



Partners of  HSE Global  
HEALTH | SAFETY | ENVIRONMENT

# Learner Handbook

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# Introduction

This information booklet is designed to provide you with information about the services provided by the Forkpro Australia 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 Australia. 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 as well as the Telescopic Handler Association of Australia (TSHA) to train and assess Gold Card.

Forkpro Australia is accredited by the National Heavy Vehicle Regulator (NHVR) to conduct Basic and Advanced Fatigue Management courses.

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 2002 by Todd Brennan, Forkpro Australia is focused upon providing material handling equipment 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.

In 2024, Forkpro Australia entered into a strategic partnership with HSE Global, a risk management consultancy specialising in Safety Leadership, Safety Culture Transformation, Critical Risk Management, Mental Health and Wellbeing, Incident Investigation and Audit and Assurance. This partnership allowed the expansion of Forkpro Australia's training expertise, broadening the training offerings into the transport and cargo areas.

Forkpro Australia services take into account all Australian standards and legislation governing the use of forklifts, and other equipment within the workplace, helping to

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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
- Reach Stacker
- Scissor Lift
- Vertical Lift
- Overhead/Gantry Crane
- Chain of Responsibility (CoR)
- Fatigue Management
- Load/unload/secure cargo
- First Aid
- 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! You can find out more about Forkpro Australia at the following websites:

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

<https://training.gov.au/organisation/details/91514/summary>

## Contact Information

Address: 14 Walker St, Helensburgh NSW 2508

Phone: 1300 789 606

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

The head office is contactable from 9am-5pm, Monday to Friday.

Alternatively, contact the emergency contact below.

+61 490 235 810 (Michelle Mitchell, General Manager)

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# Our mission and objectives

Forkpro Australia mission is to deliver quality training assessment that meets the needs of learners and industry.

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## 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)
- TLILIC0011 Licence to operate a reach stacker (more than 3 tonnes capacity)

### Other Nationally Recognised Training

- TLID0016 Operate a forklift
- TLID0019 Shift loads using manually-operated equipment
- RIIWHS204E Work safely at heights

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- TLID0006 Move materials mechanically using automated equipment
- TLID0020 Shift materials safely using manual handling methods
- TLID3011 Conduct specialised forklift operations
- RIHAN305D Operate a gantry or overhead crane
- HLTAID011 Provide first aid
- TLIF0006 Administer a fatigue risk management system
- TLIA1001 Secure cargo
- TLIF0080 Implement and monitor the safety duties of transport activities (Chain of Responsibility)
- TLIF0009 Ensure the safety of transport activities (Chain of Responsibility)
- TLIF0005 Apply a fatigue management system
- TLID0015 Load and unload goods/cargo

#### **Other Courses Available (Non-accredited)**

- Elevating Work Platform (Yellow Card – Scissor Lift, Vertical Lift & Boom Lift (less than 11m))
- Refresher Training/Up-Skill Training
- Telehandler (Gold Card)
- 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 Australia we deliver a nationally accredited qualification via training face-to-face in the workplace. When you study with Forkpro Australia, your trainer/assessors will be always there to assist you throughout your course.

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

## **Course Delivery**

As a business to business only training provider, all of our training courses are conducted onsite at the business location.

We do offer monthly off-site TLILIC0003 Licence to operate a forklift courses at the following locations for businesses you cannot have training completed onsite:

- **Milestone Chemicals** – 60 Shelley Road, North Moruya NSW

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Methods of training can vary but predominantly include face to face training and presentations. Some courses may include pre-course study 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 Australia 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 competency-based 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 learner. 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.

## Our expectation of you

Forkpro Australia expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Forkpro Australia.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Forkpro Australia publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Forkpro Australia staff members and their right to privacy and confidentiality.

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- To comply with Forkpro Australia safety requirements and instructions.
- To comply with plagiarism and academic integrity requirements.

## 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 handbook (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.

## 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;
- Follow equipment operating procedures and trainer instructions for the safe operation of equipment;
- 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.

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## **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.
- A first aid kit is to be located at reception.
- 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.
- Never twist your torso while lifting.
- Never lift a heavy item above shoulder level.
- Never carry a load that obstructs your vision.
- Never hold your breath while lifting, moving, and setting the load down.
- Before lifting a load, make sure the load is secure.
- Use a safe lifting speed and avoid using momentum.
- Be aware of your surroundings before and during lifting.
- When in doubt, ask for help.

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## 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 learners 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 learners 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 learner on your course may pose a threat to themselves or others due to the effect of alcohol or drug use.

## Responding to Hazards

All personnel who encounter a workplace safety hazard are to respond using the following steps designed to ensure the safety of everyone and to address the hazard effectively:

1. **Identify the Hazard:** Recognise any potential safety hazard in the workplace. This could be anything from a spill on the floor to malfunctioning equipment.
2. **Assess the Risk:** Evaluate the potential risk associated with the hazard. Consider the likelihood of an accident occurring and the possible severity of its consequences.
3. **Control the Area:** If possible, isolate the hazard to prevent further risk. This could involve cordoning off the area, shutting down equipment, or evacuating the area if necessary.
4. **Notify the Relevant Personnel:** Report the hazard immediately to the nearest Procurement Institute staff member or senior manager. Provide them with detailed information about the hazard and its location.
5. **Take Immediate Action if Necessary:** If the situation requires immediate intervention to prevent harm (like turning off power to prevent electrocution

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or using a fire extinguisher on a small fire), do so if you are trained and it is safe.

6. **Record the Incident:** Document the hazard and the actions taken in response. This record can be important for future safety planning and may be required for compliance with workplace safety regulations.
7. **Review and Follow Up:** After the immediate hazard has been addressed, conduct a review of the incident. This should include an analysis of how the hazard occurred, what was done to respond to it, and what can be done to prevent it in the future. This review should be led by management.
8. **Implement Corrective Actions:** Based on the review, take steps to prevent the hazard from recurring. This could involve changes to procedures, additional training for staff, learners, or modifications to equipment or the environment.
9. **Monitor the Situation:** Keep an eye on the area or situation to ensure that the hazard has been effectively mitigated and that no new risks have emerged.
10. **Continual Improvement:** Use the experience as a learning opportunity for continual improvement in workplace safety practices. Record any identified opportunities for improvement in a continuous improvement report and refer this through to the management meeting.

Remember, safety in the workplace is not just a policy or a set of procedures; it's a mindset that belongs to each one of us. When we step into our work or training environment, we become guardians of each other's well-being. Every caution we take, every hazard we report, and every safety guideline we follow is a testament to our commitment to each other's safety and health. It's through our collective vigilance and shared responsibility that we create an environment where everyone can work, grow, and return home safely each day.

## Language, literacy, numeracy and digital skills

Forkpro Australia will assess all learner's language, literacy, numeracy and digital (LLND) proficiency as part of their enrolment to identify where the learner's current skills are aligned with the intended course or where the learner may need support. The results of the LLND assessment will be reviewed to determine if you need training support. Evidence of the learner's language, literacy, numeracy and digital proficiency assessment is to be retained on the learner's record.

There may be valid situations where language, literacy, numeracy and digital proficiency assessment is not required where the learner has completed a certain level of education or has demonstrated their ability to study with prior education and training. The following outlines the approach that Forkpro Australia will apply to

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determine if a learner requires language, literacy, numeracy and digital proficiency assessment:

All learners are required to complete an initial core skills assessment which is included in the Enrolment Form. The initial core skills assessment will be used to identify learners who do not have the required core skills and competencies for the short course they are enrolling in, or who require additional supports.

Language, literacy, numeracy and digital skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy, numeracy and digital 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, numeracy and digital 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, numeracy and digital assistance available. Forkpro Australia generally recommends LLND 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, numeracy and digital 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.

## Learner support services

During your enrolment, Forkpro Australia will engage with you on a number of occasions to identify if you require any support. We do this through requesting you to complete enrolment documentation which includes an initial core skills assessment, discussions over the phone, and finally during your orientation.

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 or to refer you to specialist support services. Make sure you take the most of this opportunity and let us know if you need support.

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## 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:

- administrative support (admin team),
- language, literacy and numeracy support (Trainer),
- studying and learning support (Trainer),
- English as second language support (external referral),
- counselling support (external referral),
- disability access support, where feasible (Training Manager), and
- employment services referral (external referral).

Where specialist support services are recommended by Forkpro Australia (such as Counselling Support for example), learners are advised that these services may incur additional cost by the service provider that is separate from the services provided by Forkpro Australia. Learners should verify the cost of these services with the provider before proceeding with these specialist support services. Learners are also welcome and encouraged to use a services provider of your choosing. Services recommended by Forkpro Australia are recommended only for your convenience and this recommendation by no means that we give any warranty of these services. You should make your own enquiries and satisfy yourself that the service is suitable for your needs.

If you need support during your course, please approach and inform the administration staff and or your trainer 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 administration staff, simply inform them that you would like to meet with the General 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 learner's welfare both during and after hours of study. Your designated learner support officer is

**Michelle Mitchell**

**General Manager**

**0490 235 810**

**[Michelle.mitchell@forkpro.com.au](mailto:Michelle.mitchell@forkpro.com.au)**

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## Your wellbeing

We are committed to fostering a supportive and safe environment that promotes the mental, physical, social, and emotional wellbeing of all learners. If you need assistance or support at any time during your studies, you can seek help from your trainer or the General Manager. Requests for help will be kept confidential.

Depending on the nature of the issue/s, adjustments may be made to your training plan, assessment due dates, additional training support may be provided to you, or you may be referred to external support services (e.g. counselling services that provide vocational, emotional and psychological support, or services to assist in accessing financial support).

## Diversity and equity

Forkpro Australia is committed to providing a supportive learning environment for all our learners. This includes ensuring that our training and assessment environment is inclusive, respectful and free from discrimination and harassment. Forkpro Australia staff members are there to ensure every learner, regardless of their background or identity, has equitable access to learning opportunities, feels valued, and can contribute to the classroom community. If at any time you feel that the training environment is not safe, you should contact the General Manager as soon as possible.

## Disability Inclusion

If you think you'll need changes made in the classroom or extra learning support, you should contact the General Manager as soon as possible. You can do this when you apply to enrol and before you start studying. You can also ask for help at any time during your studies.

Disclosure of disability or ongoing ill health, including mental ill health, is your choice and is not a requirement for participation in our courses. However, we encourage you to share information about the impact of your disability with us when you enrol so we can put reasonable adjustments in place in a timely way to support you in your learning and assessment.

## Children and Young Learners

Forkpro Australia is committed to providing a positive, inclusive, and supportive environment that caters to the unique needs of learners under the age of 18. Forkpro Australia can provide additional resources, guidance, and adjustments to ensure that young learners have equal opportunities and feel safe, respected, and encouraged.

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The General Manager will work with young learners and their family or carer (if desired) during the enrolment process to develop a learning support plan, if required.

## Harassment and Discrimination

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. If 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 Australia staff members, and we apply complaint handling procedures advocated by the Australian Human Rights Commission.

Equally, learners are also responsible for their own behaviour and are not to demonstrate or carry out any behaviour which can be perceived as harassment or discrimination on behalf of the other person. Learners witnessing such behaviour should contact the General Manager as soon as possible.

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 the complaint handling procedure which will be fair and transparent and will protect your rights as a complainant.

To find out more about how to manage a complaint, including contact details refer to the Australian Human Rights Commission:

- [Making a complaint](#)
- [Disability rights in Australia](#)

## 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.

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- 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.

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# 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 learner 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 learner 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;
- NCVER;
- Organisations conducting learner surveys; and
- Researchers.

Personal information disclosed to NCVER 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 NCVER learner survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

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

## 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.

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).

## 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 your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will

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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 workday 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 General 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.

## Fees and Charges

As Forkpro Australia is a business to business only training organisation, fees payable for the courses are invoiced through the enterprise that booked the training. This means there are no fees payable by the learner for undertaking of the training course they are requested to complete by their employer.

In some circumstance, there can be fees payable by the learner, these are outlined in the scheduled of fees below.

Forkpro Australia accepts payment for fees using the following payment methods:

- Credit Card either over the phone or via our electronic invoice
- Electronic Funds Transfer (account details provided on the invoice)

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## Schedule of Fees

| Fee Description                                    | Fee (plus GST)                                                                                          |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Accessing hard copy learner records                | \$10                                                                                                    |
| Credit card surcharge                              | 1.9%                                                                                                    |
| Re-assessment fee (if employer not willing to pay) | \$250 for both theory & practical<br>\$150 for either theory or practical<br>\$75 for calculations only |
| Statement of Attainment re-issue                   | \$50                                                                                                    |

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 - \$90 | Workcover QLD - \$106.11 | Worksafe ACT - \$113.00 |
|---------------------|--------------------------|-------------------------|

\* Correct at time of revision

## 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 learner 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 learners). When this occurs Forkpro Australia will notify the enterprise contact as soon as possible. The enterprise contact will be advised no later than 2 days prior to course commencement (unless exceptional circumstances apply).

Where this occurs, the enterprise 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 enterprise contact to re-commence course.

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

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

Cancellation of a booked course must occur 7 days or more before the commencement of a course. If a cancellation occurs within less than 7 days of the commencement of the course, the enterprise 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 learner not be able to attend. Forkpro Australia must be informed before the course commences in writing.

In relation to a High Risk Work licence, 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**

An enterprise contact may cancel or re-schedule a learner enrolment 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 is not applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the above refund policy.

## **Changes to terms and conditions**

Forkpro Australia reserves the right to amend the terms and conditions of the learner's enrolment at any time. Changes may include changes to course delivery

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arrangements, changes to ownership or third party arrangements, changes caused by training product transition<sup>1</sup>, or changes to our policies and procedures. If changes are made that effect the learner's enrolment the learner will be informed 28 days prior to changes taking effect. Learners are provided this advance notice of 28 days to enable them 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 learner 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](#).

## Behaviour misconduct

Forkpro Australia seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all learners. Behaviour misconduct is defined as unacceptable behaviour and includes, but is not limited to:

- Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO
- Any act or failure to act that endangers the safety or health of any other person
- Actions that impair any person's participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO
- Acting in a way that causes learners or staff or other persons within the RTO to fear for their personal safety
- Wilfully obstructing or disrupting any official RTO meeting, ceremony, activity, class or examination/assessment
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Wilfully damaging or wrongfully dealing with any RTO property, or the property within the RTO of any person, including theft

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<sup>1</sup> Training product transition is where the qualification or unit of competency you are enrolled in is superseded by a replacement qualification or unit of competency and Forkpro Australia will need to review the best option for your training and will communicate with you about any changes.

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- Being under the influence of prohibited drugs and/or substances including alcohol
- Trespassing or knowingly entering any place within the premises of the RTO that is out of bounds to learners
- Making a false representation as to a matter affecting learner status
- Possession of dangerous articles or banned substances
- Abusive behaviour to others

Learners are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (learners) to pursue their studies and participate in the activities of the RTO;
- Identify themselves truthfully;
- Behave in a way that supports the safety or health of any other person;
- Maintain the peace or good order of the training environment;
- Treat Forkpro Australia property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official Forkpro Australia meetings, ceremony, activity, class or examination/assessment;
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the Forkpro Australia;
- Not trespass or knowingly entering any place within the premises of Forkpro Australia that is out of bounds to learners;
- Give truthful information relating to learner status; and
- Communicate in a way that demonstrates respect for others and is free from verbal abuse.

Where learner is identified for behaviour misconduct, an Forkpro Australia staff member will complete a *Behaviour Misconduct Report* and submit this to the Training Manager. Learners who demonstrate behavioural misconduct will be counselled and issued a formal warning. Learners who demonstrate behavioural misconduct after being formally warned will have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide suitable warning in writing and the opportunity to make oral or written representations regarding the misconduct or the learner's right to appeal a decision.

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Where the learner's behaviour is so egregious or leads to the actual damage to property or harm to another person, the learner's enrolment can be closed immediately, and the incident will be reported to the Police. This does not remove the learners right to appeal a decision made by Forkpro Australia. Only after any appeal process has been completed that the learner's enrolment can be closed and the learner will be issued a statement of attainment only for units of competency they have achieved. Whilst any appeal is being processed, the learner enrolment is to be temporarily suspended, and the learner is not to attend the Forkpro Australia premises.

## 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.

## Assessment

Forkpro Australia assessment is conducted using a combination of Written Knowledge Assessment, Work Logbook, and Practical Competency-Based Assessment.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Workplace Logbook:** The learner is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the learner to complete. This forms an

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important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

- **Practical Competency-Based Assessment:** The learner will be observed performing specific tasks required under the performance assessment criteria in the training product. The assessor will attend the workplace and observe the learners performing tasks relevant to the units of competency being assessed. The learner will be briefed on these observation activities.

## Re-assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Forkpro Australia to provide three opportunities for training and re-assessment at no additional cost to the learner or employer. The initial assessment is one and therefore the learner will have two remaining opportunities if they are not able to demonstrate competency on the first attempt. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the Forkpro Australia Schedule of Fees and Charges to identify the re-assessment fee.

Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be closed through mutual agreement.

## 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 student to be issued a unit of competency based on successful completion of the unit which has been previously awarded. If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for review 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

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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.

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 Australia scope of registration, or those which are prevented by licensing or regulatory requirements or the training product (such as high risk work licence courses).
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for credit transfer and Forkpro Australia 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.
- Credit transfer will only be issued when the learner's enrolment includes at least one other unit of competency for which the learner is participating in training or is seeking recognition. Learner may not enrol only for credit transfer.

## Recognition of Prior Learning

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

However, due to the fact that Forkpro Australia only provides single unit of competency training products only, and they are short, low cost course, the recognition of prior learning process has limited value.

We do however offer an assessment only course pathway. This is the circumstance where previous experience is recognised and the learner is offered a shortened course pathway which consists of basic revision training followed by the assessment.

If you feel you have sufficient experience to qualify for an assessment only pathway. Please contact the General Manager to discuss.

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## Issuance of Statements of Attainments/Licences

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

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

Should a learner require a replacement of their Statement of Attainment, there will be a \$50 (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.

## 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 General Manager either in hard copy or electronically via the following contact details:

- PO Box 338, Helensburgh NSW 2508
- [admin@forkpro.com.au](mailto: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.

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## 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.

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- 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 thirty (30) days** of the complaint/appeal being initially received. Where Forkpro Australia Chief Executive Officer considers that more than 30 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 30 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 to be made after the person making a complaint or seeking an appeal has given permission for this to occur.

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- 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.

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## **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 General Manager 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**.

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- 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.

## 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.

Learners are encouraged to provide feedback and suggestions for improvement to Forkpro Australia at any time during their studies so we can improve our services in the future. Learners can report opportunities for improvement by discussing suggestions with their Trainer or the Learner Support Officer, sending us an email or completing a *Continuous Improvement Report*. The *Continuous Improvement Report* template is available on request. Suggestions for improvement will be considered by our management team at our regular management meeting.

At the completion of your course, 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.

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# 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.

- Australian Consumer Law
- 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.***

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