



Student Handbook

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Introduction

This information booklet is designed to provide you with information about the services provided by Absolute Forklift Training 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 Absolute Forklift Training. This information is contained in the Course Brochure which is supplied separately.

About Absolute Forklift Training

Absolute Forklift Training is an RTO providing high-quality training to students in Australia. Absolute Forklift Training has modern, up to date facilities, and boasts a team of qualified and dedicated trainers.

Our Mission

Absolute Forklift Training's mission is to deliver quality training/assessment's that meet the needs of learners and industry.

Our Objectives

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 students 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.

Finding Us

Sydney Seven Hills Training Centre

Our Sydney address is Unit 2/36 Abbott Road Seven Hills NSW 2147.

Rutherford Newcastle Training Centre

Our Newcastle address is 68 Mustang Drive Rutherford 2320

Parking

Our Seven Hills site has allocated parking, on arrival please park in spaces mark #2 only, or ask your trainer for parking directions. Our Rutherford Site is on the street parking.

Public Transport

Seven Hills train station is an easy 20-25 - minute walk away; there is also a bus you can catch which will stop out the front of McDonalds and then a 2 - minute walk.

Lunch Options

If you are looking to buy lunch, there are lunch shops within walking distance at both Seven Hills and Rutherford Sites.

Our Trainers

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

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

Absolute Forklift Training trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way the students will enjoy.

Our Expectation of you

Absolute Forklift Training 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 Absolute Forklift Training.
- To be honest and respectful, this 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 Absolute Forklift Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and Absolute Forklift Training staff members and their right to privacy and confidentiality.

You're Safety

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

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

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others. - Be responsible for your own actions.
- No smoking in 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. moves furniture in a training area. - Observe hygiene standards particularly in eating and bathroom areas

Electrical equipment

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

Fire Safety

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

First Aid

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

Lifting

- Students, trainer and assessors are encouraged not to lift anything related to the training and assessment provided by Absolute Forklift Training 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.

Work and Study Areas

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of an accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

You're Equity

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

You're Privacy

Absolute Forklift Training takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know;

- Absolute Forklift Training 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 13National Vocational Education and Training Regulator Act 2011.

- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Absolute Forklift Training 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 propose of this is to enable your participation in accredited training to 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 student 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 Absolute Forklift Training will see the written permission of the student for such disclosure. Absolute Forklift Training will not disclose your information 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 Absolute Forklift Training is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

Under the *Data Provision Requirements 2012*, Absolute Forklift Training PTY LTD 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 this enrolment form), may be used or disclosed by Absolute Forklift Training PTY LTD for statistical, administrative, regulatory and research purposes Absolute Forklift Training PTY LTD. may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- 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 receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

- If you have concerns about how Absolute Forklift Training is managing your personal information, we encourage you to inform our staff and discuss your concern. 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 OAIC located at:
<http://www.oaic.gov.au/privacy/privacy-complaints>

Fees and Refunds

Absolute Forklift Training is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or textbooks, student services and training and assessment services.

Fees Payable

Information about fees and charges is provided in the Schedule of Fees and Charges which will have been included in your pre- enrolment information package.

Please refer to the Schedule of Fees and Charges as it contains important information about related charges and our refund policy.

Student Cancellation

Students who cancel their enrolment part way through a training program must notify Absolute Forklift Training in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program.

Replacement of text & training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to Absolute Forklift Training schedule of fees and charges.

Refunds

Students who cancel their enrolment prior to 3 working days before the commencement of a training program will be entitled to a full refund minus \$50 for training materials supplied. Any cancellations of courses made less than 3 working days prior to course commencement the student will not be entitled to a refund.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a student has purchased a text or training workbooks and subsequently cancels, Absolute Forklift Training will not refund monies for the text.

Payment Method

Absolute Forklift Training accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Payment in cash is discouraged, however is accepted.

Substitutions

Requests for substitutions are to be made in writing and can be made at any time up to 3 working days before the program commencement date.

Transfers

Requests for transfers to alternate programs can be arranged if Absolute Forklift Training is advised in writing more than 10 working days prior to the program commencement date and the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where Absolute Forklift Training has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

Our Guarantee to Clients

Absolute Forklift Training is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the training program. If for any reason Absolute Forklift Training is unable to fulfil its service agreement with a student, Absolute Forklift Training will refund the student's fees.

Access to your records

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in previous training module. Whilst these records will be retained by Absolute Forklift Training, 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 student management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, Absolute Forklift Training reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

Continuous Improvement

Absolute Forklift Training is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting Improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration but h Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Absolute Forklift Training 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 students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Absolute Forklift training for our ongoing improvement of services to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

At Absolute Forklift Training assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

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

Written Knowledge Assessment: the student 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.

Research Tasks: the student is required to undertake research within their own workplace and the available reference material and provide a written response to each question these assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.

Case Study Response: the student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

Workplace Logbook: The student 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 student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.

Supervisor Feedback: The assessor will periodically engage with workplace supervisors to seek their feedback about the students' performance. This is undertaken as an interview with duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.

Workplace Observation: The student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on their observation activities in events and

is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

Re-Assessment

Students 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 students 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 policy of Absolute Forklift Training to provide opportunities for additional training and re-assessment at additional cost to the student or employer. Please refer to the current fee schedule to identify the reassessment fee.

Students requiring additional learning support are to be brought to the attention of Absolute Forklift Training management so the progress of the student can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

Certification

Students who are assessed as competent in units of competency listed on the scope of registration of Absolute Forklift Training will be issued a Statement of Attainment within 30 days of being assessed as competent and providing all agreed fees the learner owes to Absolute Forklift Training Pty Ltd have been paid. In the vocational education and training sector, a Statement of Attainment is issued by an RTO when an individual has completed one or more units of competency from a nationally recognised qualification or course¹. This requirement is outlined in detail in the [Australian Qualifications Framework \(AQF\), Second Edition, 2013](#).

At Absolute Forklift Training we recognise our responsibility to comply with this requirement in accordance with the Standards for NVR Registered Training Organisations. Specifically, Absolute Forklift Training will issue a statement of attainment to a person it has assessed as competent in accordance with the requirements of the Training Package or accredited course, that:²

- Meets the AQF requirements;
- Identifies the RTO by its national provider number from the Training.gov.au; and
- Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.³

Staff with responsibility for preparing certificates for issue must be familiar with the policy outlined on the ASQA website at the following address: [ASQA - Issuing qualifications and statements of attainment](#).

Specific reference should be made to the NQC Special Bulletin regarding implementation of AQF requirements: [NQC AQF Special Bulletin](#). Statements of Attainment issued by Absolute Forklift Training will be generated using RTO Data.

Language, Literacy and Numeracy skills

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

To support this approach Absolute Forklift Training will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students 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 students about the details of the language, literacy and numeracy assistance available. Absolute Forklift Training generally recommends the LLN training courses provided by TAFE NSW. These institutes have specialist teachers to support the student's development.
- Refer students to external language, literacy and numeracy support services that are beyond the support available within Absolute Forklift Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Making Complaints and Appeals

Absolute Forklift Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

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 Absolute Forklift Training in any form and does not need to be formally documented by the complaint in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student 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 finding in dispute. Appeals must be submitted to Absolute Forklift Training within 28 days of the student being informed of the assessment decision or finding.

Early Resolution of Complaints and 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

Absolute Forklift Training applies the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Absolute Forklift Training including all details of lodgement, response and resolution.

- A complaint or person lodging an appeal is to be provided an opportunity to formally present his or her case to minimal or no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint/appeal and all reasonable measures are taken to finalise the process as soon as practicable. (Within 60 days or inform the complainant why more than 60 days are required and regular updates on the progress of the matter will be given to the complainant).
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Absolute Forklift Training shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student or otherwise shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No Absolute Forklift Training representative is to disclose information to any person without the permission of Absolute Forklift Training Chief Executive Officer. Decisions to release information to third parties are only to be done after the complaint or person lodging the appeal has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.

Review by External Agency

Where the complaint or person lodging an appeal is not satisfied with the handling of the matter by Absolute Forklift Training, they are to have the opportunity for a body that is independent of Absolute Forklift Training to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by Absolute Forklift Training may refer their grievance to the following external agencies:

Unresolved Complaints: may be referred to the Australian Skills Quality Authority – ASQA Online Complaint Form. Students are to be advised that ASQA will require the student to have exhausted all avenues through Absolute Forklift Training internal complaints handling procedure before taking this option.

Unresolved Appeals: In relation to consumer related issues may be referred to the Office of Fair Trading.

Recognition of Your Existing Skills and Knowledge

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

What is Recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to

continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes this has benefits for the individual and industry. Most importantly, it should be noted recognition is just another form of assessment.

Recognition Guidelines

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

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

Forms of Evidence for Recognition

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

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

Forms of evidence toward recognition may include:

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

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Absolute Forklift Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

What is National Recognition?

National recognition is the recognition of learning achieved through formal education and training. Under the Standards for NVR Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence Requirements

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

National Recognition Guidelines

The following guidelines are to be followed in relation to national recognition:

- Any student is entitled to apply for national recognition in a course for qualification in which is currently enrolled.
- Students may not apply for national recognition for units of competence or qualification which are not included in Absolute Forklift Training's scope of registration.
- Whilst students may apply for national recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition and Absolute Forklift Training does not receive any funding when national recognition is granted.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for national recognition and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

Absolute Forklift Training 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 Absolute Forklift Training has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with Absolute Forklift Training.

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

Copies of State and Federal Legislation can be found on the internet at www.australia.gov.au/statelegislation (State) and www.comlaw.gov.au (Federal).

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

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work from particular types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, Sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on the 12th of March 2014. The object of Australian Privacy Principles is to ensure business and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- The kinds of personal information that the entity collects and holds;
- How the entity collects and holds personal information;
- The purpose for which the entity collects, holds, uses and discloses personal information;
- How an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- How an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- Whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 – Disability Discrimination

- (1) For the purpose of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved persons disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purpose of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects the objects of this Act are:

- To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- To eliminate, so far as possible discrimination involving dismissal of employees on the ground of family responsibilities; and
- To eliminate, so far as possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- To eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
-
- To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- To respond to demographic change by:
 - Removing barriers to older people participating in society, particularly in the workforce; and
 - Changing negative stereotypes about older people.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, in the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter/ these rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purpose of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words or a work in electronic form.

Fair Work Act 2009

The main objectives of this act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by;

Providing workplace relations laws that are fair to working Australians are flexible for businesses, promoting productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include;

- Compliance with the VET Quality Framework
- Satisfying Fit and Proper Person Requirements
- Satisfying the Financial Viability Risk Assessment Requirements
- Notifying National VET Regulator of important changes
- Cooperating with National VET Regulator
- Compliance with directions given by the National Vet Regulator

Schedule of Fees and Charges

Absolute Forklift Training is a Registered Training Organisation and operates in accordance with applicable legislation and is entitled to charge fees for services provided to a student undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

When and how do I pay?

Two-day course – A \$245 deposit must be paid upon booking your course. Payment methods include Visa, MasterCard, and direct deposit. Payment details are emailed upon request.

Experienced, Weekend and Evening courses

- Full payment must be made upon booking your course. Payment methods include Visa, MasterCard, and direct deposit. Payment details are emailed upon request.

Can I get a refund?

If you give more than three working days' notice prior to the commencement of your course, you will be entitled to a refund minus a charge of \$50 for your training materials.

If you give notice to cancel your enrolment less than 3 business days prior to the commencement of a program your \$245 deposit will not be refunded. This is to cover the costs of staff and resources which will have already been committed based on our initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there are extenuating or

significant personal circumstance that led to your withdrawal.

How do I get a refund?

To obtain a refund you are required to give written notice to cancel your enrolment and complete a refund request form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorized bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment. Are my fees protected in case I need a refund? Yes, Absolute Forklift Training acknowledges that it has a responsibility to protect the fees paid by students prior to the commencement of their training. All courses offered by Absolute Forklift Training are less than the \$1000 specified by the National Skills Standards Council.

Do I pay GST in my tuition fees?

No, GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Our Guarantee to you

Absolute Forklift Training is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the training program. If for any reason Absolute Forklift Training is unable to fulfil its service agreement with a student, Absolute Forklift Training will refund the student's fees. Please refer to the Student Information Booklet for further information on all student rights and obligations.

TLILIC0003 Licence to Operate a Forklift Truck	Sydney	Newcastle
1-day course (Only for experienced forklift drivers) Mon-Fri	\$395.00	\$450.00
2-day course (for inexperienced drivers) Mon-Fri	\$495.00	\$525.00
1-day course (only for experienced drivers) Sun	\$450.00	\$500.00
2-day course (for inexperienced drivers) Sat – Sun	\$545.00	\$550.00
3 evening course (for inexperienced drivers- Min x5) Mon – Fri	\$550.00	-
2 evening course (for experienced drivers - Min x5) Mon – Fri	\$450.00	-
Forklift Refresher Course Call for pricing.		
Verbal testing	\$150.00 +Course Price	\$150.00 +Course Price
TLILIC0004 Licence to Operate an Order Picking Forklift Truck	Sydney Only	
1-day course (Only for experienced forklift drivers) Mon-Fri	\$395.00	
2-day course (for inexperienced drivers) Mon-Fri	\$495.00	
1-day course (only for experienced drivers - Min x5) Sun	\$450.00	
2-day course (for inexperienced drivers - Min x5) Sat – Sun	\$545.00	
Order picker Refresher Course Call for pricing.		
Verbal testing	\$150.00 +Course Price	

Note

- Enrolments for course scheduled Monday – Friday require a deposit of \$245.00 to confirm placement and allow study materials to be sent.
- Enrolments for courses scheduled Saturday – Sunday require the full payment to confirm placement and allow study materials to be sent.

Miscellaneous Charges

Re-issuing a certificate, qualification or statement of attainment	\$30.00
Additional training day Seven Hills (for inexperienced course) Monday – Friday	\$100.00
Additional training day Rutherford (for inexperienced course) Monday – Friday	\$150.00
Additional training day Seven Hills (for experienced course) Monday – Friday	\$200.00
Additional training day Rutherford (for experienced course) Monday – Friday	\$200.00
Additional assessment day Seven Hills Monday – Friday	\$200.00
Additional assessment day Rutherford Monday – Friday	\$250.00
Additional training day Seven Hills (for inexperienced course) Sunday	\$150.00
Additional training day Rutherford (for inexperienced course) Sunday	\$200.00
Additional training day Seven Hills (for experienced course) Sunday	\$250.00
Additional training day Rutherford (for experienced course) Sunday	\$250.00
Additional assessment day Seven Hills - Sunday	\$250.00
Additional assessment day Rutherford - Sunday	\$300.00
Additional evening (for inexperienced course) Mon – Fri	\$150.00
Additional evening (for experienced) Mon – Fri	\$250.00

Note: If you do not give a minimum of 3 working days' notice to reschedule your course, or you do not turn up for your scheduled training days. There will be a fee to re-book you're training. This will vary from \$100 to \$200 depending on training centre and weekday or weekend.

