



# Pre-Enrolment Booklet

PO Box 338

Helensburgh NSW 2508

Ph: 1300 789 606

E: [admin@forkpro.com.au](mailto:admin@forkpro.com.au)

W: [www.forkpro.com.au](http://www.forkpro.com.au)

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# Introduction

This information booklet is designed to provide you with information about the services provided by the Forkpro and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by Forkpro. This information is contained in the Course Brochure which can be downloaded on our website [www.forkpro.com.au](http://www.forkpro.com.au).

## About Forkpro Australia

Forkpro Australia is a Registered Training Organisation (RTO 91514), regulated by the Australian Skills Quality Authority. Forkpro Australia is authorised to conduct High Risk Work Licence training and assessment in NSW, ACT and QLD. In addition, we are authorised by the Elevating Work Platform Association of Australia (EWPA) to train and assess for Yellow Cards.

Forkpro Australia is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Founded in 2001 by Todd Brennan, Forkpro Australia is focused upon providing load handling operator training and licencing as well as specialist advice for those involved in the forklift and other load handling related industry sectors.

Forkpro Australia specialises in forklifts and logistics equipment. Our trainers are skilled in many different types of logistics equipment used in modern warehousing. We specialize in B2B training and offer our clients un-paralleled support.

Forkpro Australia services take into account all Australian standards and legislation governing the use of forklifts and other equipment within the workplace, helping to minimise risk and ensure every legal obligation regarding the use of load handling equipment is met.

Forkpro Australia provides services with our own highly professional trainers and assessors around Australia or through one of our professional affiliates.

In general, the equipment we provide training and/or licensing for are:

- Forklift
- Order Picking Forklift
- Boom Lift
- Scissor lift
- Vertical Lift
- Pallet Movers
- Walkie Stackers
- Low Level Order Picker
- Forklift attachment use.

As you see - we specialise in delivering only training that supports our clients mobile plant equipment operations. And that is why we are good at it!

## Courses offered

### Nationally Recognised Training and High Risk Work Licencing

- TLILIC0003 Licence to operate a forklift
- TLILIC0004 Licence to operate an order picking forklift
- TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

### Other Nationally Recognised Training

- TLID2010 Operate a forklift
- RIIWHS204E Work safely at heights
- TLID0006 Move materials mechanically using automated
- TLID1001 Shift materials safely using manual handling methods
- TLID3011 Conduct specialised forklift operations
- TLID1002 Shift a load using manually-operated equipment

### Other Courses Available (Non-accredited)

- Elevating Work Platform (Yellow Card – Scissor Lift, Vertical Lift & Boom Lift (less than 11m))
- Refresher Training/Up-Skill Training
- Non-licence required equipment

## Our Trainers

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

At Forkpro we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with Forkpro, your Trainer Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment or receive job visits and even phone or email your Trainer Assessor for advice which means you get the support you need when you need it.

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

## Course Delivery

Methods of course delivery differ from course to course however most are undertaken onsite.

We do offer off-site TLILIC0003 Licence to operate a forklift courses at the following locations:

- **Toyota Material Handling** - 8 Secombe Place, Moorebank NSW.
- **Milestone Chemicals** – 60 Shelley Road, North Moruya NSW\*

Methods of training can vary but predominantly include face to face training and presentations. Some courses may include homework components in addition to the onsite training.

Site requirements, including equipment, for onsite training vary with each course. If you are considering onsite training, and Forkpro has not attended your site previously, please contact us on 1300 789 606 to discuss as an onsite inspection may be required.

Assessments are typically a combination of knowledge and practical assessments. After assessment, your competency in a course will be assessed as either competent or not yet competent. If you are deemed as not yet competent in your assessment, your assessor will recommend what additional training you may need and will provide you with details of the re-assessment process. The structure of the re-assessment, including any costs, will depend on the level of competency of the student. Please discuss this with your trainer, or alternatively contact the office on 1300 786 606.

Course brochures which detail exact training and assessment methods for each course can be found on our website: [www.forkpro.com.au](http://www.forkpro.com.au). Your trainer/assessor will also provide details during the course.

## Pre-Enrolment

Before enrolling into a course you will need to check through the pre-enrolment course conditions checklist that was supplied along with this booklet (also available on our website) to ensure that you are able to enrol in this course. If you are unsure if you meet the requirements to enrol in a course, please contact the office on 1300 789 606 to discuss.

## Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#).

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [www.usi.gov.au](http://www.usi.gov.au).

## Your safety

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

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

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- Wear personal protective equipment, as directed by your trainer

### Electrical equipment

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

### **Fire safety**

- Forkpro Australia will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### **First aid**

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, on the Incident Form.

### **Lifting**

- Learners, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Forkpro Australia unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

### **Smoking**

In line with legislation (Tobacco Act 1987) smoking is prohibited in all enclosed workplace areas at Forkpro Australia training facilities, including on a client's premises. This is to protect the health and safety of all Forkpro Australia's students and staff. Smoking is inclusive of all of the below:

- Cigarettes
- Cigars
- Pipes
- E-cigarettes (inclusive of nicotine and non-nicotine additives)
- All other tobacco containing products

### **Drugs and Alcohol**

Forkpro Australia commands a ZERO tolerance to alcohol and drug use by its employee's, contractors and students at Forkpro Australia premises or our customer's workplace.

If there are reasonable grounds for suspecting that you may pose a safety risk to yourself or others due to the effects of drugs or alcohol, a trainer may arrange for you to be removed safely from the course.

Please notify your trainer if you suspect another student on your course may pose a threat to themselves or others due to the effect of alcohol or drug use.

## Your equity

Forkpro Australia is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Forkpro Australia staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Forkpro staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member of Forkpro Australia that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Forkpro Australia, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your privacy

Forkpro Australia takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- Forkpro Australia will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.



- Forkpro Australia is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Forkpro Australia will seek the written permission of the learner for such disclosure. Forkpro Australia will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that Forkpro Australia is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.
- If you have concerns about how Forkpro Australia is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

To ensure compliance with the Australian Privacy Principles, Privacy Act 1988 and NCVER requirements, Forkpro Australia has implemented a comprehensive Privacy Policy. A detailed copy of the policy can be found on our website [www.forkpro.com.au](http://www.forkpro.com.au) or a copy can be requested from our office on 1300 789 606.

## National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a student at Forkpro Australia.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Forkpro and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, Forkpro is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Forkpro Australia for statistical, regulatory and

research purposes. Forkpro Australia may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may also receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)).

## Refund and Cancellations

### Our Guarantee to Clients

If Forkpro Australia (or a third party organisation delivering training on Forkpro Australia's behalf) closes or ceases to provide training, Forkpro Australia must issue a full refund for any fees paid.

Where there are any changes to agreed services (including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements), Forkpro Australia will advise the student as soon as practicable.

### Course Cancellation by Forkpro Australia

In some circumstances Forkpro Australia may be forced to cancel or re-schedule a booked course (eg. Trainer/resources suddenly unavailable, insufficient number of students). When this occurs Forkpro Australia will notify students as soon as possible. Students will be advised no later than 2 days prior to course commencement (unless exceptional circumstances apply).

Where this occurs, students can either:

1. Choose to not continue with scheduled training course and there be no charge
2. Re-schedule course

In the event of a cancellation during a course, alternate dates will be provided to the client or their employer co-ordinator to re-commence course.

### **Student/Client Cancellation or Course Transfer**

This policy applies to students who are already enrolled into a course or to a person responsible for student fees and charges.

Cancellation or course transfer request must occur 7 days or more before the commencement of a course. If a cancellation or transfer request occurs within less than 7 days of the commencement of the course, the employer will still be invoiced for 100% of course fee.

Another trainee may be substituted at any time before the start of the course should the enrolled student not be able to attend. Forkpro Australia must be informed before the course commences in writing.

Where text or training workbooks have been purchased and a student's enrolment is subsequently cancelled, Forkpro Australia will not refund monies for the text.

Cancellation of a High Risk Work licence assessment within 48 hours of the arranged time, or the failure of a trainee to bring appropriate ID or learning records will incur a cost for re-booking (full re-assessment fee as shown in schedule).

### **Cancellation or course transfer due to medical condition or exceptional circumstances**

A student may cancel or re-schedule a course within 7 days of the commencement of a course without charge in the event of an unforeseen medical condition or exceptional circumstances (eg. death in family). A medical certificate will be required in the event of illness.

## **Statutory cooling off period**

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

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

## Changes to terms and conditions

Forkpro Australia reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

## Protection under Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

## Accessing your records

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

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor you progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Forkpro, you are welcome to have access anytime just ask your trainer and it will be organised immediately.

You can access hard copy records and reports from our learner management system, but only relating to you personally. You can request this access using the Learner Records Request Form. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Learners should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Forkpro reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from Forkpro. To obtain this you must complete the Learner Records Request Form and return this to the Office Manager. The cost of \$50.00 will apply for each issued AQF certificate. These monies must

be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A learner may also nominate another person to collect the certificate, however these persons must be notified to Forkpro beforehand and the person must provide photo ID to validate their identity.

## **Continuous improvement**

Forkpro Australia is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

## **Suggesting improvements**

The primary method of reporting opportunities for improvement by learners is via the learner satisfaction survey. Although improvement suggestions can also be sent via email, phone or in person to the trainer. This procedure allows any person to raise a suggested improvement for consideration by Forkpro Australia. Learners are encouraged to provide feedback to Forkpro Australia so we can improve our services in the future.

## **Learner satisfaction survey**

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Forkpro Australia for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

## **Issuance of Statements of Attainments/Licences**

Forkpro Australia will issue all Australian Qualification Framework certification documentation (Statements of Attainment) to the student within 30 days of the student being assessed as meeting the requirements of the training product. The Statement of Attainment will be sent to the student via AusPost.

Please note however that Forkpro is not obliged to issue a Statement of Attainment to a completed student if the student has not provided a valid Unique Student Identifier.

Should a student require a replacement of their Statement of Attainment, there will be a \$10 (plus GST) fee to cover printing and postage costs. To request a replacement please contact us on 1300 789 606 or email [admin@forkpro.com.au](mailto:admin@forkpro.com.au). You will be required to provide proof of identity.

## Learner support services

During your enrolment, Forkpro Australia will engage with you on a number of occasions to identify if you require any support. Initially we do this through requesting you to complete enrolment documentation which includes an initial core skills assessment.

One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

Forkpro Australia understands that many factors can have an impact on your learning. If you are facing an issue that is affecting your ability to complete your course, we encourage you to discuss this with us at the time of enrolment, or please talk to your trainer, and we can determine any particular reasonable adjustments to the course that you may need or we will assist you in finding an agency to support you in that area.

### What support is available?

Forkpro Australia will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support.
- Verbal assessment options
- Large font format training and assessment materials
- Studying and Learning Coaching.
- English as Second Language Tuition.
- Counselling Support.
- Disability Access.

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the RTO Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Forkpro Australia is committed to our student’s welfare both during and after hours of study. Your designated learner support contact is:

**Name: Michelle Mitchell**

Role: Manager

Phone: 1300 789 606

Email: [admin@forkpro.com.au](mailto:admin@forkpro.com.au)

## Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing, calculating and comprehending written work instructions.

To support this approach Forkpro Australia will:

- Assess a learner’s language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support learners during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to learners about the details of the language, literacy and numeracy assistance available. Forkpro Australia generally recommends LLN training courses provided by TAFE or Community Colleges. These institutes have specialist teachers to support the learner’s development.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within Forkpro Australia and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

## Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded in the same or equivalent unit of competency.

### Evidence requirements

If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for examination to Forkpro Australia.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

### Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence or qualification which are not included in Forkpro scope of registration.
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a training course.
- The learner does not incur any fees for credit transfer and Forkpro does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

**Please note: As Forkpro Australia only offers unit only courses, credit transfer will generally not be applicable to learners seeking to acquire new skills or update their skills.**

## Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations, Forkpro provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

### What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

### Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.



- Learners may not apply for recognition for units of competence or a qualification which are not included in Forkpro scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### **Forms of evidence for recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Forkpro

reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

For further information you should request a copy of the RPL policy and application form from Forkpro Australia administration. A fee for RPL assessment will apply (please refer to the schedule of fees).

Additionally, for students with sufficient levels of experience, some courses are offered over a shorter duration. For these shorter courses, evidence of experience needs to be supplied and students will need to complete some homework before the commencement of the training course. If you would like to be considered for an accelerated course, please contact our office on 1300 789 606 to discuss.

## Schedule of Fees

Fee Description	Fee (plus GST)
Hard copy or replacement of training materials	\$10
Credit card surcharge	1.9%
Re-assessment fee	\$250 for both theory & practical \$150 for either theory or practical \$75 for calculations only
Course change/cancellation within 7 days of course commencement	Full course fee
Course deposit	No deposit is required*
Statement of Attainment re-issue	\$10
RPL Assessment	\$149 per hour
Late payment fee	\$25 per event to chase plus 7.5% interest

\*Forkpro Australia is a business to business model and does not accept private students.

Please be aware that if you are undertaking a high risk work licence course, the course fee charged by Forkpro Australia does not include the application for a HRW fee charged by the regulator. These fees are as follows:

SafeWork NSW - \$77	Workcover QLD - \$100.10	Worksafe ACT - \$103.00
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\* Correct at time of revision

## Making complaints & appeals

Forkpro Australia is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address: [www.forkpro.com.au](http://www.forkpro.com.au).

Once you have completed the required form you are requested to submit this to the RTO Administrator either in hard copy or electronically via the following contact details:

- PO Box 338, Helensburgh NSW 2508
- admin@forkpro.com.au

If you are having any difficulty accessing the required form or submitting to us, please contact on 1300 789 606

### **What is a complaint?**

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Forkpro in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by learners and/or employers.

### **What is an appeal?**

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Forkpro Australia within **28 days** of the learner being informed of the decision or finding.

### **Early resolution of complaints & appeals**

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

### **Complaint and appeals handling**

Forkpro applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the Forkpro Australia website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.

- Written records of all complaints/appeals are to be kept by Forkpro Australia including all details of lodgement, response and resolution. Forkpro Australia will maintain complaints/appeals register to be used to record the details of the complaint/appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint/appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Forkpro Australia is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Forkpro Australia will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint/appeal is to commence within **seven (7) working days** of the lodgement of the complaint/appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint/appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint/appeal.
- Complaints/appeals must be resolved to a final outcome **within sixty (60) days** of the complaint/appeal being initially received. Where Forkpro Australia Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Forkpro Australia will attempt to resolve complaints/appeals as soon as possible. A timeframe to resolve a complaint/appeal within thirty (30) days is considered acceptable and in the best interest of Forkpro Australia and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint/appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- Forkpro Australia shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint/appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints/appeals are to be handled in the strictest of confidence. No Forkpro Australia representative will disclose information to any person without the permission of Forkpro Australia Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur.
- Complaints/appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

### **Informing Persons and Responding to Allegations**

Where a complaint involves one person making allegations about another person, it is a requirement for Forkpro Australia to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Forkpro Australia as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Forkpro Australia also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third party review of decisions made by Forkpro Australia.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Forkpro Australia to investigate the matter, then in these circumstances Forkpro Australia reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

### **Review by an independent third party**

Forkpro provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Forkpro Australia to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the RTO Administrator of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Forkpro Australia Chief Executive Officer will advise of an appropriate party independent of Forkpro Australia to review the complaint (and its subsequent handling) and provide advice to Forkpro Australia in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Forkpro Australia appoints or engages an appropriate independent person to review a complaint / appeal, the Forkpro Australia will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by Forkpro Australia as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Forkpro Australia and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

### **Unresolved Complaints and Appeals**

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Forkpro Australia, they have the opportunity for a body that is external to Forkpro Australia to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by Forkpro Australia may refer their matter to the following external agencies:

- In relation to consumer related issues, you may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, you may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au>

- In relation to matters relating to privacy, you may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au> or call on 1300 363 992

### **Appeals to HRW Licence Assessment Decision**

Trainees are not able to appeal to the assessors against his/her assessment decision. This is a SafeWork NSW & WorkCover QLD regulation. If the trainee feels that the assessment decision is unfair, they must make an appeal directly to SafeWork NSW or WorkCover (QLD) against a decision of an accredited certificate assessor in writing within 14 days of the day the assessor's written notice was made. As ACT High Risk Work Licences are issued based on the provision of the Statement of Attainment then appeals can be made to the RTO based on the methods outlined above.

## **Access and Equity**

Forkpro Australia is committed to providing and maintaining training services that reflect fair and reasonable opportunity for all clients and staff, regardless of race, colour, religion, gender or physical disability allowing everyone to freely participate in training in a harassment free environment.

Forkpro Australia personnel will always:

- Ensure that those attending our training courses are treated fairly and without discrimination at all times.
- Endeavour to be sensitive to the diverse backgrounds and needs of all of our learners.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs (where possible).
- Engage in professionally responsible and ethical assessment practice.
- Respect the privacy and confidentiality of clients and client information, as detailed the Forkpro Privacy Policy.

Forkpro Australia is committed to providing support services and equal access opportunities for clients with a disability, in accordance with the provisions of the Disability Discrimination Act (1992).

Forkpro Australia will respect a client's right to privacy, confidentiality and be sensitive to their needs.

Clients with a disability are required to have the ability to fulfil the core requirements of the units of competence to attain the relevant award. However, it is recognised that flexibility in arrangements may need to be implemented. Such arrangements may be negotiated with the Trainer or management.

### **Harassment and Discrimination**

Forkpro Australia does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment and discrimination is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or beliefs. Forkpro Australia is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training.

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed, then their ability to do their work is affected as they often become stressed and suffer health problems. Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention however, this does not mean that it is lawful.

Harassment of any kind will not be tolerated at Forkpro Australia. If harassment is observed, the person responsible will be subject to disciplinary procedures if they do not cease or desist after a verbal warning. Disciplinary action will be taken against any employee or client involved in such behaviour. This may include termination of employment and removal of the client from the training course.

Serious cases of harassment may constitute a criminal offence.

## Legislative and Regulatory Responsibilities

Forkpro is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Forkpro has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Forkpro.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

- Work Health and Safety Act 2011
- Privacy Act 1988
- Disability Discrimination Act 1992



- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Racial Discrimination Act 1975
- Copyright Act 1968
- Fair Work Act 2009
- National Vocational Education and Training Regulator Act 2011

***Thanks for taking the time to read through this booklet. We hope to see you soon in one of our courses. Please do not hesitate to contact us on 1300 789 606 if you have any questions regarding the information in this booklet.***