



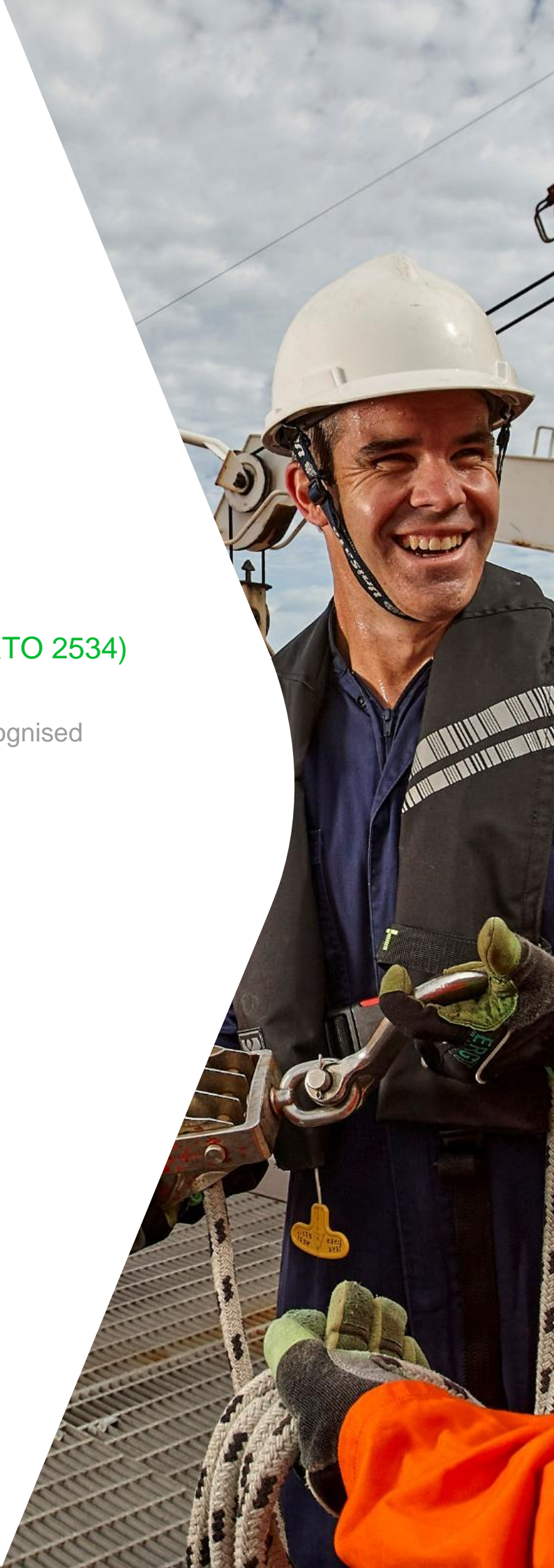
Learner Handbook

ERGT Australia

Registered Training Organisation (RTO 2534)

For prospective and current learners or employers booking staff into national recognised and non-accredited training

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1. Welcome

Welcome to ERGT. This Learner Handbook is for prospective learners and employers booking staff into training with us. It explains what to expect before, during and after training, and what you and ERGT need to do to keep things safe, clear and fair.

ERGT delivers practical safety, survival and emergency response training for people working in high-risk industries. Our focus is on building confidence, capability and competence in environments where safety matters every day.

2. About ERGT

ERGT is a Registered Training Organisation, RTO 2534, and we deliver both nationally recognised and Industry based non-accredited training. Our training is hands-on and industry-focused, with learning activities that reflect the realities of work in high-risk industries.

We work with individuals, teams and employers across oil and gas, maritime, aviation, renewables, mining and defence. Whether you are booking for yourself or sending staff to train, we want the process to be straightforward and the expectations to be clear.

3. Contact Details

If you need help, please contact ERGT using the details below.

- Phone: 1300 374 828
- International: +61 8 9417 6900
- Email: info@ergt.com.au
- Website: www.ergt.com.au

4. Training locations

ERGT delivers training from the following locations.

- Perth Safety Training Centre, 7 Compass Road, Jandakot, WA 6164.
- Incident Management Training Centre, Jandakot, Western Australia
- Fremantle Training Annexe, North Fremantle, Western Australia.
- Melbourne Safety Training Centre, 45 Burns Road, Altona VIC 3018.
- Longford Safety Training Centre, Longford, Victoria.

These locations support training across offshore survival, maritime safety, emergency response, incident management and industry-specific training programs.

5. Courses we offer

ERGT delivers training across oil and gas, maritime, aviation, renewables, mining and defence. Some courses are nationally recognised and lead to qualifications or units of competency, while others are non-accredited and designed for industry, work site or employer needs.

Course pages on the ERGT website show the specific requirements for each course, including entry requirements, location, duration, prerequisites and any special notes. Please check the relevant course page before booking so you know the course is right for you or your team.

6. Before You Enrol

Before enrolling, you should check the course requirements carefully. Some courses have fitness, medical, documentation, PPE, prior qualification, prior skills and knowledge, online learning, language or other requirements that must be met before training starts.

If you are booking for your staff, it is your responsibility to make sure the people you nominate meet the course requirements before they attend. If you are unsure, contact ERGT before booking so we can help you check suitability.

7. How Onboarding Works

Once your booking is confirmed, ERGT will send you a booking confirmation and access to the learner portal through aXcelerate. The portal is where you complete your onboarding, upload documents and track your readiness for training. The onboarding form has links to our privacy statement and a guide to disability definitions.

Here's what happens next:

1. You receive your booking confirmation and portal invitation.
2. You set up your login and check your personal details.
3. You complete the enrolment form and any required declarations.
4. You add or verify your USI for nationally recognised training.
5. You complete the health questionnaire and any course-specific fitness or medical declarations.
6. You upload any required evidence, qualifications, pre-learning or supporting documents.
7. When everything is done, your portal will show you as "Ready for Training".

If you identify that you have a disability, please check the disability guide link to ensure the disability identified matches the definition. This way ERGT will know the best way to support you should you require it.

If onboarding is not completed before the course, you may need to arrive early to finalise it before training begins.

8. USI & Evidence

A USI is required for nationally recognised training. Without a valid USI, ERGT cannot issue a qualification or statement of attainment for accredited training.

Some courses also require evidence of prior training, qualifications or other prerequisites. You may be asked to upload or show this evidence before the course starts. Check the course requirements on our website.

9. Fees & Payment

ERGT will tell you the course fee before you enrol so you can make an informed decision. Fees for nationally recognised training and non-accredited training may differ, and some additional charges may apply for reassessment, reissue of documents or other services.

For nationally recognised training only, ERGT will not collect more than \$1,500 upfront from any one self-funded learner at any one time, unless the fee is paid after the training or assessment service is delivered, or the payment is made by an employer or other third party. A self-funded learner is someone who is paying for the training themselves and is not being paid for by a company or employer.

If you need to discuss payment timing or a payment issue, contact ERGT early so we can talk through your options.

10. Refunds & Compassionate Cases

Refunds depend on the course type, the timing of the cancellation or withdrawal, and the reason for the request. If you need to withdraw, please let ERGT know as soon as possible.

If compassionate or compelling circumstances apply, ERGT will assess the matter case by case and may ask for documentary evidence. These circumstances are usually things outside your control, such as illness, family emergency, wellbeing issues or similar serious disruption.

Refund decisions will be explained in writing and handled fairly. Some fees may be non-refundable, particularly where training has already been delivered or where the course terms clearly say a fee is non-refundable.

11. What To Bring

As a general rule, bring the following with you on training day:

- Photo ID.
- Required PPE.
- Any documents listed in your booking confirmation.
- Any completed pre-learning or forms.
- Any other items listed on the course page.

Some courses have extra requirements, especially in marine, fire, survival or emergency response settings, so always check the course page before attending. If you are unsure, ask ERGT before the course day.

12. Training Expectations

ERGT practical training is practical and may include classroom learning, simulations, live exercises, practical demonstrations and safety-critical activities depending on the course. For first-time learners, this means training is not just about sitting and listening — you may be asked to take part in activities, respond to scenarios, practise skills and work through tasks that are designed to reflect real work situations. The exact mix will depend on the course you are doing.

You are expected to arrive on time, follow instructions, and take part in practical training safely and respectfully. You must also follow any PPE, equipment and site requirements that apply to the course. Some practical activities may be physically demanding, so please speak up early if you have any concerns about your ability to take part safely. You are expected to communicate any injury, illness, fatigue or medication concerns before training starts so ERGT can consider whether any support or adjustment is needed.

ERGT may refuse entry, pause training or remove a learner if the learner appears affected by alcohol, drugs, unsafe behaviour or anything else that creates a safety risk. This is not only about serious misconduct — it also covers anything that might put you, other learners, trainers or the training environment at risk. Trainers may use their judgement if a learner is not fit to continue on the day, and ERGT may pause or adjust the delivery where needed to keep everyone safe.

13. Training Approach

ERGT training is practical, industry-focused and designed to prepare you for real work environments. It is not just about learning the theory — it is about helping you understand how to apply that knowledge safely and confidently in situations that reflect the workplace. Depending on the course, you may learn through classroom discussion, demonstrations, scenario-based activities, hands-on practice and simulated emergency situations.

We use this approach because safety-critical training works best when learners can practise skills in a realistic setting before they need to use them on the job. Your trainer will explain what to expect on the day, talk you through the purpose of each activity and guide you step by step so you can take part with confidence.

14. Online Learning

Some ERGT courses require online learning before practical training begins. This may include pre-reading, videos, online forms, quizzes or other learning tasks that help you prepare for your course.

Where online learning is required, you should complete it by the due date and before attending practical training if the course requires that. Check the website and your course information for details, as some courses must have online learning completed before the practical training component starts, while other online tasks may be recommended only.

You may be able to complete online learning after booking confirmation and before the course day, depending on the course and the timing of your enrolment. ERGT will let you know what applies to your course and when the tasks need to be finished.

Some online learning is mandatory and must be completed before the course can begin. If mandatory online learning is incomplete, ERGT may not allow practical training to start until the requirement has been met and may incur fees or cancellation if not completed. Check the course information and requirements before booking.

Online learning is hosted inside the aXcelerate learner portal and is monitored for completion and compliance purposes. If the online component is mandatory, it forms part of your course requirements.

Please save or screenshot your completion evidence where relevant, especially where you may need to show that required tasks have been finished.

You are responsible for having your own device, a reliable internet connection and a browser that is compatible with the aXcelerate learner portal and any online learning platform. If you have trouble accessing the material or using the aXcelerate learner portal, ERGT can help by phone, email or through the aXcelerate learner portal during business hours.

15. Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Recognition of Prior Learning, or RPL, is a process that considers the skills and knowledge you have already gained through work experience, life experience or previous training. If you can show that you already meet some of the course requirements, RPL may reduce the amount of training you need to complete

ERGT offers RPL for most courses, but not all courses are suitable for RPL. Some courses are best completed in full because of their safety-critical nature, practical requirements or regulatory expectations. Contact ERGT to find out whether RPL is suitable for your course and whether you are eligible to apply.

Credit transfer is the process of recognising units of competency or qualifications you have already completed with another training provider. If your previous training is equivalent to the ERGT course requirements, you may not need to repeat that part of the training.

ERGT offers credit transfer where appropriate, but you must provide suitable evidence such as a Statement of Attainment or authenticated VET transcript. Contact ERGT during enrolment so we can check whether credit transfer is available for your course and whether your previous training can be recognised.

16. Learner Support

ERGT wants learners to feel supported before, during and after training. If you are new to the course environment, feeling unsure, or finding anything difficult, please talk to us early so we can help you work out the right support.

Support may be practical, emotional or learning-based, depending on what you need. This could include help with understanding course information, completing online tasks, managing language, literacy, numeracy or digital challenges, or working through a personal issue that is affecting your ability to train.

If you need support while at our facilities, you can ask your trainer or the administration team about a free and confidential Employee Assistance Program (EAP) service. Learners may also already have access to free EAP services through their employer, which may be available alongside ERGT support.

If you are in distress or need immediate support, the following services are available to learners:

- Beyond Blue: 1300 22 4636.
- Lifeline: 13 11 14, or text 0477 13 11 14.
- Headspace: 1800 424 287.
- Mental Health Emergency Response Line (MHERL): 1300 555 788.

These services are there to help if you are struggling and need to speak with someone quickly. If your situation is urgent or you are in immediate danger, call 000 straight away.

If you are having trouble participating in training because of a personal, health or learning issue, please let ERGT know as early as possible. The sooner we know, the sooner we can talk through options and, where appropriate, consider support or a reasonable adjustment.

17. Physical Readiness & Participation

Many ERGT courses involve practical activities and may require a reasonable level of physical participation. For first-time learners, this means you may be asked to stand for periods of time, move around the training area, handle equipment, take part in simulations or perform tasks that reflect the physical demands of the workplace. Some courses also have specific health, fitness, water confidence or medical requirements that must be met before you attend. It is your responsibility to make sure you are fit and ready to participate safely. If you are unsure whether a course is suitable for you, contact ERGT before booking or before the course starts.

It is your responsibility to make sure you are fit and ready to participate safely. If you have an injury, illness, medical condition or any other concern that may affect your participation, please let ERGT know as early as possible so we can discuss whether the course is suitable and whether any support or reasonable adjustment may be appropriate.

If you are unsure whether a course is suitable for you, contact ERGT before booking or before the course starts. In some cases, the course may still be suitable with adjustments; in other cases, the course may have inherent requirements that must be met in order for you to participate safely and achieve the training outcomes.

18. Site Induction & Daily Safety

When you attend training, you will receive a site induction and safety briefing where required. This is an important part of starting safely at an ERGT site, as it helps you understand the local rules, emergency arrangements and any course-specific safety requirements before practical training begins

The induction may include emergency procedures, evacuation points, conduct expectations, first aid arrangements, equipment locations and any other information you need to move around the site safely and take part in training with confidence. Depending on the course and location, you may also be shown how to respond in an emergency, where to assemble if evacuation is required and what to do if the training environment changes during the day

You must follow all instructions from your trainer and any other ERGT staff on site. This includes safety directions, site rules, movement restrictions and any instructions given during an evacuation, drill or practical activity. If something is unclear, ask before you take part so you know what is expected and can stay safe.

19. Course Prerequisites & Entry Requirements

Some ERGT courses have prerequisites or entry requirements that must be met before training can begin. These may include prior qualifications, pre-learning, medical declarations, fitness requirements or other supporting evidence. For first-time learners this means some courses are open to anyone, while others need you to show that you already have the right background or can meet the course's minimum requirements. Please check the relevant course page before booking so you know what is required. If you are booking for a team, please make sure each learner meets the requirements before attending.

Please check the relevant course page on our website before booking so you know what is required. Course pages set out any mandatory or recommended entry requirements, and this helps you avoid booking into a course that may not be suitable for your current level of experience or readiness. If you are booking for a team, please make sure each learner meets the requirements before attending

If a course includes a medical declaration, fitness requirement or other condition, it is important that this is completed honestly and on time. Some courses also require supporting evidence, such as proof of prior training or completed pre-learning, so please make sure these are organised before the course starts.

If you are unsure whether you or one of your team members meets the requirements, contact ERGT before booking or before the course starts. That way, we can help check the course suitability and avoid problems on the day

20. Under-18 Learners

Under-18 learners may attend courses where they meet the course requirements and the course is suitable. For first-time readers, this means age alone does not automatically stop someone from training, but the course still needs to be appropriate for their level of maturity, safety and readiness

Learners under 18 do not require parent or guardian consent under ERGT's process, and they will be supervised by vetted staff at all times while attending ERGT training. This helps make sure younger learners are supported and monitored appropriately throughout their time on site.

If a course is not appropriate for an under-18 learner because of safety, legal or course-specific reasons, ERGT will discuss that at the time of booking. In other words, if there is a concern about whether the course can be delivered safely or suitably for a younger learner, ERGT will raise that early rather than waiting until the day.

21. First Nations & Culturally Diverse Learners

ERGT respects cultural identity, cultural safety and the importance of community connection. We want learners to feel respected and supported, and we understand that cultural needs can affect how someone engages with training. For First Nations learners, this may include having clear communication, understanding how course requirements apply, and knowing who to speak to if support is needed

First Nations learners can contact learner support for respectful communication, help understanding course requirements, reasonable adjustments where appropriate and referral pathways if needed. We will try to make the process practical and respectful, not difficult or formal for the sake of it. If you would like to discuss cultural needs before training, contact ERGT early so we can help.

Support may also include working through learning needs in a way that suits the learner, such as allowing time to ask questions, checking understanding in plain language, and helping identify the most appropriate point of contact. Where needed, ERGT will work with the learner to consider what support is reasonable and appropriate for the training context.

22. ESL Support

If English is not your first language, ERGT can help through reasonable adjustments and referrals where needed. For first-time readers, this means we will try to make the training clearer and more manageable without lowering the standard of the course. Support might include extra clarification, help with forms, checking understanding in plain language, or referral to external language, literacy and numeracy support

Support still needs to fit the requirements of the course, the assessment and any safety or licensing rules. In other words, ERGT can help you participate and understand what is required, but we cannot change the core competency or safety expectations of the training

If you think you may need support, let us know as early as possible. The earlier you tell us, the easier it is to talk through what might help and whether a reasonable adjustment or referral is the best option

23. Reasonable Adjustment & Flexible Assessment

Reasonable adjustment means changing learning or assessment support for a learner with disability or ongoing illness so they can participate on an equal basis. In practice, this means ERGT will look at what support may help the learner take part, while still keeping the course requirements, workplace safety standards and any regulatory or licensing requirements intact

Any reasonable adjustment must be suitable for the learner and agreed through discussion. If ERGT accepts a reasonable adjustment, it will be handled by mutual agreement between the learner and ERGT, so everyone understands what is being provided and what the limits are

Flexible assessment is different. It means changing how, when or where assessment is done, without changing the assessment requirements. For example, the learner might complete an assessment in a different format or at a different time, but still need to meet the same competency standards

If there is any doubt about a learner's ability to demonstrate competency or operate safely, that becomes a reasonable adjustment decision, not just a flexible assessment decision. The key point is that the training and assessment outcome must remain valid, safe and aligned with the unit of competency.

24. Assessment & Results

ERGT uses competency-based training and assessment. This means learners must demonstrate the required knowledge and skills to the relevant industry standard. It is not enough to attend the course — learners must show they can apply what they have learned in a practical and safe way.

Assessment may include observation, practical tasks, written questions, scenario exercises, discussion or other course-specific methods. Depending on the course, learners may be assessed while completing a task, responding to questions, or working through a realistic scenario that reflects workplace conditions. Trainers will explain what is required and provide feedback during the course, so learners understand what they need to demonstrate.

Assessment results are recorded as **Competent** or **Competency Not Achieved (CNA)**. A result of Competent means the learner has met the required standard for the unit or assessment. A result of CNA means the learner has not yet demonstrated all required knowledge and skills and may need further practice, evidence or reassessment before the result can be finalised.

25. Reassessment & Appeals

If you do not achieve competency, ERGT may offer reassessment where appropriate. This may involve further practice, additional evidence or another assessment opportunity, depending on the course and the reason the original outcome was not achieved. If there is a reassessment fee, we will tell you about it before you rebook so there are no surprises

If you want to appeal an assessment decision, you can ask for a review. ERGT will look at the decision again and consider the information provided, and where relevant, you can also request an independent review of the decision. If you are involved in a complaints or appeals meeting, you may bring a support person with you. Refer to our website for the appeals process.

26. Complaints Process

If you have a concern, your trainer is usually the best first point of contact, but you can choose to submit a complaint through the learner support form or another listed contact method if you prefer. ERGT will deal with complaints fairly, confidentially and without retribution.

When you make a complaint or appeal, ERGT will:

- Acknowledge it in writing within 3 business days.
- Start reviewing it within 5 business days.
- Aim to finalise it within 20 business days.
- Keep you updated if it takes longer.

If the issue is not resolved internally, you may ask for a further review, including an independent review option where relevant. ERGT will keep you informed of the outcome in writing.

27. Feedback & Improvement

ERGT welcomes feedback because it helps improve training, service and learner support. For first-time readers, this means we want to know what worked well and what could be better, whether that is about the training itself, the way information was provided, or the support you received during the course

You may be asked to complete a survey or provide feedback during or after your course. This could be a short form, a conversation with staff, or another simple way of telling us about your experience. We review feedback as part of continuous improvement and act where we see a trend, risk or opportunity to improve

If something is not right, tell us early so we can deal with it properly. The sooner we know about a problem, the sooner we can look into it and, where possible, fix it before it affects your training or assessment.

28. Privacy & Records

ERGT collects learner information for enrolment, training, reporting, certification and compliance. For first-time learners, this means we need certain details to manage your course properly, issue any records or certificates, and meet our training and reporting obligations

Records are kept securely and retained for the required time. ERGT treats learner records as confidential and keeps them in a way that protects your privacy and limits access to people who need the information for legitimate work purposes.

Please tell ERGT if your contact details, address or emergency contacts change. Keeping your details up to date helps us reach you if needed and makes sure your records stay accurate

If you need access to your records or need something corrected, contact learner support. You have the right to request access to your personal information and to ask for corrections if something is not right.

29. Certificates & Statements

If you complete the requirements for nationally recognised training and your USI is valid, ERGT will issue your qualification or statement of attainment once all other conditions are met. For first-time learners, this means you must finish the required training and assessment, and ERGT also needs your USI to be in place before certification can be released

If you complete a non-accredited course or industry-based program, ERGT may issue a certificate of attendance, certificate of completion or another course-specific record, depending on the training delivered. These documents confirm that you took part in the course or met the stated requirements for that program, even though they are not nationally recognised qualifications.

If you only partly complete a course, you may receive a statement of attainment for the units you achieved. This shows which parts of the training you successfully completed, even if the full qualification has not yet been awarded.

A reissue fee may apply if you need a replacement certificate, statement or other course record later. ERGT may withhold certification until fees are paid, unless the law says otherwise. In plain terms, if there is an outstanding debt linked to the certification process, ERGT may hold back the document until that matter is resolved

30. Results, Certification & Employment

At the end of your course, your result will depend on whether you have met all required assessment standards and any other course completion requirements. Attendance by itself does not mean you have achieved competency

If you are found competent, ERGT will issue the relevant qualification, statement of attainment or course completion record once all final requirements have been met. If you do not yet meet the standard, your result may remain incomplete until the outstanding assessment or course condition is finished

Please note that completing a course does not guarantee employment, licensing or industry placement. Your training result confirms what you achieved in the course; it does not decide whether you will be hired, licensed or selected for work.

31. Records & Replacement Documents

ERGT keeps learner records for the required retention period in line with its regulatory and compliance obligations. This includes training outcomes, certification details and other learner information ERGT is required to retain

Keeping these records supports accurate certification, audit readiness and future verification of your training history. It also helps ERGT respond to requests for confirmation of study, replacement documents or other record-based enquiries where required

If you later need a replacement certificate, statement of attainment or another certification document, you will need to follow ERGT's reissue process. A fee may apply, and you may need to provide enough information to verify your identity and locate the original record.

32. Sector Specific Notes

Oil & Gas

ERGT's oil and gas training is designed for offshore and remote energy environments where emergencies, evacuation and survival skills matter. Courses may include offshore emergency training, helideck operations, survival craft, fast rescue craft, first aid, fire and incident response.

If you are booking oil and gas training, check the course page carefully for prerequisites, fitness expectations, medical requirements and PPE. Many of these courses involve practical water-based or emergency simulation activities, so safety and readiness are important.

Maritime

ERGT's maritime courses are built around real-world vessel, offshore and marine emergency scenarios. Training may cover survival craft, rescue craft, sea survival, marine emergency response and related practical skills.

For maritime courses, please check whether you need water confidence, a medical, swimwear, towel, or other personal items before attending. Some courses are physically demanding and may involve simulated marine emergencies and rescue situations.

Aviation

ERGT's aviation training supports people who work in general aviation, offshore aviation and other environments where emergency escape and survival skills are critical. Courses include aircraft underwater escape and survival, emergency breathing systems and related practical safety training.

Some aviation courses are physically demanding and involve in-water activities, so a current industry-approved or HUET medical may be required. Check the course page carefully before booking and make sure you can meet the fitness and participation requirements.

Renewables

ERGT's renewables training is aimed at people entering, transitioning into or already working in renewable energy projects. The focus is on practical safety and emergency response for remote and high-risk work settings

Courses may include confined space, heights, fire, first aid and wind-related training pathways depending on your role. Check the course page for the current offering and any course-specific entry requirements.

Mining

ERGT's mining courses support workers and site teams who need practical capability in emergency response, rescue, pre-hospital care and site safety. The training is intended to help people respond effectively and work confidently in mining and resources environments.

Mining courses may have site-specific requirements, physical demands, PPE needs and pre-course declarations, so check the website carefully before you attend. If you are booking for a team, make sure the group meets the course requirements before attendance.

Defence

ERGT supports the defence sector through specialist training designed for operational readiness. Defence training may include HUET programs, sea survival, maritime and emergency response training depending on the facility and course.

Some defence training is delivered at specific defence-related facilities and may have additional entry conditions or participation requirements. Please check the course page and booking information before attendance.

33. Frequently Asked Questions

Who is this handbook for?

This handbook is for prospective learners and employers booking staff into training with ERGT. It explains what to expect before, during and after training.

[See Section 1](#)

Does ERGT deliver both nationally recognised and non-accredited training?

Yes. ERGT delivers both nationally recognised and non-accredited training.

[See Section 2 & 5](#)

How do I know which course is right for me?

Check the relevant course page on the ERGT website before you book. Course pages list entry requirements, duration, location, prerequisites and special notes.

[See Section 5](#)

What happens after I book?

Once your booking is confirmed, you will receive a booking confirmation and a learner portal invitation through aXcelerate. You then complete the onboarding steps listed in the handbook.

[See Section 7](#)

Do I need a USI?

Yes, if you are enrolling in nationally recognised training. ERGT cannot issue a qualification or statement of attainment for accredited training without a verified USI.

[See Section 8](#)

What if I am paying for the course myself?

For nationally recognised training only, ERGT will not collect more than \$1,500 upfront from any one self-funded learner at any one time, unless the fee is paid after the training or assessment service is delivered, or the payment is made by an employer or third party.

[See Section 9](#)

What if I need to cancel because of illness or another serious issue?

ERGT may consider compassionate or compelling circumstances case by case and may ask for documentary evidence.

[See Section 10](#)

What should I bring on training day?

Bring photo ID, required PPE, any documents listed in your booking confirmation, and any pre-learning or forms you were asked to complete. For course-specific requirements, check the course page.

[See Section 11](#)

Do some courses have special requirements?

Yes. Some courses have medical, fitness, PPE, water confidence or prior training requirements. This is especially important for marine, fire, survival, aviation and emergency response courses.

[See Section 11, 17 19 & 32](#)

Can ERGT refuse or pause training if safety is an issue?

Yes. ERGT may refuse entry, pause training or remove a learner if alcohol, drugs, unsafe behaviour or another safety risk is involved. ERGT may also pause or adjust delivery if a learner's health, behaviour or safety risk means the course cannot continue safely.

[See Section 12](#)

Can learners under 18 attend training?

Yes, where the course is suitable and the learner meets the requirements. Under-18 learners are supervised by vetted staff at all times while attending ERGT training.

[See Section 20](#)

What support is available for First Nations learners?

ERGT offers respectful communication, cultural safety, flexible communication, reasonable adjustments where appropriate and referral pathways if needed.

[See Section 21](#)

What if English is not my first language?

ERGT can provide reasonable adjustments and referrals where needed. This may include extra clarification, help with forms, or referral to language, literacy and numeracy support.

[See Section 22](#)

What is the difference between reasonable adjustment and flexible assessment?

Reasonable adjustment changes learning or assessment support for a learner with disability or ongoing illness so they can participate on an equal basis. Flexible assessment changes how, when or where assessment is done, without changing the assessment requirements.

[See Section 23](#)

What happens if I do not achieve competency?

Your trainer will explain your outcome and your next steps. Depending on the course, this may include reassessment, rebooking or additional support.

[See Section 25](#)

How do I make a complaint?

Your trainer is usually the best first point of contact, but you can also lodge a complaint through the learner support form or another available contact method. ERGT will acknowledge complaints in writing within 3 business days.

[See Section 26](#)

Can I bring someone with me to a complaints or appeals meeting?

Yes. You may bring a support person to any complaints or appeals meeting.

[See Section 25 & 26.](#)

Where can I find the most up-to-date course information?

The most current course information is on the ERGT website. Course pages list entry requirements, course notes, medical requirements and other important details.

[Website](#)

What if ERGT changes or cancels my course?

If ERGT cancels or reschedules a course, you will be notified as soon as possible and given rebooking or refund options in line with the relevant policy.

[See Section 10 & 25](#)

Where can I get help if I am unsure about anything?

Contact ERGT before your course if anything is unclear. It is always easier to fix a problem early than to deal with it on the day.

[See Section 3 & 7](#)

34. Final Note

This handbook is here to help you prepare, train and succeed with less stress and more clarity. If anything is unclear, ask ERGT before training day so it can be sorted early.

Thankyou

ERGT

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