

ERGT

Learner Handbook

Reviewed Date: 17/12/2025

Version: 4.0

RTO 2534
1300 374 828
ergt.edu.au



Contents

0	Your Key Information	3
1	Welcome & Purpose	4
2	About ERGT	4
3	Contact & Support	4
4	Booking & Enrolment	5
4.1	How to Book	5
4.2	First-Time Learners (Onboarding)	5
4.3	Returning Learners.....	5
4.4	Prerequisites, Declarations & Required Documents	5
4.5	Important Booking Policies (Aligned to ERGT Standard Terms & Conditions)	6
5	Fees, Payments & Refunds	6
6	Policies & Learner Rights	6
6.1	Privacy & Records.....	6
6.2	Learner Rights & Responsibilities	6
6.3	Consumer Protection.....	7
6.4	Version Control & Updates.....	7
7	Code of Conduct (Recommended)	7
8	Course Delivery & Safety	7
8.1	Emergency & WHS	7
9	Assessment & Competency	7
9.1	Assessment Principles & Methods.....	7
9.2	Results, Reassessment & Appeals.....	8
9.3	Competency Not Achieved (CNA) Pathway	8
9.4	RPL & Credit Transfer	8
9.5	Academic Integrity & Authenticity	8
10	Support Services	8
11	During Your Course	8
12	Completion & Certification	9
13	Complaints & Appeals	9
14	Frequently Asked Questions (General)	9
15	Key Contacts & Support Channels	9

0 Your Key Information

Arrival: Arrive ****30 minutes before**** your course start time.

If onboarding is NOT completed online, arrive ****45 minutes before**** to complete at Reception (tablets available).

Onboarding Steps: Set up portal account, complete enrolment forms, verify USI, upload prerequisites, complete health questionnaire.

Bring: Government-issued photo ID, required PPE (long sleeves, trousers, safety boots), swimwear/towel for marine courses.

PPE: ERGT provides specialist PPE if required; check joining instructions.

Learner Portal: Access onboarding tasks, joining instructions, and certificates at any time.

Key Contacts: 1300 374 828 | info@ergt.com.au | International: +61 8 9417 6900.

Ensure portal shows 'Ready for Training' before course day.

1 Welcome & Purpose

Welcome to ERGT. Since 1994, we have helped learners build confidence, competence and capability in safety, survival and emergency response across high-risk industries including Oil & Gas, Mining, Maritime, Aviation and Defence. This handbook sets you up for a smooth booking, onboarding and training experience. It explains what you can expect from ERGT and what ERGT expects from you to ensure a safe, high-quality learning environment.

- Our purpose: meaningful learning that improves capability and confidence in high-risk environments.
- Our approach: immersive, experiential training in simulated workplaces delivered by industry-experienced trainers.
- Our commitment: high standards, continuous improvement and strong safety culture.

2 About ERGT

ERGT Australia is a Registered Training Organisation (RTO 2534) with nationally recognised programs and internationally accredited courses. We operate purpose-built facilities in Perth and Melbourne with simulated environments for helicopter ditching, sea survival, medical emergencies, fire and emergency response, incident management, heights and confined space

- Accreditations and approvals: OPITO, AMSA (STCW), GWO, plus nationally recognised VET training.
- Quality systems: aligned with national VET standards and supported by robust internal quality assurance.
- Training focus: safety, survival and emergency response capability for high-risk industries.

3 Contact & Support

ERGT National Sales and Service can assist before, during and after training. Please use the channels below for bookings and learner support.

- Phone (Australia): 1300 374 828
- International: +61 8 9417 6900
- Email: info@ergt.com.au
- Website: www.ergt.com.au
- Head office mail: ERGT Australia, 7 Compass Road, Jandakot WA 6164

Learner Portal (hosted through aXcelerate): Used for enrolment, document upload, pre-course tasks, resources, results and certificates. Access details are sent after booking. For portal issues, use the in-portal help or contact info@ergt.com.au.

Business hours: National Sales & Service operates during standard business hours (local time). Training centre hours are communicated in joining instructions and may vary by location.

4 Booking & Enrolment

4.1 How to Book

- Online: browse dates and locations and book via www.ergt.com.au (24/7).
- Phone or Email: call 1300 374 828 or email info@ergt.com.au for assistance.
- Employer/Group bookings: Contact National Sales & Service.

4.2 First-Time Learners (Onboarding)

If this is your first ERGT course, you'll receive an onboarding invitation to the Learner Portal. Complete these steps before you arrive:

- Set up your portal account: create user name and password; verify details such as your email and mobile.
- Complete enrolment forms: personal details, emergency contacts, government-mandated AVETMISS (for Nationally Recognised Training).
- USI (Unique Student Identifier): create or retrieve it at usi.gov.au, then record and verify it in the portal (required for Nationally Recognised Training).
- Upload any prerequisites: medical fitness forms (course-specific), proof of prior qualifications, online pre-reading completion certificates (if applicable).
- Complete the Health Questionnaire: declare conditions/injuries/medications so we can plan reasonable adjustments.

If onboarding is NOT completed prior to arrival, please arrive ****45 minutes before**** course start time to complete it at Reception. Tablets are available for you to use.

4.3 Returning Learners

If you have trained with ERGT before, log in using your existing credentials and:

- Check and update your personal details and emergency contacts.
- Confirm your USI remains verified in the portal (only required for Nationally Recognised Training).
- Upload any new or updated prerequisites: e.g., medicals that have expired, new qualifications, or course-specific evidence.
- Complete the Health Questionnaire again if your health status has changed or if your course requires it.

4.4 Prerequisites, Declarations & Required Documents

Some courses require evidence before attendance. Your joining instructions and Learner Portal tasks outline what's needed. Typical requirements include:

- Photo identification: government-issued ID (e.g., driver's licence or passport).
- USI: mandatory for Nationally Recognised Training (NRT)—no certificate can be issued without a valid USI.
- Medical/fitness: course-specific medicals (e.g., HUET/sea survival), fitness declarations, or doctor's clearance.
- Prior qualifications: Statements of Attainment or qualifications for Credit Transfer or RPL.
- Pre-reading/online modules: complete and upload your evidence in the portal where applicable.
- Health Questionnaire: declare any relevant conditions to support safe participation and reasonable adjustments.

Ensure ****all portal tasks show 'Ready for Training'**** status before the course day to secure your place.

4.5 Important Booking Policies (Aligned to ERGT Standard Terms & Conditions)

- Transfers & Substitutions: request as early as possible; no extra charge if more than 2 business days before start. Account clients may substitute a participant prior to course commencement.
- Late Arrival: arrive ****30 minutes before**** your course start time. Late arrival may result in denial of entry and rebooking fees.
- Course Availability: subject to scheduling and minimum numbers; weekend/public holiday sessions may attract additional costs.
- No Show: failure to attend without notice is treated as a cancellation on the day and no refund is issued.

5 Fees, Payments & Refunds

- Payments: Non-account clients pay at time of booking. Account clients provide a purchase order (standard terms and conditions apply)
- Payment methods: EFT (bank details on invoice/quotation) or Visa/MasterCard. All payments in AUD; international transfers may incur a \$25 AUD fee.

Refunds & Cancellations (notice-based):

- More than 2 business days: No cancellation fee; 100% refund.
- Within 1–2 business days: 50% cancellation fee (incl. GST); 50% refund.
- Same day / failure to attend or complete: 100% fee charged; no refund.
- Valid reasons to reschedule without additional charge: medical (with doctor's note), family emergency, declared emergencies/disasters.
- Refunds: processed to the original payer; EFT refunds require remittance/proof of purchase; typical processing within 1 week of application.
- Quotes: subject to change; valid to the indicated date and based on date attended.

6 Policies & Learner Rights

ERGT policies are available in your learner resources in the Learner Portal. These include Privacy, Complaints & Appeals, Refunds & Cancellations, RPL/Credit Transfer, and Code of Conduct. Printed copies can be requested via info@ergt.com.au.

6.1 Privacy & Records

- ERGT processes your personal information to provide training services and comply with regulatory requirements.
- Records are maintained securely (electronic and, where necessary, paper). Training records are retained for at least 30 years.
- You can request access/correction of your records through the Learner Portal resources (processing time as advised).

6.2 Learner Rights & Responsibilities

- Rights: fair treatment, safe learning environment, privacy, access to records, right to complain/appeal.
- Responsibilities: accurate information, engagement in training/assessment, adherence to safety protocols, respectful behaviour, academic integrity.

6.3 Consumer Protection

- ERGT provides clear information about courses, fees and policies to support informed enrolment decisions.
- If you believe consumer rights have been impacted, use ERGT's complaints process; external avenues may be available after internal resolution.

6.4 Version Control & Updates

- This handbook is updated periodically; the Learner Portal holds the most current version.
- If policies change, updated versions are posted to learner resources in the Learner Portal.

7 Code of Conduct

- Respectful behaviour; zero tolerance for harassment, bullying or discrimination.
- Safety compliance: follow trainer/warden instructions; wear PPE as directed; report hazards/incidents immediately.
- Substance policy: no alcohol or illegal drugs prior to or during training; suspected impairment leads to removal from training.
- Digital conduct: appropriate use of ERGT systems and devices; protect login credentials; do not share restricted materials.
- Property: care for ERGT equipment and facilities; no unauthorised copying of training materials.
- Breaches: ERGT may dismiss a learner from a course without refund where behaviour is unacceptable or unsafe; employers are notified where applicable.

8 Course Delivery & Safety

- Delivery modes: face-to-face; blended (online theory + practical).
- Simulated environments: offshore platforms, helidecks, sea survival pools, fire grounds, confined space and vertical rescue.
- Daily safety briefings and site inductions: emergency procedures, muster points, restricted areas.
- PPE: wear required PPE during practical activities. ERGT can provide overalls, boots and specialist PPE where required.

8.1 Emergency & WHS

- Report all incidents, injuries and near misses immediately to your trainer.
- Follow evacuation instructions; muster points are identified during induction.
- Participation is voluntary for high-risk activities - discuss concerns with your trainer.

9 Assessment & Competency

ERGT applies competency-based training and assessment aligned to training packages and accreditation requirements. Assessment follows principles of validity, reliability, fairness and flexibility.

9.1 Assessment Principles & Methods

- Principles: validity, reliability, fairness, flexibility.
- Methods: observation, practical demonstration, oral/written questioning, scenarios, projects and group activities.

9.2 Results, Reassessment & Appeals

- Outcomes: Competent (C) or Competency Not Achieved (CNA); constructive feedback is provided.
- Reassessment: additional practice/reassessment may be scheduled where feasible.
- Appeals: lodge via the Learner Portal or email within the specified timeline for impartial review.

9.3 Competency Not Achieved (CNA) Pathway

- With a valid reason (e.g., medical/family emergency), ERGT will work to complete training/assessment within 90 days at no additional charge.
- Where an invalid reason is provided, a 50% charge of the original full course fee may apply to return and complete within 90 days.
- If the learner does not return within 90 days, fees are not reimbursed.

9.4 RPL & Credit Transfer

- RPL: case-by-case review (initial review fee may apply); additional costs quoted if required.
- Credit Transfer: recognition of equivalent units/qualifications from other RTOs when evidence is supplied.

9.5 Academic Integrity & Authenticity

- Submit your own work; plagiarism and misrepresentation are not permitted.
- Commencing assessment prior to commencement without trainer consent is not permitted and will result in a re-attempt or a CNA.
- ERGT may verify authenticity through questioning, observation or corroborating evidence.

10 Support Services

- LLND support: assistance with language, literacy, numeracy and digital skills; alternate assessment formats where appropriate.
- Accessibility: reasonable adjustments for disability/injury in line with safety and competency outcomes.
- Technical support: portal login, document uploads, navigation and online module access.
- Wellbeing: trainers monitor fatigue/stress and can direct learners to additional support as needed; external referrals can be arranged.

11 During Your Course

- Arrival & registration: arrive ****30 minutes before**** your course start time; sign in at Reception and on the course muster list; sign out at day's end.
- Documents and forms: You will be informed if you require to bring any documents or forms with you i.e Medical or records of prior learning.
- Dress code: long-sleeved shirt, trousers and safety boots as standard for worksites; specialist clothing provided for in-water/marine modules (bring swimwear and a towel).
- Catering: tea/coffee/fruit/biscuits provided; light lunch supplied for full-day courses; fridges/microwaves available; advise dietary needs in advance.

If onboarding is not completed prior to arrival, please arrive ****45 minutes before**** your course start time to complete onboarding at Reception (tablets available).

- If unwell or unable to attend: notify ERGT as soon as possible (preferably before the course day) to discuss reschedule options and maintain accurate muster records.

12 Completion & Certification

- Issuing certificates: Certificates/Statements of Attainment are issued digitally via the Learner Portal, typically within 30 days of completion, subject to all requirements and fees being met.
- USI: no certificate can be issued for nationally recognised training without a valid USI.
- Accessing records: download or share certificates via the portal; ERGT maintains training records securely and allows access requests.

13 Complaints & Appeals

- Submit complaints or appeals via email (info@ergt.com.au), phone (1300 374 828) or the feedback option in the Learner Portal.
- Complaints are treated seriously, confidentially and resolved as promptly as possible (indicative timeline available in the Learner Portal resources).
- Appeals: submit in writing within the specified timeline for impartial review; reassessment may be arranged where appropriate.
- External escalation: learners may escalate matters to relevant bodies after ERGT's process is completed, where applicable.

14 Frequently Asked Questions (General)

- What is ERGT's refund policy? Refunds are based on notice given—see Section 5.
- How do I withdraw or cancel? Email info@ergt.com.au or call 1300 374 828 as early as possible.
- What happens if my course is cancelled or rescheduled? You will be contacted with rebooking or refund options.
- What are the entry requirements for my course? Check your course page and joining instructions; prerequisites may include fitness/medicals or prior qualifications.
- Do I need to provide medical or fitness information before my course? Some courses require pre-course medicals or questionnaires—see your joining instructions.
- What if I have a medical condition or disability? Declare it in the Health Questionnaire; ERGT will work with you on reasonable adjustments while maintaining safety and regulatory standards.
- What if I am taking medication? Disclose medication that might affect safe participation so trainers can assess risks and provide support.
- Will I be required to undergo a fitness test? Physically demanding courses may require minimum fitness levels—details are course-specific.
- What happens if I am unfit to participate on the day? Trainers may postpone or remove you from practicals to avoid risk; fees may still apply per cancellation policy.
- Can I get support if I have difficulty with physical tasks? Trainers provide guidance and adjustments where possible; core safety/competency outcomes must still be met.
- How does ERGT ensure learner safety related to health and fitness? Daily safety briefings, wellbeing monitoring and first-aid qualified trainers are in place.

15 Key Contacts & Support Channels

- National Sales & Service: 1300 374 828 | info@ergt.com.au
- +61 8 9417 6900 (international)
- Learner Portal (aXcelerate): access details provided after booking; use portal help or contact info@ergt.com.au for support.

Note: Policies are available in your learner resources in the Learner Portal. This handbook aligns with ERGT Standard Terms & Conditions.