treat all students, clients, suppliers, staff and the public in general in a fair, equitable and non-discriminatory manner. Exelnet's RTO staff are responsible for ensuring that they always operate in a fair and equitable manner. This also means that students are also responsible for ensuring that they always behave in a fair and equitable manner.

### **Copyright**

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

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

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

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

### **Privacy Act**

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

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



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