



RTO: 21064

# Student Information Handbook

## Contents

Contents .....	2
Introduction.....	5
Planning for training.....	7
Student Orientation.....	7
Competency-Based Training and Assessment Process .....	7
Assessment.....	7
Recognition of Prior Learning (RPL) and Credit Transfer (CT) .....	7
Language Literacy and Numeracy (LLN) .....	8
Training Evaluation.....	8
Qualifications to be issued .....	8
Course information.....	8
Enrolment Process.....	8
Code of Conduct .....	9
Equity Commitment .....	9
Modern Slavery .....	9
Occupational Health and Safety .....	9
Privacy .....	9
Management .....	9
Administration management .....	10
Training & Assessment .....	10
Staff .....	10
Marketing & enrolment.....	10
Student Code of Conduct and General Information .....	12
Student support services.....	12
Academic Support Services .....	13
Welfare Support Services .....	13
Services and contacts .....	13
Student Safety .....	13
Access to Student Records .....	13
Academic Misconduct .....	14
Compliments, Complaints and Appeals.....	14
Further Information.....	14
Course information.....	15

HLTAID009 – Provide cardiopulmonary resuscitation.....	16
HLTAID011 – Provide First Aid.....	17
RIIWHS204E – Work safely at heights.....	18
RIIWHS205E – Control traffic with a stop-slow bat.....	19
RIIWHS302E - Implement traffic management plans.....	20
UEECD0007 – Apply work health and safety regulations, codes and practices in the workplace.....	21
UETDRDO003 – Maintain energised high voltage distribution overhead electrical apparatus (glove and barrier) .....	22
UETDRDO004 – Maintain energised high voltage distribution overhead electrical apparatus (stick) .....	23
UETDREL001 – Apply environmental requirements.....	24
UETDREL004 – Operate plant and equipment in the vicinity of live electrical apparatus.....	25
UETDREL005 - Work safely in the vicinity of live electrical apparatus.....	26
UETDREL006 – Work safely in the vicinity of live electrical apparatus as a non-electrical worker .....	27
UETDRIS017 – Perform high voltage field switching operation to a given schedule .....	28
UETDRIS018 – Perform low voltage field switching operation to a given schedule .....	29
UETDRMP001 – Apply access authority procedures to work on or near electrical apparatus.....	30
UETDRMP002 – ESI safety rules for work on, near or in the vicinity of electrical apparatus.....	31
UETDRMP003 – Perform cable pit/ trench/ excavation rescue.....	32
UETDRMP004 – Perform elevated work platform controlled descent escape.....	33
UETDRMP005 – Perform elevated work platform rescue.....	34
UETDRMP006 – Perform pole top rescue .....	35
UETDRMP007 – Perform rescue from a live low voltage panel.....	36
UETDRMP008 – Perform rescue from switchyard structures.....	37
UETDRMP010 – Perform first aid in an ESI environment.....	38
UETDRMP011 – Testing of connections to low voltage electricity networks .....	39
UETDRMP012 – Working on energised low voltage overhead electrical apparatus .....	40
UETDRSB001 – Perform substation switching operation to a given schedule.....	41
Appendix A .....	42
Feedback Policy/ Procedure (Compliments, Complaints and Appeals).....	42
1.0 Purpose .....	42
2.0 Scope .....	42
3.0 References.....	42
4.0 Policy Statement.....	43
5.0 Providing feedback.....	43
6.0 Assessment of Feedback .....	43

7.0	Our approach to compliments and complaints .....	44
	Onsite solution .....	44
	Escalate to administration.....	44
	Investigation.....	44
	Internal Review.....	44
	External review .....	45
8.0	Appealing a decision.....	46
9.0	Other dispute resolution options .....	47
10.0	Records and confidentiality .....	48
11.0	Corrective Action and Improvements.....	48
12.0	Roles and Responsibilities.....	48
Appendix B.....		50

## Introduction

Welcome to Energy Services.

Established in 1999, Energy Services PTY LTD is a Registered Training Organisation (RTO #21064) that provides on-site training, auditing and consultancy services to the Electricity Supply Industry. Located in Victoria, we have delivered on-site training and auditing services across Australia, New Zealand, Hong Kong and the Fiji Islands.

As a Registered Training Organisation (RTO), Energy Services is governed by the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's Vocational Education and Training (VET) sector under the National VET Regulator Act 2011. ASQA regulates courses and training providers to meet nationally approved quality standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our students and consistently meet their expectations. Quality is maintained through compliance with the VET Quality Framework and through our continuous improvement systems.

Training programs are tailored to meet specific industry requirements and are based on National guidelines. Terms of Reference include the Powering Skills Organisation (PSO) and the Electricity Industry UET - National Training Package for the Transmission, Distribution & Rail Sector.

We are an Australian-owned and operated company that takes an innovative approach to the requirements of the electricity industry, resourcing projects with teams of experienced personnel drawn from the Australian electricity supply industry.

Our principal purpose is to provide high-quality training and consultancy services to satisfy our student's requirements. Our training courses are nationally recognised and accredited to meet national vocational and education standards. We also offer industry-specific, non-nationally accredited training and can customise training products to suit our student's needs.

We acknowledge the importance of adult learning principles in effective training delivery. We believe that all students should be encouraged to take responsibility for their own learning and understand that, as students, they have an active role to play in their training/learning and assessment process.

All trainers/ assessors have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and support they deserve.

This Student Information Handbook aims to introduce you to the services available to you at Energy Services.

## Location

Our head office is located in Taylors Lane Strathfieldsaye, Victoria, and our trainer/ assessors provide on-site training throughout Victoria and southern New South Wales and have the ability to offer training throughout Australia.

## Staff contacts

Scott Parkinson	<b>Chief Executive Officer</b>	<b>sparkinson@energyservices.net.au</b>
Lisa Parkinson	<b>Operations Manager</b>	<b>lparkinson@energyservices.net.au</b>
General Enquiries	<b>Administration Team</b>	<b>office@energyservices.net.au</b>

Staff can be contacted between 9.00 am and 4.00 pm Mon – Fri.

Most training will be delivered and assessed between 8.00 am and 4.00 pm Monday to Friday. These times may vary at the request of students.

Training will typically not last more than 8 hours in any one day.

## Planning for training

### Student Orientation

Orientation is conducted at the commencement of the course. Its purpose is to ensure students are aware of the training and assessment processes and responsibilities of the student and Energy Services during the course. It is also an opportunity for students to ask any last-minute questions.

### Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This could include performing higher-level duties such as planning, problem-solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the industry. Training delivery may occur in various forms (classroom, work-based, on-site) to ensure an overall understanding of all skills and knowledge is available.

### Assessment

Assessment is the process of collecting evidence and judging whether competency has been achieved. The assessment aims to confirm that an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through courses will require students to complete various written work, oral questions and practical demonstrations.

Where a student has undertaken an assessment and it has been marked as NYC (Not yet Competent), they will be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a 2<sup>nd</sup> and 3<sup>rd</sup> time, they must re-enrol in that unit of competency/course. This will include re-training and a re-enrolment fee for the unit in question.

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

Competency-based training emphasises the workplace application of attained knowledge and skills - not how long spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainment that have been issued by any other Registered Training Organisation (RTO) will be recognised by Energy Services. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Recognition of Prior Learning (RPL) acknowledges skills and knowledge obtained through formal training, work experience and/or life experience. This process identifies and assesses previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of Energy Services. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge. Energy Services may be required to contact the original issuer of the documentation presented to ascertain the validity of qualifications.

Information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Please note that RPL cannot be granted for part of a unit. Any applicant may appeal in writing against a decision regarding RPL to the CEO by following the Feedback Policy/ Procedure.

## Language Literacy and Numeracy (LLN)

Energy Services recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are, therefore, an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

As part of the enrolment process, the student may need to complete an LLN exercise, which will be used to assess the LLN ability of the student. Some students may be referred for additional help as required.

We encourage students with LLN concerns to undertake training. A range of support services can be provided for the student upon request.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer/ assessor.

## Training Evaluation

Energy Services fully appreciates and acts accordingly to any feedback you give us. A feedback form will be forwarded to you at the conclusion of your course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

## Qualifications to be issued

Students completing all assessment requirements for a course will be awarded a statement of attainment for nationally recognised training corresponding to the completed course.

For non-nationally recognised training, a certificate of completion will be issued.

## Course information

Course information can be found on pages 14 to 40 of this document. This includes information on content, length, mode of study, entry requirements and pathway information.

## Enrolment Process

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in this booklet
2. Complete a language, literacy and numeracy exercise (if required)
3. Complete an Enrolment Form
4. Sign the Enrolment Form to declare that you understand all of the information provided
5. Return the Enrolment Form to the Energy Services staff or by e-mail to [office@energyservices.net.au](mailto:office@energyservices.net.au)

*Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential.*



## Code of Conduct

Energy Services practices are directed by our code of conduct. The code of conduct is a guide to ensure that we consistently provide the highest possible quality services to all our stakeholders and that we act in a manner that respects their rights.

### Equity Commitment

All Energy Services staff will adhere to the principles and practices of equity in education and training; they will treat every student fairly and without discrimination. Energy Services has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to the Feedback Policy/ Procedure).

Energy Services acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1975 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- The Equal Opportunity Act, 1995 (Victoria)

Energy Services fosters equality and access in a training environment that is fair and conducive to learning at all levels. Our training services are available to all participants regardless of ethnicity, gender, age, marital status, sexual orientation, or physical or intellectual impairment.

All Energy Services staff are required to have an awareness and understanding of access and equity issues and are required to demonstrate access and equity principles in all dealings with students and other staff.

If you believe you have been treated unfairly by Energy Services or a Representative, please contact the CEO.

### Modern Slavery

Energy Services ensures that it is committed to preventing and addressing modern slavery within its own operations and in relation to the suppliers it engages. The Organisation recognises that modern slavery is a grave violation of human rights and is dedicated to ensuring that its practices are free from any form of forced labour, human trafficking, or exploitation.

### Occupational Health and Safety

Energy Services complies with all relevant Occupational Health and Safety legislation. Trainers/ assessors will actively take steps to identify hazards that could cause harm to participants in the training room and learning environment. Where possible, the trainer/ assessors will take action to remove or control these hazards and will report the hazard to the appropriate on-site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students or employees. This means students must follow all safety rules, procedures and the instructions of their trainer/ assessor if in attendance at an Energy Services premises.

### Privacy

Per our Privacy policy, we are committed to protecting all our students' privacy and personal information. Except as required under AQF, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

A copy of the Privacy Policy is available upon request.

### Management

Energy Services ensures that:

- the provision of high-quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high-quality training & assessment is consistently provided
- the RTO will adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
- suitably qualified staff contribute to informed decision-making in management, academic and support services

- all staff are aware of their responsibilities to the RTO and the student
- it employs a fair and equitable systematic approach to the recruitment, induction and professional development of its staff
- a safe learning environment is provided both on and off-site to facilitate student learning
- it maintains appropriate insurances
- it will inform ASQA of any significant changes to the RTO's control, senior management and scope.
- It provides the regulator with the required soft and hard copy data when requested.
- It will fully cooperate with all regulatory bodies during audits
- courses delivered are current and in accordance with training package requirements

## Administration management

Energy Services ensures that:

- academic records are stored for a period of 30 years
- personal records will be treated as confidential and stored on and off-site
- it maintains appropriate systems to record and store student details relating to attainment, attendance, AVETMISS details and related correspondence
- it adopts an AVETMISS-compliant student management system
- staff and students are to be able to request access to their own records
- Statements of attainment and certificates will be awarded to students who successfully complete our courses
- Statements of attainment and certificates are provided in a timely manner
- Statements of attainment and certificates contain the required information

## Training & Assessment

Energy Services ensures that:

- all learning and assessment materials are their own or permission obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- training and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff and students
- the opportunity for recognition of prior learning and credit transfer are provided to students
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to students
- LLN needs are assessed and accommodated where appropriate
- course delivery is no longer than 8 hours per day
- training occurs between 8.00 am and 4.00 pm unless otherwise requested by students
- all course learning and assessment material is systematically validated
- course and RTO information is made available to students pre-enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

## Staff

Energy Services ensures that:

- training and assessment staff possess relevant current vocational experience for the course/s they deliver
- training and assessment staff hold appropriate vocational qualifications
- possess a Certificate IV in Training and Assessment or equivalent
- will engage in professional development activities relevant to their teaching
- will employ RTO policies and procedures when training and assessing
- will treat all students in a fair and equitable manner

## Marketing & enrolment

Energy Services ensures that:

- provide appropriate pre-enrolment information to students to enable them to make an informed choice of course
- not provide false or misleading information about the RTO or its courses
- perform marketing activities with integrity and accuracy
- identify all AQF-accredited and non-accredited courses in all its materials
- identify the RTO name and number on all its materials
- ensure that the course chosen is appropriate to the needs of the student
- systematically review its marketing materials to ensure currency and accuracy
- employ a systematic, fair and equitable approach to enrolling students

## Student Code of Conduct and General Information

Students are expected to follow all reasonable instructions from Energy Services staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled courses/classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are responsible for notifying their Trainer/ assessor (or the administration team) if they are unable to attend a training session for whatever reason.

Students are also required to adhere to Energy Services academic guidelines. If a student is found to have acted in a way that Energy Services deems to be misconduct, it may impact their successful completion of the course. Energy Services will monitor student's course progress and provide appropriate support to ensure successful completion within the scheduled period.

### All students have the:

- right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or country of origin
- right to learn in an environment free from intimidation and interference from others
- right to access all services and facilities as identified in pre-enrolment information
- right to suitably qualified and experienced trainers/assessors
- right to seek academic advice and support from their trainer/ assessors
- right to learn in a safe and clean environment that facilitates achievement
- right to access the Feedback Policy/ Procedure to resolve disputes/complaints

### All students are expected:

- not engage in cheating or plagiarism
- to submit work when required.
- to meet the terms of enrolment
- to attend all classes
- to participate in course learning and assessment activities
- to treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin

## Student support services

Energy Services will ensure that all students will be supplied information pre-enrolment on the following:

- course information
- enrolment process/requirements
- course fees
- assessment arrangements
- recognition of prior learning/credit transfer
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- cancellation fees and terms
- complaints and appeals

In addition, students will be provided access to appropriate academic and personal support services during their course.

## Academic Support Services

All staff can be approached to gain advice/support on academic issues. Staff at Energy Services will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Energy Services has relationships with external sources of support where the staff at Energy Services are not qualified, or it is in the student's best interests to seek professional advice.

## Welfare Support Services

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Our relationships with professional welfare services ensure that our students are provided with access to services if required.

## Services and contacts

Fire, ambulance and police emergency	Phone 000
Australian Council for Adult Literacy	<a href="#">Australian Council for Adult Literacy</a>
Life Line 24 hour Counselling Services	Phone 131 114
Department of Employment & Workplace Relations	<a href="#">Department of Employment and Workplace Relations</a>
Victorian Equal Opportunity & Human Rights Commission	<a href="#">Victorian Equal Opportunity and Human Rights Commission</a>
Academic support	Energy Services – office@energyservices.net.au

## Student Safety

Energy Services has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.

When travelling to and from your RTO premises, it is important to always ensure your safety. The following are some tips to ensure your safety, and all staff can assist you with strategies to improve your safety.

### Student Safety Tips

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well-lit and busy.
- Avoid confrontation - walking away is better and safer if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side streets.
- Have your keys ready well before you reach the door of your car or house.
- If you are going away, tell someone you trust where you are going and when you will be back.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

## Access to Student Records

Students may access their personal records held by Energy Services at any time. Students may contact the administration team to discuss a suitable time to view their file, and access will only be granted once a student can

confirm their identification. Student access to the file will be granted as soon as possible after confirming the student's identification.

## Academic Misconduct

Students at Energy Services are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

**Plagiarism** is the act of presenting another person's work as your own and failing to acknowledge that the thoughts, ideas or writings are of another person.

Specifically, it occurs when:

- other people's work and/or ideas are paraphrased and presented without a reference;
- other students' work is copied or partly copied;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

**Cheating** is acting dishonestly or unfairly in connection to an assessment conducted by Energy Services.

Academic misconduct is considered a serious offence at Energy Services. For students who have been deemed to intentionally plagiarise/cheat, it may result in them being removed from the course.

To avoid plagiarism and/or cheating and its penalties, students are advised to note the following:

- You may quote from someone else's work (for example, from textbooks, journals or other published materials), but you must always indicate the author and source of the material.
- You should name sources for any graphs, tables or specific data that you include in your assignment.
- You must not copy someone else's work and present it as your own

If the student does not agree with Energy Services' decision, they can appeal it in line with the Feedback Policy/ Procedure.

All students have access to the Academic Misconduct Policy and Procedure, and a copy can be produced by Energy Services at any time upon request.

## Compliments, Complaints and Appeals

If students have any concerns with any aspect of their training course, they should bring this to the attention of their trainer/ assessor or another Energy Services staff member as soon as reasonably practicable. Energy Services staff will attempt to resolve this informally to the student's satisfaction.

Energy Services has a feedback policy/ procedure containing the details for providing feedback to the RTO and the mechanisms to do so. This policy/ procedure is available from the website, in Appendix A of this document, or on request from a staff member.

## Further Information

If you have any further questions that are not covered by this handbook, please do not hesitate to contact us on the details below:

Energy Services  
PO Box 457,  
Strathfieldsaye,  
VIC 3551  
0448 715 189  
[office@energyservices.net.au](mailto:office@energyservices.net.au)

## Course information

Energy Services delivers the following nationally accredited courses:

Course Code	Course Name
HLTAID009	Provide cardiopulmonary resuscitation
HLTAID011	Provide First Aid
RIIWHS204E	Work safely at heights
RIIWHS205E	Control traffic with stop-slow bat
RIIWHS302E	Implement traffic management plans
UEECD0007	Apply work health and safety regulations, codes and practices in the workplace
UETDRCD001	Work safely around powerlines as an ordinary person
UETDRDO003	Maintain energised high voltage distribution overhead electrical apparatus (glove and barrier)
UETDRDO004	Maintain energised high voltage distribution overhead electrical apparatus (stick)
UETDREL001	Apply environmental requirements
UETDREL004	Operate plant and equipment in the vicinity of live electrical apparatus
UETDREL005	Work safely in the vicinity of live electrical apparatus
UETDREL006	Work safely in the vicinity of live electrical apparatus as a non-electrical worker
UETDRIS017	Perform high voltage field switching operation to a given schedule
UETDRIS018	Perform low voltage field switching operation to a given schedule
UETDRMP001	Apply access authority procedures to work on or near electrical apparatus
UETDRMP002	ESI safety rules for work on, near or in the vicinity of electrical apparatus
UETDRMP003	Perform cable pit/ trench/ excavation rescue
UETDRMP004	Perform elevated work platform controlled descent escape
UETDRMP005	Perform elevated work platform rescue
UETDRMP006	Perform pole top rescue
UETDRMP007	Perform rescue from a live low voltage panel
UETDRMP008	Perform rescue from switchyard structures
UETDRMP010	Perform first aid in an ESI environment
UETDRMP011	Testing of connections to low voltage electricity networks
UETDRMP012	Working on energised low voltage overhead electrical apparatus
UETDRSB001	Perform substation switching operations to a given schedule

### Short courses

We also deliver non-nationally accredited VESI short courses in the following areas:

- Entry to Enclosures
- PERU HV live work
- Insulator Washing
- RSO, DSO, DS, ZSS, TSF and TS HV operator refresher training
- Make application for
- Manual handling
- Safe Approach Distances - powerline
- Safe Approach Distances - vegetation
- Safe to approach (SWER)
- Safe to climb
- VEDN
- VESI Environmental
- VESI Safety Framework

## Course

### **HLTAID009 – Provide cardiopulmonary resuscitation**

#### **Description**

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) guidelines.

This unit applies to all persons who may be required to provide CPR in a range of situations, including community and workplace settings.

#### **Nominal Duration**

This program is normally delivered over a period of 4 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

There are no prerequisites for this unit.

#### **Pathway Programs**

#### **Training & Employment Pathway**

ESI employees are required to maintain currency in the Unit(s) for authorisation/approval to work on ESI Networks.

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.



## Course

### HLTAID011 – Provide First Aid

#### Description

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies. The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.

#### Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

There are no prerequisites for this unit.

#### Pathway Programs

#### Training & Employment Pathway

ESI employees are required to maintain currency in the Unit(s) for authorisation/approval to work on ESI Networks.

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### RIIWH5204E – Work safely at heights

#### Description

This unit describes the skills and knowledge required to work safely at heights in the resources and infrastructure industries.

It applies to those working in operational roles. They generally work under supervision to undertake a prescribed range of functions involving known routines and procedures and take responsibility for the quality of work outcomes.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the unit.

#### Nominal Duration

This program is normally delivered over a period of 6 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

There are no prerequisites for this unit.

#### Pathway Programs

#### Training & Employment Pathway

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **RIIWH5205E – Control traffic with a stop-slow bat**

#### **Description**

This unit describes the skills and knowledge required to control vehicle and pedestrian traffic using stop-slow bats, hand signals and approved communication devices in the resources and infrastructure industries.

It applies to those working in operational roles. They generally work in teams in live traffic environments under some degree of supervision.

#### **Nominal Duration**

This program is normally delivered over a period of 6 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

There are no prerequisites for this unit.

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **RIIWH302E - Implement traffic management plans**

#### **Description**

This unit describes the skills and knowledge required to set out, monitor and close down traffic management plans and traffic guidance schemes in civil construction.

It applies to those working in supervisory roles. They generally work in teams in live traffic environments and hold some responsibility for the outcomes of others.

Licensing, legislative and certification requirements that apply to this unit can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the unit.

#### **Nominal Duration**

This program is normally delivered over a period of 6 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

There are no prerequisites for this unit.

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **UEECD0007 – Apply work health and safety regulations, codes and practices in the workplace**

#### **Description**

This unit involves the skills and knowledge required to apply work health and safety (WHS)/occupational health and safety (OHS) regulations and codes of practices in the electrotechnology workplace.

It includes applying safe working practices, following workplace procedures for hazard identification and risk control. It also includes electrotechnology worker responsibilities and application for health and safety, risk management and adherence to safety practices as part of electrotechnology work functions when preparing to enter a work area.

#### **Nominal Duration**

This program is normally delivered over a period of 4 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

There are no prerequisites for this unit.

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

# UETDRDO003 – Maintain energised high voltage distribution overhead electrical apparatus (glove and barrier)

## Description

This unit involves the skills and knowledge required to install and maintain energised high voltage (HV) overhead electrical apparatus using glove and barrier in the electricity supply industry (ESI).

It includes gaining network access approval, verifying site conditions and potential hazards, calculating physical loads and selecting appropriate work techniques.

It also includes preparing, using and maintaining specialised insulated tools and equipment.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

## Nominal Duration

This program is normally delivered over a period of 144 hours as a standalone unit.

## Delivery Modes

Face to Face (training room/workplace and simulated workplace)

## Entry Requirements

This unit is subject to the following requirements for entry:

- Certificate III in ESI - Distribution Overhead - powerline worker qualification or equivalent.
- In VESI networks, the [Minimum Rules for carrying out High Voltage Live Work](#) set out the entry criteria

## Pathway Programs

### Training Pathway

Unit of Competency towards Certificate IV in ESI – Network Systems

### Employment Pathway

Successful completion of Certificate IV in ESI – Network Systems will enable employability for leadership roles in Live Work teams.

## Location

On-site at students' workplace or another suitable facility.

## Course Start Dates

Energy Services offers courses throughout the year as directed by students.

## Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

# UETDRDO004 – Maintain energised high voltage distribution overhead electrical apparatus (stick)

## Description

This unit involves the skills and knowledge required to install and maintain energised high voltage (HV) distribution overhead electrical apparatus using stick method in the electricity supply industry (ESI).

It includes gaining network access approval, verifying site conditions and potential hazards, calculating physical loads and selecting appropriate work techniques.

It also includes preparing, using and maintaining specialised insulated tools and equipment.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

## Nominal Duration

This program is normally delivered over a period of 70 hours as a standalone unit, dependent on voltage and industry experience.

## Delivery Modes

Face to Face (training room/workplace and simulated workplace)

## Entry Requirements

This unit is subject to the following requirements for entry:

- Certificate III in ESI - Distribution Overhead - powerline worker qualification or equivalent.
- In VESI networks, the [Minimum Rules for carrying out High Voltage Live Work](#) set out the entry criteria

## Pathway Programs

### Training Pathway

Unit of Competency towards Certificate IV in ESI – Network Systems

### Employment Pathway

Successful completion of Certificate IV in ESI – Network Systems will enable employability for leadership roles in Live Work teams.

## Location

On-site at students' workplace or another suitable facility.

## Course Start Dates

Energy Services offers courses throughout the year as directed by students.

## Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **UETDREL001 – Apply environmental requirements**

#### **Description**

This unit involves the skills and knowledge required to apply environmental requirements in the electricity supply industry (ESI).

It includes participating in and contributing to environmental requirements for specific projects/sites, identifying and controlling possible environmental risks and impacts, and recording and reporting environmental incidents.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### **Nominal Duration**

This program is normally delivered over a period of 4 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

There are no prerequisites for this unit.

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.



## Course

### **UETDREL004 – Operate plant and equipment in the vicinity of live electrical apparatus**

#### **Description**

This unit involves the skills and knowledge required to operate plant and equipment in the vicinity of live electrical apparatus in the electricity supply industry (ESI).

It includes operating plant and equipment safely up to the defined safe approach distance.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### **Nominal Duration**

This program is normally delivered over a period of 6 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **UETDREL005 - Work safely in the vicinity of live electrical apparatus**

#### **Description**

This unit involves the skills and knowledge required to work safely in the vicinity of live electrical apparatus in the electricity supply industry (ESI).

It includes working safely up to the defined personal safe approach distance in the vicinity of live electrical apparatus for ESI workers.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### **Nominal Duration**

This program is normally delivered over a period of 4 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **UETDREL006 – Work safely in the vicinity of live electrical apparatus as a non-electrical worker**

#### **Description**

This unit involves the skills and knowledge required to work safely in the vicinity of live electrical apparatus as a non-electrical worker.

It includes compliance with safe approach distances for the worker, plant, tools and equipment.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### **Nominal Duration**

This program is normally delivered over a period of 4 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

There are no prerequisites for this unit.

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### UETDRIS017 – Perform high voltage field switching operation to a given schedule

#### Description

This unit involves the skills and knowledge required to perform high voltage (HV) field switching operation to a given schedule in the electricity supply industry (ESI).

It includes the approval process, isolating, paralleling and restoring HV overhead and underground electricity networks using circuit breaking and isolating equipment, specialised tools, personal protective equipment (PPE) and testing equipment.

It also includes proving de-energised, short circuiting and earthing, preparing, issuing and cancelling work permits.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### Nominal Duration

This program is normally delivered over a period of 35 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace
- UEECD0044 Solve problems in multiple path circuits
- UEECD0046 Solve problems in single path circuits
- UEECD0051 Use drawings, diagrams, schedules, standards, codes and specifications
- UEEEL0020 Solve problems in low voltage a.c. circuits
- UEEEL0021 Solve problems in magnetic and electromagnetic devices
- UETDREL001 Apply environmental requirements
- UETDREL004 Operate plant and equipment in the vicinity of live electrical apparatus
- UETDREL005 Work safely in the vicinity of live electrical apparatus
- UETDRIS018 Perform low voltage field switching operation to a given schedule

Those holding an existing Certificate III ESI Distribution Overhead, Distribution Underground qualification or equivalent meets the prerequisite unit requirements.

Those holding an existing Diploma / Advanced Diploma of ESI Power Systems or Certificate III Electrotechnology Electrician qualification or equivalent partially meets the prerequisite unit requirements. They are still required to complete:

- UETDREL004 Operate plant and equipment in the vicinity of live electrical apparatus
- UETDREL005 Work safely in the vicinity of live electrical apparatus
- UETDRIS018 Perform low voltage field switching operation to a given schedule

#### Pathway Programs

#### Training & Employment Pathway

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### UETDRIS018 – Perform low voltage field switching operation to a given schedule

#### Description

This unit involves the skills and knowledge required to perform low voltage (LV) field switching operation to a given schedule in the electricity supply industry (ESI).

It includes isolating, paralleling and restoring LV overhead and underground electricity networks using circuit breaking and isolating equipment.

It also includes the approval process, using specialist tools, personal protective equipment (PPE), testing, short circuiting for switching and preparing, issuing and cancelling work permits.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### Nominal Duration

This program is normally delivered over a period of 15 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace
- UEECD0044 Solve problems in multiple path circuits
- UEECD0046 Solve problems in single path circuits
- UEECD0051 Use drawings, diagrams, schedules, standards, codes and specifications
- UEEEL0020 Solve problems in low voltage a.c. circuits
- UEEEL0021 Solve problems in magnetic and electromagnetic devices
- UETDREL001 Apply environmental requirements
- UETDREL005 Work safely in the vicinity of live electrical apparatus

#### Pathway Programs

#### Training & Employment Pathway

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **UETDRMP001 – Apply access authority procedures to work on or near electrical apparatus**

#### **Description**

This unit covers the knowledge and understanding of electricity supply industry (ESI) access authority procedures for work on or near ESI electrical apparatus.

It includes the relevant state and territory access authority procedures, and organisational workplace requirements and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements.

No licensing applies to this unit at the time of publication.

Other conditions may also apply under state and territory legislative and regulatory licencing requirements which must be confirmed prior to commencing this unit.

#### **Nominal Duration**

This program is normally delivered over a period of 4 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- UETDRMP002 ESI safety rules for work on, near or in the vicinity of electrical apparatus

Those holding an existing ESI or Electrotechnology qualification or equivalent meet the prerequisite unit requirements.

Refer to UET Transmission, Distribution and Rail Sector Training Package Companion Volume Implementation Guide for equivalency definition.

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **UETDRMP002 – ESI safety rules for work on, near or in the vicinity of electrical apparatus**

#### **Description**

This unit covers the knowledge and understanding of electricity supply industry (ESI) safety rules for work on, near or in the vicinity of ESI electrical apparatus.

It includes the relevant state and territory safety rules, and organisational workplace requirements and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements

No licensing applies to this unit at the time of publication.

Other conditions may also apply under state and territory legislative and regulatory licencing requirements which must be confirmed prior to commencing this unit.

#### **Nominal Duration**

This program is normally delivered over a period of 4 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

There are no prerequisites for this unit.

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### UETDRMP003 – Perform cable pit/ trench/ excavation rescue

#### Description

This unit involves the skills and knowledge required to perform cable pit/trench/excavation rescue in an electricity supply industry (ESI) environment.

It includes the organisational workplace requirements for a cable pit/trench/excavation rescue as it applies to live low voltage (LV) cable jointing in the workplace. It also includes inspection and use of rescue equipment, and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- HLTAID009 Provide cardiopulmonary resuscitation  
and
- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace
- UETDREL005 Work safely in the vicinity of live electrical apparatus  
or
- UETDREL006 Work safely in the vicinity of live electrical apparatus as a non-electrical worker

Those holding an existing ESI or Electrotechnology qualification or equivalent meet the prerequisite unit requirements.

Refer to UET Transmission, Distribution and Rail Sector Training Package Companion Volume Implementation Guide for equivalency definition.

#### Pathway Programs

##### Training & Employment Pathway

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.



## Course

### UETDRMP004 – Perform elevated work platform controlled descent escape

#### Description

This unit involves the skills and knowledge required to perform an elevated work platform (EWP) controlled descent escape in an electricity supply industry (ESI) environment.

It includes the organisational workplace requirements for the self-rescue from a raised EWP, and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace  
or
- TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

Those holding an existing ESI or Electrotechnology qualification or equivalent meet the prerequisite unit requirements. Refer to the UET Transmission, Distribution and Rail Sector Training Package Companion Volume Implementation Guide for equivalency definition.

#### Pathway Programs

#### Training & Employment Pathway

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### UETDRMP005 – Perform elevated work platform rescue

#### Description

This unit involves the skills and knowledge required to perform an elevated work platform (EWP) rescue in the electricity supply industry (ESI) environment.

It includes the organisational workplace requirements for the inspection and use of EWP retrieval systems, and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- HLTAID009 Provide cardiopulmonary resuscitation  
and
- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace  
or
- TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)  
or
- UETDREL006 Work safely in the vicinity of live electrical apparatus as a non-electrical worker

Those holding an existing ESI or Electrotechnology qualification or equivalent meet the prerequisite unit requirements.

Refer to the UET Transmission, Distribution and Rail Sector Training Package Companion Volume Implementation Guide for equivalency definition.

#### Pathway Programs

##### Training & Employment Pathway

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

## UETDRMP006 – Perform pole top rescue

### Description

This unit involves the skills and knowledge required to perform pole top rescue in an electricity supply industry (ESI) environment.

It includes the organisational workplace requirements for the inspection and use of pole top rescue equipment, and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

### Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- HLTAID009 Provide cardiopulmonary resuscitation and
- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace
- UETDREL005 Work safely in the vicinity of live electrical apparatus or
- UETDREL006 Work safely in the vicinity of live electrical apparatus as a non-electrical worker

Those holding an existing ESI or Electrotechnology qualification or equivalent meet the prerequisite unit requirements. Refer to the UET Transmission, Distribution and Rail Sector Training Package Companion Volume Implementation Guide for equivalency definition.

### Pathway Programs

#### Training & Employment Pathway

### Location

On-site at students' workplace or another suitable facility.

### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

## UETDRMP007 – Perform rescue from a live low voltage panel

### Description

This unit involves the skills and knowledge required to perform a rescue from live low voltage (LV) electrical apparatus in an electricity supply industry (ESI) environment. This does not include overhead lines and underground cables. It includes the organisational workplace requirements for the inspection and use of live LV panel rescue equipment, and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

### Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- HLTAID009 Provide cardiopulmonary resuscitation and
- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace or
- UETDREL006 Work safely in the vicinity of live electrical apparatus as a non-electrical worker

Those holding an existing ESI or Electrotechnology qualification or equivalent meet the prerequisite unit requirements. Refer to the UET Transmission, Distribution and Rail Sector Training Package Companion Volume Implementation Guide for equivalency definition.

### Pathway Programs

#### Training & Employment Pathway

### Location

On-site at students' workplace or another suitable facility.

### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### UETDRMP008 – Perform rescue from switchyard structures

#### Description

This unit involves the skills and knowledge required to perform switchyard structures rescue in an electricity supply industry (ESI) environment.

It includes the organisational workplace requirements for the inspection and use of switchyard structures rescue equipment, and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- HLTAID009 Provide cardiopulmonary resuscitation
- UETDRMP002 ESI safety rules for work on, near or in the vicinity of electrical apparatus

Those holding an existing ESI or Electrotechnology qualification or equivalent meet the prerequisite unit requirements. Refer to the UET Transmission, Distribution and Rail Sector Training Package Companion Volume Implementation Guide for equivalency definition.

#### Pathway Programs

#### Training & Employment Pathway

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### **UETDRMP010 – Perform first aid in an ESI environment**

#### **Description**

This unit involves the skills and knowledge required to provide first aid in an electricity supply industry (ESI) environment. It includes the recognition and provision of an initial response where first aid is required and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements. No licensing applies to this unit at the time of publication.

#### **Nominal Duration**

This program is normally delivered over a period of 4 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- HLTAID009 Provide cardiopulmonary resuscitation

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

# UETDRMP011 – Testing of connections to low voltage electricity networks

## Description

This unit involves the skills and knowledge required to perform testing of connections to low voltage (LV) electricity networks in the electricity supply industry (ESI) environment.

It includes the requirements for testing when connecting and/or reconnecting a customer's installation to an electricity supply network and how it applies to ESI workers to meet work health and safety (WHS)/occupational health and safety (OHS), mobility and mutual aid requirements.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

## Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

## Delivery Modes

Face to Face (training room/workplace and simulated workplace)

## Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace
- UEECD0019 Fabricate, assemble and dismantle utilities industry components
- UEECD0044 Solve problems in multiple path circuits
- UEECD0046 Solve problems in single path circuits
- UEECD0051 Use drawings, diagrams, schedules, standards, codes and specifications
- UEEEL0020 Solve problems in low voltage a.c. circuits
- UEEEL0021 Solve problems in magnetic and electromagnetic devices
- UETDREL001 Apply environmental requirements  
and
- UETDREL004 Operate plant and equipment in the vicinity of live electrical apparatus
- UETDREL005 Work safely in the vicinity of live electrical apparatus
- UETDRIS010 Install and maintain low voltage overhead services  
or
- UETDREL005 Work safely in the vicinity of live electrical apparatus
- UETDRIS011 Install and maintain low voltage underground services  
or
- UETDRIS014 Install and replace energy meters and associated equipment.

Those holding an existing Certificate III ESI or Certificate III Electrotechnology qualification or equivalent meet the prerequisite unit requirements.

Refer to the UET Transmission, Distribution and Rail Sector Training Package Companion Volume Implementation Guide for equivalency definition.

## Pathway Programs

### Training & Employment Pathway

## Location

On-site at students' workplace or another suitable facility.

## Course Start Dates

Energy Services offers courses throughout the year as directed by students.

## Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Course

### UETDRMP012 – Working on energised low voltage overhead electrical apparatus

#### Description

This unit involves the skills and knowledge required to perform overhead energised low voltage (LV) work in an electricity supply industry (ESI) environment. This does not include the connection of overhead services.

It includes energised LV overhead mains work techniques and the use of specialised equipment in accordance with workplace requirements.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under state and territory legislative and regulatory licensing requirements which must be confirmed prior to commencing this unit.

#### Nominal Duration

This program is normally delivered over a period of 4 hours as a standalone unit.

#### Delivery Modes

Face to Face (training room/workplace and simulated workplace)

#### Entry Requirements

Granting of competency in this unit shall be made only after competency in the following unit(s) has/have been confirmed:

- UEECD0007 Apply work health and safety regulations, codes and practices in the workplace
- UEECD0019 Fabricate, assemble and dismantle utilities industry components
- UEECD0044 Solve problems in multiple path circuits
- UEECD0046 Solve problems in single path circuits
- UEECD0051 Use drawings, diagrams, schedules, standards, codes and specifications
- UEEEL0020 Solve problems in low voltage a.c. circuits
- UEEEL0021 Solve problems in magnetic and electromagnetic devices
- UETDRDO005 Maintain overhead energised low voltage distribution network
- UETDREL001 Apply environmental requirements
- UETDREL004 Operate plant and equipment in the vicinity of live electrical apparatus
- UETDREL005 Work safely in the vicinity of live electrical apparatus
- UETDRIS007 Install and maintain distribution overhead conductors and cables
- UETDRIS012 Install and maintain poles, structures and hardware

Those holding an existing Certificate III ESI - Distribution Overhead qualification or equivalent meet the prerequisite unit requirements.

Refer to the UET Transmission, Distribution and Rail Sector Companion Volume Implementation Guide for equivalency definition.

#### Pathway Programs

#### Training & Employment Pathway

#### Location

On-site at students' workplace or another suitable facility.

#### Course Start Dates

Energy Services offers courses throughout the year as directed by students.

#### Further Information

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.



## Course

### **UETDRSB001 – Perform substation switching operation to a given schedule**

#### **Description**

This unit involves the skills and knowledge required to perform substation switching operations to a given schedule in the electricity supply industry (ESI).

It includes switching operations in zone, traction or terminal substations in accordance with workplace requirements.

It also includes using specialised tools, personal protective equipment (PPE) and testing equipment.

The application of the skills and knowledge described in this unit may require a licence/registration to practice in the workplace.

Other conditions may also apply under State and Territory legislative and regulatory licensing requirement which must be confirmed prior to commencing this unit.

#### **Nominal Duration**

This program is normally delivered over a period of 35 hours as a standalone unit.

#### **Delivery Modes**

Face to Face (training room/workplace and simulated workplace)

#### **Entry Requirements**

Entry requirement into the unit is for users that have successfully completed:

- a UET Certificate III, IV, Diploma or Advanced Diploma qualification or the equivalent issued in an Australian state or territory  
or
- an Electrician or Electrical Fitter qualification or the equivalent issued in an Australian state or territory  
or
- in the final stages of completing an apprenticeship in the above qualifications.

#### **Pathway Programs**

#### **Training & Employment Pathway**

#### **Location**

On-site at students' workplace or another suitable facility.

#### **Course Start Dates**

Energy Services offers courses throughout the year as directed by students.

#### **Further Information**

Refer to [www.energyservices.net.au](http://www.energyservices.net.au) and <http://training.gov.au/Organisation/Details/42a4359d-b526-45cc-ad11-d7391592a9e6> for further details.

## Appendix A

### Feedback Policy/ Procedure (Compliments, Complaints and Appeals)

#### 1.0 Purpose

Energy Services Pty Ltd (ES, RTO) fosters a culture in which feedback is valued, and staff are well trained and supported to manage and respond to feedback. The RTO responds and makes improvements as a result of receiving feedback.

During their engagement with the RTO, some people may have concerns or feedback about our processes or may be unhappy with a particular aspect of our services or programs. The RTO enables the fair and equitable resolution of any issues, dealing with feedback as part of our core business. Feedback systems are integrated with other business activities, including self-assurance processes.

Providing feedback is free and readily available via our Feedback / Complaints / Appeals form, which is accessible on the Energy Services website (or at the bottom of this policy). You can provide feedback about any aspect of our services, and no action will be taken against you for providing feedback in good faith.

Information about how to provide feedback is also offered through various channels, including our website, Student Handbook, and employee communications.

People can provide feedback in various ways, including by telephone, email, form, or mail. When you provide feedback, you can expect to be heard, to tell your side of the story and for any concerns to be considered. You will always receive a response to your feedback when you provide a way for the RTO to respond to you.

#### 2.0 Scope

This policy applies to anyone who wants to provide feedback to the RTO. Feedback can be provided to the RTO by anyone, whether they are a student, member of the public, employee, contractor or supplier.

Allegations of suspected improper conduct or corruption must be made and responded to confidentially using the process outlined in the RTO's student handbook and code of conduct.

This policy includes the right of appeal for an assessment judgment or general appeals.

The RTO's feedback systems include:

- maintaining a complaints and appeals process
- publishing information about our feedback systems on our website
- responding to and cooperating with complaint mechanisms or processes established by regulators and government authorities; and
- participating in improvement initiatives determined by the training regulator (ASQA).

#### 3.0 References

*Legislation and Standards:*

- Standards for RTO's 2015

*Energy Services Pty Ltd Policies:*

- Energy Services Code of Conduct
- Energy Services Student Handbook

## 4.0 Policy Statement

Feedback can come in the form of a compliment, complaint or appeal. All aim to drive improvements or remedy how the RTO provides its services.

A complaint, also known as a grievance, is an expression of dissatisfaction by anyone with:

- the quality of an action taken, decision made, or service provided by the RTO, anyone under the RTO's oversight or an RTO contractor
- a delay or failure in providing a service, taking an action, or deciding by the RTO or an RTO contractor.

Complaints can be about any aspect of the RTO's operations, including any RTO decision or action made by a staff member, a third-party provider or someone acting on behalf of the RTO.

Complaints differ from requests for information, services, and guidance access. These requests are handled in the ordinary administration course by speaking with relevant people at the RTO and by appropriate policies.

This policy is publicly available on the RTO's website and provided to all students through the Student Handbook. People can request a copy of this policy by contacting the RTO.

The RTO's feedback process follows the principles of natural justice and procedural fairness. Anyone subject to a decision or action by the RTO or someone acting on behalf of the RTO can tell their side of the story before a decision is made.

An appeal is an application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Students may also appeal a decision Energy Services made regarding an assessment outcome. When clients feel they have been unfairly judged and assessed on a specified task, project or assessment, they may have the outcome reviewed by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the assessment is unfair and why they should be given further opportunity to be assessed.

A person providing feedback can expect it to be handled with discretion and integrity and in a timely manner, confirming and acknowledging receipt of feedback and advising the anticipated timeframe for a response. During the process, the RTO will inform the person who submitted the feedback of progress at reasonable intervals.

The RTO will always consider feedback, even if provided by a person who chooses to remain anonymous. Generally, the RTO will only share information about the outcome of feedback and deal directly with the person impacted by the input. A person who makes a complaint can request an internal review and/or seek out an external review.

## 5.0 Providing feedback

The RTO encourages feedback to be provided using the RTO's Feedback / Complaints/ Appeals form, available on its website. If you provide feedback and do not use the Feedback / Complaints/ Appeals form, the RTO staff member dealing with your feedback will consider your feedback by completing the form.

## 6.0 Assessment of Feedback

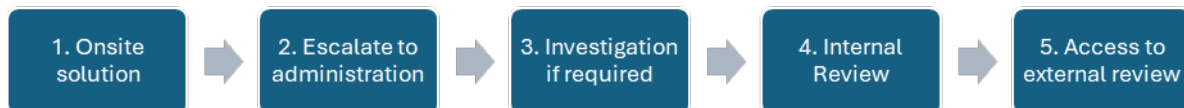
The assessment of feedback must be professional, fair and transparent. When a person makes a complaint, they will be able to present their side of the story and can use a support person.

The person who made the complaint will be informed of any decisions or outcomes. A written record will be provided to the person with confirmation of the following:

- The decision or outcome and the reasons for the decision or outcome
- How they can request an internal review of a decision or outcome
- Their rights to access external review of a complaint.

## 7.0 Our approach to compliments and complaints

The RTO's feedback process follows the approach illustrated below to consider feedback.



### Onsite solution

Trainers/ assessors are delegated the authority to resolve complaints wherever possible. Onsite resolution is generally used where the concerns represented are simple, non-contentious, and do not require the RTO to prove or disprove an allegation related to a person's reputation or the RTO. This approach may include advice, discussion, and general mediation.

### Escalate to administration

Should the onsite trainer/ assessor not reach a suitable resolution with a student, they must escalate the complaint to the operations manager. Most complaints about the administrative application of policies, procedures or service delivery are appropriate for escalation to administration.

### Investigation

An internal investigation may be required where feedback presents complex or sensitive issues or the issues represented are inappropriate to resolve informally. Investigations are reserved for more serious types of complaints, such as those that relate to people's health, safety and well-being or the conduct and reputation of individuals. Case-by-case assessments are conducted to decide if an investigation is needed.

### Internal Review

Internal Review refers to the process of independent review of the way an issue has been handled, including how a complaint has been assessed and responded to. This process is generally available after feedback has been considered and responded to or where there is a delay in addressing feedback. A person who has made a complaint can request an internal review if:

- They are dissatisfied with the decision made as a result of a complaint
- They consider they have not received a progress update within a reasonable period.

Requests for internal review can be made by contacting the Chief Executive Officer or expressing this request to an Energy Services staff member. A person requesting an internal review should:

- make clear **why** they consider the person who considered their feedback has made the

wrong decision,

- provide information in support of their request, and
- tell the RTO about any applicable deadlines or reasons for the complaint to be determined in a particular timeframe (i.e., visa requirements).

## External review

When the RTO responds to feedback, it provides the person who provided the feedback with information about their rights of appeal and/or review by external authorities.

Organisation	Details
Consumer issues (marketing and sales) Consumer Affairs Victoria	1300 55 81 81 <a href="https://www.consumer.vic.gov.au/contact-us">https://www.consumer.vic.gov.au/contact-us</a>
National Training Complaint Hotline Australian Department of Employment & Workplace Relations	13 38 73 <a href="http://dewr.gov.au">dewr.gov.au</a>
RTO decisions and actions, Human Rights Victorian Ombudsman	9613 6222 <a href="https://www.ombudsman.vic.gov.au/complaints/">https://www.ombudsman.vic.gov.au/complaints/</a>
Vocational Education & Training Programs Australia Skills & Quality Authority (ASQA)	1300 701 801 <a href="http://asqaconnect">asqaconnect</a>

## 8.0 Appealing a decision

Despite all efforts of Energy Services Pty Ltd to provide satisfactory services to its clients, appeals may occasionally arise that require formal resolution. This process allows the student to have any issues relating to a substantiated appeal resolved and resolutions reached that attempt to satisfy all parties involved. This appeals process will be at no cost to the student. All appeals received by Energy Services Pty Ltd will be viewed as an opportunity for improvement.

All students have the right to appeal decisions made by Energy Services Pty Ltd where reasonable grounds can be established. The areas in which a client may appeal a decision made by Energy Services Pty Ltd may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made concerning the client's enrolment
- Or any other conclusion/decision made after Energy Services Pty Ltd has dealt with a complaint in the first instance.

To activate the appeals process, the student must complete a Feedback / Complaints/ Appeals form, which includes a summary of the grounds on which the appeal is based. The reason the client feels the decision is unfair is to be clearly explained, and help and support with this process can be gained from the client administration department.

The CEO shall then determine the validity of the appeal, organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The CEO shall ensure that Energy Services Pty Ltd acts on any substantiated appeal.

Where an appeal has been lodged, it will be defined into one of the two following categories and the appropriate procedures followed:

### **General appeals**

Where a client has appealed a decision or outcome of a formal complaint, they are required to notify Energy Services Pty Ltd in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through the Feedback / Complaints/ Appeals form, and the operations manager shall ensure the appeal details are added to the Complaints and Appeals Register.

The CEO shall be notified, seek details regarding the initial documentation of the complaint, and decide based on the grounds of the appeal. Should the decision of the CEO take longer than 60 calendar days, the students shall be notified in writing as to the cause of the delay. Once the decision is made, the complaints and appeals register shall be updated.

The student shall be notified in writing of the outcome and the reasons for the decision. The student shall also be allowed to activate the external appeals process if unsatisfied with the outcome. The student is required to notify Energy Services Pty Ltd if they wish to proceed with the external appeals process.

### **Assessment appeals**

Students who wish to appeal an assessment decision must notify their trainer/ assessor in the first instance. Where appropriate, the trainer/ assessor may decide to reassess the client to ensure a fair and equitable decision is made. The trainer/ assessor shall complete a written report regarding the re-assessment outlining why the assessment was or was not granted.

If this is still not to the client's satisfaction, the client shall formally appeal by submitting a Feedback / Complaints/ Appeals form outlining their reasons for the appeal. They shall lodge this with the operations manager, and the appeal shall be entered into the Complaints and Appeals Register.

The CEO shall be notified and shall seek details from the assessor involved and any other relevant parties. Should the decision of the CEO take longer than 60 calendar days, the students shall be notified in writing as to the cause of the delay. A decision shall be made regarding the appeal, either indicating that the assessment decision stands or providing details of a possible re-assessment by a 'third party'. The third party shall be another trainer/ assessor appointed by Energy Services Pty Ltd.

The student shall be notified in writing of the outcome, the reasons for the decision, and the 'complaints and appeals register' will be updated. The student shall also be allowed to activate the external appeals process if unsatisfied with the outcome. The client is required to notify Energy Services Pty Ltd if they wish to proceed with the external appeals process.

***Energy Services Pty Ltd policies do not affect the client's right to access consumer affairs legislation and legal representation.***

## 9.0 Other dispute resolution options

Other dispute-resolution options may be available when considering feedback, such as mediation, conciliation, or engaging an external body. On a case-by-case basis, the RTO will consider engaging an accredited arbitrator or mediator, to which all parties to the complaint must agree to use. Each party bears their own costs associated with bringing an optional support person to any alternative dispute resolution process. Where a student is still dissatisfied with the decision of the RTO, they may wish to seek independent legal advice or contact one of the following Government bodies for further information or to make a complaint against the RTO:

Organisation	Details
National Training Complaint Hotline Australian Department of Employment & Workplace Relations	13 38 73 <a href="http://dewr.gov.au">dewr.gov.au</a>
Vocational Education & Training Programs Australia Skills & Quality Authority (ASQA)	1300 701 801 <a href="http://asqaconnect">asqaconnect</a>

## 10.0 Records and confidentiality

When a complaint is made, the RTO makes records of all parties involved, including the outcomes of a complaint and reasons for decisions made at the end of the process. All records relating to complaints are confidential, and the RTO retains records of all complaints for a period of at least seven years.

## 11.0 Corrective Action and Improvements

The RTO considers the potential causes of complaints and takes appropriate corrective action to eliminate or mitigate the likelihood of a reoccurrence. Corrective action is documented, and all records of complaints are retained for a period of seven years.

## 12.0 Roles and Responsibilities

Trainer/ assessor

- To listen to students' initial complaints and take steps to resolve on-site issues in the first instance.
- Escalate complaint/ appeal to the Energy Services Operations Manager if required.

**Operations Manager**

- Receive complaints/ appeals from trainers/ assessors and students and attempt to resolve them in the first instance.
- Ensure the complaint has been lodged using the Feedback/ Complaints/ Appeals form.
- Enter the complaint/appeal details into the Complaints and Appeals Register.
- Notify the CEO of complaints/ appeals.

**CEO**

- Investigate formal complaints and appeals.
- Keep students informed of progress in processing the complaint/ appeal.
- Make decisions on complaints/ appeals.
- Update complaint and appeals register as required.



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**Feedback/ Complaints/ Appeals Form**

The following is a cover sheet to support your complaint or appeal. It is to outline your feedback/ complaint/appeal, and you are to attach any supporting documentation.

Indicate what your feedback relates to:

**Feedback**

Positive or negative feedback is most welcome.

**Complaint**

Initial notification of your dissatisfaction or an issue that has occurred

**Appeal**

The application is to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Date of Submission:			
Name of Complainant:			
Detailed Description of Feedback/Complaint/Appeal: (Include an outline of your complaint/appeal with details of dates and people involved)			
Signature:			
Date:			
<i>Office Use Only</i>			
Received By:			
Date:	Entered into Register:	Yes/ No	

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## Appendix B

### Course cancellation terms

If a student withdraws from a course the following terms and conditions apply:

Withdrawal from course 20 days before start date –	No charge levied
Withdrawal from course 5 days before start date –	50% course fee levied or associated costs levied
Withdrawal after course start date -	Full course fee levied or associated costs levied
Energy Services fails to deliver the course within 10 working days of the agreed date -	Energy Services is liable for its own associated costs

### *Extenuating circumstances*

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- illness
- family or personal matters
- other extraordinary reasons

Where evidence can be successfully provided to support the Student's circumstances, course fees may be transferred to the next available course where applicable. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.