ERGT

AUSTRALIA'S SAFETY
TRAINING SPECIALISTS

TRAINEE INFORMATION BOOKLET

1300 374 828 | www.ergt.edu.au | RTO 2534

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Welcome

This Trainee Information Booklet has been compiled to provide you with an overview of information regarding your participation in the course that you are attending. ERGT Australia wishes to make you aware of the various policies and procedures that have been implemented in order to ensure your safety whilst on premises.

It is strongly recommended that you read and understand the content of this booklet. As a necessity, this booklet is only an overview and full copies of policies and procedures can be provided on request.

If you have any questions or concerns in regard to any aspect of your training, please do not hesitate to speak with the trainer of your course. I would like to stress that your safety and wellbeing is of paramount importance to us, so if at any time you have concerns or questions please raise them immediately.

I would also like to take this opportunity to wish you an enjoyable and successful course and look forward to your return in the future.

Shane Addis
Managing Director

ERGT Australia

Introduction

ERGT Australia (Registered Training Organisation - RTO 2534) provides a professional, engaging and safe training service using simulated environments to develop skills and behaviours that address safety-critical industry needs. Since 1994, ERGT has built a solid reputation in providing safety training for the Oil & Gas industry through people, processes, products and attention to detail. With eight training centres located across Australia, ERGT is well positioned to service the Oil & Gas sector as well as other high risk industries. The Australian Oil & Gas industry is leading the world in safety training initiatives and ERGT is committed to helping ensure that these programs are successful in further improving safety culture.

ERGT Australia Policies

Governing Legislation and Standards

ERGT Australia has an obligation to comply with relevant Commonwealth, State or Territory legislation and standards relevant to the organisation's operations relating to:

- VET Quality Framework, OPITO and AMSA standards
- Workplace Health and Safety
- Confidentiality, Privacy and Freedom of Information
- Anti-Discrimination and Equal Opportunity

Code of Practice

Educational Standards

ERGT Australia adopts policies and management practices that maintain high professional standards in the marketing and delivery of our vocational education and training services. These policies safeguard the interests and welfare of all trainees. ERGT also ensures to maintain a learning environment that is conducive to the success of participants training.

Trainee Recruitment

ERGT Australia will recruit trainees in an ethical and responsible manner, consistent with the requirements of the specific course curriculum. ERGT will also ensure that trainee selection complies with equal opportunity legislation. Appropriately qualified personnel will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies, in order to achieve competency.

International Trainees

ERGT Australia will be bound to the Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991, when recruiting International trainees.

Cancellations and Refunds

Refunds and the application of cancellation fees are made in accordance with ERGT's Refunds and Cancellation Policy.

Trainees arriving at a course without a confirmed booking will only be permitted to attend the training if payment has been accepted and a position is available.

Complaints

Trainees who have a grievance against ERGT will be assisted to ensure a fair and equitable outcome. Where this outcome seems impossible, ERGT will advise the trainees of the appropriate legal body to contact, where the trainee can seek further assistance.

Marketing

ERGT will market its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Training Records

ERGT will securely maintain training records for a period of 30 years, unless specified otherwise procedurally, to enable Trainees future access to their records if required.

Should there be changes to ERGT's operational status ERGT shall ensure the continuity of training records by transferring them to the relevant regulators or parties within the agreed timeframes.

OPITO Commitment to Competency Based Systems

ERGT Australia provides Offshore Safety and Survival Training of the highest quality and relevance to the Australasian oil and gas industry. We are driven by the needs of our customers and the standards of industry and regulators.

We recognise that the Australian oil and gas industry is growing with international perspectives and operations. Accordingly, there is growing demand for training courses that offer internationally consistent content and outcomes, providing transferable certification.

ERGT Australia, with several key clients, have identified that OPITO certified courses are the most suitable and widely recognised standards internationally, particularly with respect to offshore safety and survival training.

As an OPITO certified training provider, ERGT Australia and its customers, will also benefit from OPITO's superior level of quality assurance through its comprehensive quality systems and rigorous auditing programme.

ERGT Australia therefore commits to implement, operate and maintain OPITO's Competency Based Training Systems to benefit our organisation and our customers.

Quality

ERGT demonstrates quality through its design and high fidelity delivery of industry focused training and assessment. ERGT receives feedback from trainees, employers and internal staff through its Quality and HSE systems, all of which contribute to ensuring quality and standards are maintained or enhanced. Quality at ERGT Australia includes:

- ISO 9001 certified Quality Management System
- Competitive pricing and flexibility of bookings
- Friendly and knowledgeable service
- Comprehensive training courses
- High level of vocational competence amongst trainers
- Facilitated learning environment
- Realistic scenarios designed with industry consultation
- Innovative training solutions to meet customer needs
- Management systems that ensure continuity of service to customers
- World class training facilities

Access and Equity

ERGT Australia's processes and procedures have been developed and implemented to ensure that no trainee, visitor or employee is disadvantaged whilst attending any ERGT premises or attending any ERGT course.

Should any trainee experience situations where they feel this is not the case, they should raise the issue with their trainer or ERGT management as soon as possible.

Bullying, Harassment & Discrimination

ERGT considers workplace bullying unacceptable and will not tolerate it under any circumstances. Workplace bullying is behaviour that harms, intimidates, offends, degrades or humiliates an employee, customer or trainee, either privately or in front of other employees, customers or trainees. ERGT has a complaints and dispute resolution procedure to deal with workplace bullying. Any reports of workplace bullying will be treated seriously and investigated promptly, confidentially and impartially.

Privacy & Freedom of Information

ERGT is committed to the protection of personal privacy and ensures that personal information is collected and maintained in accordance with ERGT's Privacy and Freedom of Information Policy applicable to the Australian Privacy Principles (APP) and the Privacy Act 1988. ERGT's Privacy and Freedom of Information Policy is available on the ERGT website. Under this policy, ERGT ensures that individuals are aware of their right to apply for access to records that affect them in accordance with relevant Acts and Legislation that may apply.

Access to Records

All personal and training records are retained by ERGT as per legislative and licensing requirements. Trainees can access records and/or request duplicate certificates at any time. In order to do this a trainee must provide accurate dates for the course/s requested and provide:

- Full name
- Date of birth
- Photographic Identification
- Postal address
- Email address
- Employer (if applicable)

A $33 fee (inc GST) applies to provision of replacement certificates and cards.

Health and Safety

ERGT Australia places the highest possible emphasis on your safety. The trainer of your course has the responsibility to withdraw any person from training if they have any concerns regarding that person's health or safety, including recent injury or illness, fatigue or the effects of alcohol/drugs.

Safety Induction and Emergency Requirements

An induction will be provided at the commencement of your course which will include site-specific orientation, safety requirements, identification of relevant restricted areas, muster points and emergency evacuation procedure.

You will be advised by your trainer at all times during an emergency. Trainers for courses act as the Muster Warden for their group. You are required to report to reception and sign in each day on the course Muster List and sign out before leaving at the end of each day.

Hazard, Incident and Injury Reporting

As required by Duty of Care legislation you are required to report any incidents, injuries, hazards and near misses to your course trainer or any ERGT employee prior to leaving the training facility, or as soon as possible thereafter. As part of the reporting process, you will be required to make a written statement.

In the event that you are injured during a practical exercise, you must inform your trainer immediately after the injury occurrence. Depending on the severity of the injury, ERGT staff will provide first aid treatment or call an ambulance on your behalf. As a result of injury, you may be removed from further training until appropriate medical clearance is obtained.

Smoking on ERGT Premises

ERGT Australia sites provide a designated smoking area with appropriate disposal receptacles. Smoking and the disposal of cigarette butts anywhere but the designated smoking area is not permitted.

Drugs and Alcohol

As per ERGT's Drug and Alcohol Policy, trainees are not permitted to train with a Blood Alcohol Level greater than 0.000 or under the influence of illicit drugs or prescription drugs that may impair their ability to participate safely in training activities.

Trainees are subject to "for Cause" drug and alcohol testing if reasonably suspected to be under the influence of the same by exhibiting signs such as but not limited to; slurred speech, altered behaviour, sleeping, vomiting or similar. Trainees suspected to be under the influence of drugs and/or alcohol shall be removed from training and the employer informed (if sponsoring the training). The training will be re-scheduled and the trainee requested to undergo a drug and alcohol test at their own expense prior to re-commencing training.

Note: Your employer may request ERGT to conduct a breath alcohol test prior to course registration.

Cancellations & Refunds

The following Cancellations & Refunds Policy applies unless contractually agreed otherwise.

ERGT's full list of Standard Terms and Conditions are available on our website at www.ergt.edu.au

Trainees and clients must advise ERGT Australia in writing of their intention to cancel their enrolment. The scale of refund is determined by the amount of notice given, as outlined in the table below or as specified in an existing Contract or Service Agreement.

Applications for cancellation must be addressed to the National Sales and Services Manager of ERGT Australia and emailed to info@ergt.com.au

Cancellation Notice Provided	**Charge**	**Refund**
More than 2 business days	No cancellation fee	100% of course fee
Less than 2 business days	25% of course fee (inc GST)	75% of course fee
Less than 1 business day	50% of course fee (inc GST)	50% of course fee
Failure to attend or *complete course	100% of course fee (inc GST)	No refund

*Trainee has a valid reason for not being able to attend the full duration of the course, the training may be rescheduled to a mutually convenient time at no additional charge.

Refunds of training fees will be paid at the discretion of the National Sales and Service Manager to the bank account or credit card from which payment was received to the original payer.

Transfers and Substitutions

Trainees who are unable to attend a course on which they have enrolled are encouraged to transfer their enrolment to a subsequent course date to be conducted by ERGT Australia, subject to availability. Transferring an enrolment will not incur any additional charges, providing it is done before the commencement of the course.

Charges may be applicable where amendments to the original course booking differs from the course transfer request.

Training Guarantee

ERGT guarantees to provide training and assessment services in the chosen competency within a reasonable period. If ERGT needs to make changes to its schedule, ERGT will consult with you to reschedule training at a mutually suitable time or provide a full refund.

Complaints Process

Every complaint will be treated seriously and handled with fairness, sensitivity, impartiality and confidentiality. Complaints should be directed to the National Sales and Services Manager at info@ergt.com.au or Tel: 1300 374 828, who will inform you of your options, rights and the process for resolution as outlined below.

COMPLAINT RECEIVED

- Complainant submits verbal or written complaint to ERGT
- ERGT lodges complaint and notifies relevant manager
- ERGT representative contacts complainant by email or telephone to acknowledge complaint

INVESTIGATION

- ERGT manager determines the corrective and preventive actions required

RESPONSE

- ERGT representative contacts complainant with the investigation outcome

RESOLUTION OF COMPLAINT

- Complainant satisfied, case closed

COMPLAINT REFERRED

- Complainant not satisfied
- Complainant directed to contact relevant external regulatory body (e.g. ASQA, OPITO)

Enrolment Information

Course Information

Our website provides information about ERGT and the courses we offer including course outlines, assessment methods, course outcomes and fees.

Please visit our website at www.ergt.edu.au or contact our National Sales and Service Team by telephone on 1300 3748 28 or email info@ergt.com.au for further information.

Enrolment

Course enrolment information is sent at time of booking and enrolment is confirmed on receipt of payment details or company purchase order.

Fees and Payments

Full payment will be taken when enrolment is confirmed for all training courses.

If payment details are not received two business days prior to the date of the course, ERGT reserves the right to cancel the enrolment.

All payments must be made in Australian Dollars and international money transfers may attract an additional transfer fee.

Certificates may not be issued until full payment is received.

Unique Student Identifier (USI)

All trainees studying nationally recognised Vocational Education and Training (VET) courses in Australia must provide their USI when they enrol for Nationally Recognised Training (NRT). ERGT is required to verify that their USI is correct and ERGT is prohibited by law to issue your Statement of Attainment or Qualification for NRT unless your USI has been verified as correct.

To create a USI go to http://www.usi.gov.au and follow the information and steps for students to create an account. You may choose to grant ERGT permission to access your USI account. With this permission ERGT will be able to confirm pre-requisite training (for training completed from 2015), assist with updating trainee details, and retrieve a trainee's USI if forgotten.

AVETMISS (Australian Vocational Education and Training Management Statistical Standard)

As a Registered Training Organisation, ERGT is required to collect and report trainee data to the National Centre for Vocational Education Research (NCVER). This information is collected using the Standard Enrolment Questions and training records from our Student Management System.

All trainees enrolling for Nationally Recognised Training (NRT) are requested to complete the Standard Enrolment Questions once per calendar year at their first enrolment for the year. This includes all onsite NRT training. The data is used by the government and industry to improve the standard and flexibility of training within Australia. The information provided is handled in accordance with ERGT's Privacy Policy.

Course Pre-requisites

Some courses require pre-requisites skills, knowledge or qualifications. Information on course pre-requisites can be found on the specific course outline on our website and the enrolment information you receive. ERGT Australia will accept and recognise verifiable NRT Qualifications and Statements of Attainment issued by any NRT organisation without exception and verifiable OPITO certificates issued by any OPITO approved training provider.

Medical Requirements

Training and assessment activities may include physically demanding and potentially stressful elements. Trainees must present themselves in a fit state for training. Relevant past or current illness/injuries and current medications must be declared on the Health Questionnaire that you will complete during the course induction. Your trainer will discuss with you any additional support or reasonable adjustments to training and assessment if required.

Some courses require a valid medical to have been completed prior to training at the trainee/client's expense. Medical requirements are included in the course enrolment information.

Language, Literacy & Numeracy

A moderate level of English language, literacy and numeracy is required to successfully complete training and assessment at ERGT Australia. If you have language, literacy or numeracy difficulties please inform us at time of enrolment or as soon as possible before course commencement so that your needs can be assessed and assistance or reasonable adjustments can be considered. During the course should you have any difficulty understanding any assessment method, inform your trainer immediately.

Catering and Specific Dietary Requirements

For training conducted at ERGT sites, tea, coffee, fruit and biscuits are available throughout the day and a light lunch is provided for trainees participating in full day training. A refrigerator and microwave are also available for use. Please advise of any dietary requirements at enrolment or as soon as possible prior to course commencement.

Course Registration

At course registration you must provide **government issued photographic identification** in the form of a current Australian driver's licence, passport or Maritime Security Identification Card (MSIC). Prior to course commencement you will be required to complete registration paperwork. Please allow adequate time as late comers may not be permitted to commence training.

Dress appropriately for a worksite; long sleeved work shirt, trousers and safety boots. Overalls and boots are provided if you do not have your own. For courses that involve in-water activities please bring swimwear and towel. All other course specific clothing and Personal Protective Equipment is provided by ERGT.

Training and Assessment

Delivery Mode

ERGT's delivery method consists of classroom based (face to face) facilitated learning or blended delivery (combination of face to face and online), reinforced by practical demonstration in simulated workplace/scenarios.

Participation in Training Activities and Practical Exercises

Some training activities and practical exercises conducted by ERGT are potentially hazardous. You should ensure that you understand all risk relating to, associated with, or arising from, your participation in such activities or practical exercises.

You may choose, for any reason, not to participate in a given activity. However, it must be understood that in making such a decision, you may not satisfy mandatory competency requirements for certification and not be issued with a Statement of Attainment. In these instances other arrangements for assessment of the missed competency requirements may be made upon consultation with your trainer.

Competency Assessment

Competency Assessment is the collection of evidence by the RTO, demonstrating that a trainee can perform to the standard expected in the workplace as expressed in the relevant, endorsed industry competency standard. Competency must be demonstrated satisfactorily in all performance criteria. As a trainee on a competency based training course, you will be required to complete some, or all of the following methods of evidence collection:

Oral/Written Assessment: One or more of these methods may be used to assess the trainee's understanding of the theoretical aspects of course material.

Practical demonstration: Used to record the correct demonstration of skills described in the learning outcomes within units of competency. The assessment takes place either during formative or holistic skill demonstrations based on likely workplace scenarios.

Assessment Appeals

Trainees who find themselves deemed Not Yet Competent (NYC) by their trainer have the right to appeal that decision. All appeals are to be directed in writing to the General Manager Learning & Assessment. The appeal must meet one, or both of the criteria below:

- The judgement as to whether competence has been achieved and demonstrated was made incorrectly
- The judgement was not made in accordance with the Assessment Plan

Where no satisfactory solution can be found, provision will be made for reassessment with another Trainer. Trainees have a 3 month period to complete the required re-assessment after which time the full course must be completed.

Recognition of Prior Learning (RPL)

RPL allows for recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained in a number of ways including formal or informal training, education, work experience and/or general life experience. ERGT Australia will accept and recognise verifiable NRT Qualifications and Statements of Attainment issued by any nationally recognised training organisation without exception.

Please note that OPITO only recognise OPITO certificates for RPL.

ERGT will consider any request for RPL as long as the appropriate evidence of prior learning can be presented and that any legislated certification period has not been exceeded. A fee will be charged for RPL applications, based on a case-by-case basis. To apply for RPL please contact info@ergt.com.au.

ERGT

AUSTRALIA'S SAFETY TRAINING SPECIALISTS

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DARWIN OFFSHORE SURVIVAL TRAINING CENTRE
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