



Learner Handbook

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Absolute Forklift Training Pty Ltd

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Welcome

Welcome to Absolute Forklift Training (AFT).

We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career.

Purpose of this handbook is to provide you with all the information that you need to know about studying with Absolute Forklift Training.

About Absolute Forklift Training

Absolute Forklift Training is an RTO (registered training organisation) providing high-quality training to learners 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.
- **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.
- **Learner Focused:** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement:** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our Guarantee to Clients

Absolute Forklift Training is committed to deliver quality training and assessment and will work with learners 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 learner, Absolute Forklift Training will refund the learner's fees.

Studying Through Absolute Forklift Training

Absolute Forklift Training (AFT) aims to provide courses which are:

- Practical
- Informed by industry needs
- Flexible
- Affordable
- Delivered by friendly, professional and supportive staff

Our Obligation as your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), Absolute Forklift Training have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the *Outcome Standards, Compliance Standards and Credential Policy for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instruments 2025*, which are part of the VET Quality Framework.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO, we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this handbook.

Our Contact Details

Address: Unit 2, 36 Abbots Road, Seven Hills NSW 2147

Phone: 02 8678 3444

Website: www.absoluteforklifttraining.com.au

Email: sales@absoluteforklifttraining.com.au

Office hours: 9am – 5pm Monday to Friday

Training hours:

Seven Hills training centre:

- Daily: 7.30am start, 3pm finish

Rutherford training centre:

- Monday / Tuesday, Thursday / Friday – each week: 7.30am start, 3pm finish
- Saturday / Sunday – once a month: 7.30am start, 3pm finish

The Small Print

Copyright

The information in this booklet is copyright to Absolute Forklift Training (AFT) and may not be used or reproduced in whole or in part without prior written consent or as permitted under the *Copyright Act 1988*.

Disclaimer

Every effort has been made to ensure that the information in this handbook is free from errors and omissions. AFT makes no representations or warranties and is not liable for any loss or damage or injury of any kind (however caused) including negligence resulting from or in any way connected with the use of this information. AFT does not assume any liability, whether direct or indirect, for the accuracy, comprehensiveness or usefulness of any information, or the reliance on this information.

Updates and Continuous Improvement

As part of our Continual Improvement processes, AFT reserves the right to update, modify, revise or supplement information this handbook at any time.

Courses provided by Absolute Forklift Training

Absolute Forklift Training offers the following courses, please click the link to view more information on the qualifications pages of our website: www.absoluteforklifttraining.com.au

Full courses:

- **TLILIC0003 License to operate a forklift truck (FL)**
- **TLILIC0004 License to drive an order picking forklift truck (LO)**

Selection and Enrolment

Absolute Forklift Training accepts applications from all learners who meet the entry requirements published in the course information. **Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.**

To apply to enrol in a course, you must complete an Enrolment Form. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the course outline) such as verified copies of licenses, qualifications, CV or other evidence.

There are no credit transfers (CT) available for the two (2) courses.

You may be required to complete a LLND (language, literacy, numeracy and digital literacy) assessment to ensure you meet the requirements to complete the course you are enrolling in successfully.

You will be required to sign your enrolment form and associated privacy consent forms as regulated in the industry.

Upon enrolment, you will be given further information and resources, including this handbook. You should familiarise yourself with the handbook and undertake the required pre-course study to ensure you have the best prospect of successfully completing the course. This also gives you the opportunity to ask your trainer any questions that you may have.

Course Specific Enrolment Requirements - IMPORTANT

Assessment Enrolment Number (AEN) – High Risk Work Licence Courses

Students enrolling in **TLILIC0003 Licence to operate a forklift truck** or **TLILIC0004 Licence to operate an order picking forklift truck** are required to obtain an **Assessment Enrolment Number (AEN)** before attending their scheduled course.

The AEN is required for SafeWork NSW High Risk Work Licence assessment. If a student does not obtain an AEN before their scheduled course, they **cannot be assessed by a SafeWork NSW Accredited Assessor. The student will be required to rebook into another available course date, and additional fees WILL apply.**

It is the student's responsibility to ensure their AEN has been obtained before attending training and assessment.

To apply for an AEN, students will need:

1. An active email address.
2. A MyServiceNSW Account.
3. Proof of identity documentation, as required by Service NSW.
4. The relevant High Risk Work licence class they are applying for, such as LF forklift or LO order picker.

Students must apply for their AEN through the Service NSW website:

Apply for a High-Risk Work Licence Assessment Enrolment Number

[HRWL Assessment Enrolment Number](#)

Once the application is completed, SafeWork NSW will issue the student an email containing their Assessment Enrolment Number. Students should keep a copy of this email and take a screenshot of the AEN so it can be easily accessed on the day of training and assessment.

Students must provide their AEN when making or confirming their booking and must bring the AEN with them on the day of attendance. Students must also bring suitable photo identification, such as a driver licence, NSW Photo Card, passport, or current High Risk Work Licence.

Please see **Appendix J and K** for details on **Photo Identification and Proof of Identification (POI)**.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: [Create Your Own USI](#)

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

For information about exemptions for individuals please review this webpage: [How to apply for a USI exemption](#)

Credits

Credits for training completed previously is not applicable to these particular courses.

Recognition of Prior Learning

Due to the high-risk nature of this course, recognition of prior learning is not a suitable pathway. Continual changes in industry, best practice and regulatory requirements makes attending the course in person more suitable and ensures industry currency. Licenses are required to be renewed every 5 years through SafeWork NSW. If the license has expired for more than 12 months, the candidate will have to enrol in a course and undertake the course again.

Verification of competency (VOC) or refreshers may be required by industry and employers from time to time. This is generally a 2-year requirement and has a Certificate of Completion issued by the RTO rather than a Statement of Attainment (SOA) for completing the nationally accredited units.

The large work health and safety component of the course demands currency in both knowledge and practical skills. Simulations and workplace-based case studies ensure a practical application and allows learners to demonstrate they are able to apply principles in practice.

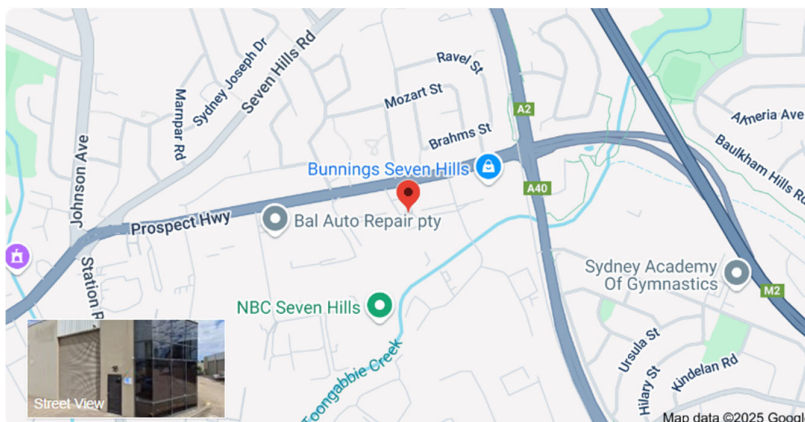
Whilst a RPL pathway is available to the learner as per the *Outcome Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instruments 2025*, being a high-risk competency, it is mandatory learners attend the course in person and may derive additional benefits for the following reasons:

- Refreshment of skills – currency of skills and knowledge;
- Update knowledge and application of current legislative and regulatory requirements; and
- The duration of the course is less than the time required to be invested in evidence collection and evidence assessment for the RPL pathway.

Learners undertaking the course in face-to-face mode can anticipate completing the course within two days.

Course Locations

Unit 2, 36 Abbotts Road, Seven Hills NSW 2147



By Car:

M2 Abbotts Road turn off. Remain in the centre lane, (2 sets of traffic lights immediately after each other) as the left-hand lane will finish.

Just immediately after it finishes, you will see a COATES HIRE sign on the left-hand side. Turn in the driveway on the left immediately BEFORE Coates Hire, then first one left into the units. AFT is just around the corner.

68 Mustang Drive, Rutherford NSW 2320



The Rutherford Training Centre is our Secondary Training Centre, so we require numbers to run the course. If a course is cancelled due to lack of numbers or other reasons (e.g. a trainer / assessor is unavailable), AFT needs to provide three (3) working days' notice to change the course date free of charge. However, the next date chosen must run, as we can only move you once.

Parking

Our Seven Hills site has allocated parking, on arrival please park in spaces marked #2 only, or ask your trainer for parking directions. Our Rutherford Site is on 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 updated by participation on actual job sites in industry and participating in professional development activities, therefore giving our learners the best practical industry experience.

At Absolute Forklift Training we deliver a nationally accredited qualification via face-to-face training in our training centres and can offer workplace training in the workplace if required. When you study with Absolute Forklift Training (AFT), your trainer and assessor will always be there to assist you throughout your course. If additional support is needed outside of class, you can even phone or email your Trainer/Assessor for questions and advice, which means you get the 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 learners will enjoy giving them the realistic and hands-on learning environment.

Course Induction

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important details regarding the SafeWork NSW licensing and will be an opportunity to meet your trainer and the other learners in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a learner.

The induction also provides an opportunity for you to ask any questions you might have about undertaking a course with us. During this induction, we also make sure that we have all the required forms and paperwork completed.

At your induction you will receive anything else, that you may require for the course.

General housekeeping arrangements are also discussed as stated in the section below.

Learner code of conduct

All learners are expected to abide by this Code of Conduct during their participation in their course with Absolute Forklift Training. Learners who do not abide by this Code of Conduct will be followed up through the disciplinary procedures. In some instances and severe breaches, you may be asked to leave the course.

Learner's rights

All learners have the right to:

- Be treated fairly and with respect by all learners and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Absolute Forklift Training (AFT) holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Learner's responsibilities

All learners, throughout their training and involvement with Absolute Forklift Training, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against, bully or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring any articles or items that may threaten the safety of self or others into any premises being used for training purposes.
- Not bring any articles or items that may threaten the safety of self or others into any premises being used for training purposes.
- Provide relevant and accurate information to Absolute Forklift Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Be responsible for their own learning and development by participating actively and positively and ensuring that they maintain progress with learning activities and modules.
- Complete all assessment tasks, learning activities and practical skills activities and assessments honestly and without plagiarism, infringing on copyright laws or using AI (artificial intelligence).
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Discuss any issues or potential issues with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify Absolute Forklift Training if any difficulties arise as part of their involvement in the program.
- Turn up on time, preferably prior to commencement of classes and ensure they are prepared and ready for the day's training and activities.

- Notify Absolute Forklift Training if they are unable to attend a training session for any reason at least three (3) days prior to the commencement of the activity or training.
- Make payments for their training within agreed timeframes, where relevant.

Course Expectations and Requirements

The training and assessment offered by Absolute Forklift Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace and the licensing regulator (SafeWork NSW). This is known as competency-based training and assessment. Each of the components of your course are elements which have to be achieved, in a “unit of competency”.

You may either be studying one or both units of competency over a period of time. Each unit of competency and the elements contained within it are linked to specific skills and knowledge required in the workplace.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, practical skills activities simulating a workplace component, and in some cases workplace training and assessment.

Assessment methods vary and will include formative and summative theory assessments (knowledge assessments) and practical skills exercises, which will be observed by your assessor. The licensing component of the course will involve a separate licensing assessment, both theory (knowledge assessment) and practical skills assessment activities, and you may end up with a new and separate licensing assessor from SafeWork NSW in some cases.

By completion of the course you will acquire practical experience by having completed tasks, projects, and simulations of work tasks within a classroom and the actual factory / warehouse environment, enabling you to apply theoretical knowledge in real-workplace situations, and foster the development of critical skills such as safety awareness and risk management, application of the regulatory framework, communication, and teamwork.

Attendance and Homework requirements

As part of your enrolment, you are expected to attend every class to participate in the training and activities. Please notify your trainer at least 30 minutes prior to class if you are running late for the scheduled class for some reason. Depending on the case, you may have to recommence the course or drop into another class at another time.

You may also be expected to do some additional home study to ensure you can complete the course successfully. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the course outline.

Assessment arrangements

At the beginning of the course, and at the beginning of each day, your trainer / assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you’ll be assessed against.
- Be informed of relevant sections and timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you and you can ask them any questions you may have.

You will have also been provided with a pre-assessment activity tool as part of your enrolment pack. This gives you the benefit of practicing for assessment activities (knowledge / theory assessments) and gain an understanding of the knowledge you are expected to have for the final assessments.

Submitting your assessments

Your assessments will be completed during class time under supervision. You will have received a practice knowledge assessment prior to your course commencement to familiarise yourself with the potential knowledge questions in the written assessment. During the course, you will also be given a formative practice assessment. Whilst this is not identical to the final summative assessment, it is modelled on the summative assessment and will give you further practice at what is expected in the final assessment. It will also give your assessor a good indication of what you have learned and any gaps in learning that they may need to bridge for you before you sit for the final summative assessment and the licensing assessments.

You will also be required to complete practical skills assessments to demonstrate your competence in forklift operations. The skills activities will be modelled on typical forklift operations and activities in the workplace. You will have been given the opportunity of plenty of practice in forklift operations and tasks prior to the assessment with the support of your trainer.

All SafeWork NSW licensing assessments will be conducted separately. Your trainer / assessor assigned to you **will not** be your SafeWork NSW licensing assessor. A SafeWork NSW accredited assessor will attend the licensing assessments on the day.

Absolute Forklift Training has a policy for academic integrity, which includes zero tolerance for plagiarism, use of AI and collusion with other learners. Any learner caught in breach of the academic integrity policy may risk being excluded from the course.

Assessment Methods

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 definition of the primary assessment methods:

Written Knowledge Assessment: the learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.

Research Tasks: the learner 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 learner will largely be specific to their workplace.

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

Workplace Logbook: The learner is required to record details of their work activity completed during work placement or workplace activities. These details are recorded against specified tasks and skills which are predesigned and instructed for the learner 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 learner's performance prior to completion of the course. This may be undertaken as an interview with duration of approximately 15 to 20 minutes and / or completion of a written third-party report. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record, together with the third-party report, which is added to the learner file.

Workplace Observation: The learner will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the learner performing tasks relevant to the units of competency being assessed. The learner will be briefed on their observation activities and the observable outcomes sought in these activities and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Yet Satisfactory (NYS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Yet Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

Please Note: Absolute Forklift Training maintains vocational education and training integrity at all times, in line with its policies and procedures and the relevant regulatory requirements and agents, such as SafeWork NSW. At no time whatsoever will bribes or threats be accepted by a learner or stakeholder in the attempt to influence the assessment outcomes. Any attempts in bribery and threats, will result in termination of the enrolment, being asked to leave the course, and may result in the learner and associated parties being reported to the relevant regulatory authorities.

The use of logbooks

If you are found Not Yet Competent (NYC), you will be given the opportunity to acquire more training and skills practice within the workplace environment. You will be provided with a logbook to record the workplace skills training and practice on the warehouse floor. Logbooks will only be issued to learners once enrolment has been completed and the course has commenced. Logbooks can only be issued by Absolute Forklift Training. If you are issued a logbook to record your workplace skills training, you must have a fully qualified person from your workplace supervising your activities.

The supervisor must hold the same High Risk Work License with SafeWork NSW that you are enrolled in, in this case TLILIC0003 License to operate a forklift truck (LF) or TLILIC0004 License to operate an order picking forklift truck (LO). The licensed supervisor must complete the relevant sections in the logbook and sign off on the work completed.

You must record the work carried out in the logbook each time. Absolute Forklift Training has set the course period and completion at 60 days in line with the SafeWork NSW allocated assessment enrolment number.

The logbook must be completed within 28 days, or the logbook expires. If you require more than 28 days to complete the course and logbook, you must apply for an extension with AFT.

Extensions may be granted one (1) month at a time, to a maximum of 60 days in total. If you are unable to complete the course in the 60-day period, you will lose your SafeWork NSW allocated assessment enrolment number and will be required to re-enrol in a new course and undertake the full course again.

Reasonable adjustment in assessment

Some learners may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered, e.g. changing the written assessment to conducting it orally with the help of your assessor.

If you have not already indicated this in your enrolment form, please speak to your trainer / assessor if you think that you may need an adjustment made. You will also be required to complete *the Reasonable Adjustment Request Form* in the appendices. Note these adjustments are made at the discretion of your trainer / assessor based on your identified needs. These adjustments can only be made if they **do not** compromise the integrity of the competency requirements of the unit. They are not designed as a ‘free pass’ through the course.

For more information, please refer to AFT’s *Reasonable Adjustment Policy and Procedures*.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Learner plagiarism, cheating and collusion

Absolute Forklift Training has a no tolerance policy for plagiarism, cheating and collusion. This includes the use of AI (artificial intelligence) and mobile phones or search engines. Learners are expected to act with integrity at all times and only submit assessment work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work (if applicable).

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other learner/s in the process.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, Absolute Forklift Training will be required to take disciplinary action which is likely to require you to complete the assessment again or you may risk being excluded from the course and having your enrolment revoked.

More information can be found in our *Plagiarism, AI and Academic Misconduct Policy and Procedures*.

Use of Artificial Intelligence (AI)

When completing assessments and any preparatory work, learners must be mindful of the limitations of Artificial Intelligence (AI) tools like ChatGPT. These tools might provide outdated or incomplete information and may not be fully aligned with industry-specific or Australian context requirements. Additionally, AI lacks the ability to convey authentic human experiences that convey the complexities of life’s activities.

Although AI can offer correct answers, it does not demonstrate a learner's personal mastery of the subject or your ability to apply what they have learned in real-world situations. It's important to showcase your own understanding and knowledge in your work.

AI is also limited in respect to incorporating authentic human experiences that convey the complexities of life's activities.

Learners will also need to work within the parameters of copyright and plagiarism, remembering that the Rules of Evidence require that they submit their own authentic work for assessment activities.

If an assessor suspects that your submission is not your original work, they may discuss this with you and decide on further steps such as having to complete the assessment again, or being excluded from the course.

More information can be found in our *Plagiarism, AI and Academic Misconduct Policy and Procedures*.

Support services

AFT is committed to ensuring that you get all the support you need to be successful in your course. You may not have studied for a while and or you might need help with industry specific terminology or practices. You may also need assistance with skills such as reading, writing and calculations or digital devices typical to the workplace.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy, numeracy and digital ability and skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you may include:

- One-on-one support from our trainers / assessors including providing you with their phone and email contact details.
- Additional training and study time to practice your skills.
- Study groups in the course on the day, where you can work with your fellow learners.
- Referral to relevant external services.

You can contact us at 02 8678 3444 if you wish to discuss your support needs.

External Support Services

For learners requiring additional support with their studies and course work, work or life, Absolute Forklift Training provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Healthdirect Australia

Phone: 1800 022 222

Website: <https://www.healthdirect.gov.au/>

Symptom checker, medicines and health information.

MindSpot

Phone: 1800 614 434

Website: <https://mindspot.org.au/>

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state and territory governments:

Rape & Domestic Violence Services Australia

Phone: 1800 737 732 (1800 RESPECT) Website: <https://www.1800respect.org.au/>

A range of support services are available for people who have experienced sexual assault, domestic or family violence.

The Anti-Discrimination Board of NSW

Website: <http://www.antidiscrimination.justice.nsw.gov.au/>

The Anti-Discrimination Board of NSW promotes anti-discrimination, equal opportunity principles and policies throughout NSW. It administers the anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). It is part of the NSW Department of Justice.

Legal Aid NSW

Free legal helpline: 1300 888 529 Website: www.legalaid.nsw.gov.au

State wide organisation providing legal services to socially and economically disadvantaged people across NSW.
Provider of legal services in most areas of criminal, family and civil law.

Sydney Multicultural Community Services

Phone: (02) 9663 3922, Fax: (02) 9662 7627 Website: <http://www.sydneymcs.org.au/about-us>

Address: 3 General Bridges Cres, Daceyville NSW 2032

Email: info@sydneymcs.org.au

Sydney MCS focuses on providing specialised support services for the direct relief of suffering and enhancing the quality of life of people from CALD communities, including the aged, newly arrived migrants and refugees and those in crisis, suffering from language barriers, isolation, frailty, disability, sickness, dislocation, poverty, disadvantage, destitution, misfortune and helplessness.

Family & Community Services – Ageing, Disability & Home Care

Website: <https://www.adhc.nsw.gov.au/>

ADHC is responsible for providing services and support to:

- Older people
- People with a disability
- Their families and carers

For people with disability services include:

- Early intervention for children and young people
- Learning new skills for work or leisure
- Everyday living support, including therapy, case management and behaviour support
- Somewhere to live
- Advocacy and information services
- Help at home, including personal care, domestic tasks and meals

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from learners and employers to contribute to our continuous improvement processes, so as a provider in the industry, we are always striving to do better. This is referred to as 'Continuous Improvement'.

All learners and employers will be provided with a **Quality Indicator Survey** issued by the **National Centre for Vocational Education and Research (NCVER)** that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office from time to time.

You may also be contacted by our regulating body ASQA (Australian Skills Quality Authority) to verbally interview or survey you in regard to the quality of the course we have provided you with or your experience studying with us. It is your choice to participate; responses may be kept confidential on request.

We also welcome feedback from you at any time verbally during the course, by email and phone or by completing a Suggestion for Improvement Form, available on request by email or at our head office.

Continuous Improvement

Absolute Forklift Training is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement. Your feedback and our trainer/assessor feedback is an integral part of the continuous improvement process.

Access to your records

You may access or obtain a copy of the records that Absolute Forklift Training (AFT) holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Team / CEO using the *Access to Records Request Form* outlining which records you wish to access. There is no charge to access your records however there is a cost of 50c per page for photocopying or printing.

Access to records may be provided by:

- Making copies of the records held in a file
- Providing a time for you to review your file
- Emailing you reports or exports of data or by providing a link or portal to access records online.

For more information, please refer to our *Privacy Policy and Procedures* and *Data and Record Management Policy and Procedures*.

Amendment to records

If a learner considers the information that Absolute Forklift Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended using the Change of Details Form.

Where a record is found to be inaccurate, a correction will be made. Where a learner requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

In some instances, you may have to provide AFT with supporting evidence of the change, such as a marriage certificate, or divorce decree or change of name certificate. Evidence supplied must be either original copies for AFT to duplicate for the file, or verified copies by a JP (Justice of the Peace) or the police.

The following forms can be used to request amendments to records:

- *Change of Details Request Form* – Use this form if you are a current learner with AFT and have not yet been issued with a Statement of Attainment or Refresher Certificate.

- *Amendment to Records Request Form* – Use this form if you are a former learner of AFT and believe your records are incorrect or you have legally changed your name and wish to change the name on your Statement of Attainment or Refresher Certificate (note – a processing fee applies to re-issued qualifications).

More information on amending records can be found in our *Privacy Policy and Procedures* and *Data and Record Management Policy and Procedures*.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Enrolment Pack or Enrolment Form because we are no longer able to deliver the course you have enrolled in, or no longer operating as a RTO.

If this occurs, Absolute Forklift Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

Legislation and you

As a learner, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the *Work Health and Safety Act 2011 (NSW)* and the *Work Health and Safety Regulations 2017 (NSW)*, Absolute Forklift Training must provide a safe environment for both staff and learners, as well as providing information to staff and learners in relation to health, safety and welfare. Absolute Forklift Training has policies and procedures in place to ensure your safety at all times. On commencement of your course you will be provided with information about health and safety. If the course is being conducted on a work or your employer's premises, additional hazard and risk assessments will be conducted.

As a learner you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards or potential hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured during your training or whilst being on the premises.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required. AFT's staff will provide you with their incident report form and assist you in completing it to the standard required.

- Ensure you are familiar with Absolute Forklift Training emergency evacuation procedures and in the case of an emergency, follow the instructions given to you by the fire warden or the assigned person.
- Do not leave bags or personal belongings lying around where they may be a trip hazard.
- Keep training and assessment areas neat and tidy at all times.
- Do not smoke, take any form of drugs or drink alcohol on the premises.
- If you are on medication, that may affect your level of consciousness or alertness, or operating machinery and equipment, you must inform your trainer / assessor. They will decide and advise you of the suitable action to be taken. You will have to provide them with evidence in support of this, such as a script from a doctor, or the labelling on the medication itself.
- AFT has a zero drugs and alcohol policy. Anyone under the influence of drugs or alcohol will have their enrolment revoked and be asked to leave the premises immediately. Offenders may also be reported to relevant authorities for action.
- AFT has a zero swearing and violence policy. Any abuse, unwelcomed swearing or violence against other learners, trainers / assessors, staff and visitors is not tolerated. Offenders will be asked to leave the premises immediately and will have their enrolment revoked. Offenders may also be reported to relevant authorities for action.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets, and wash basins clean and tidy, etc. Hygiene also extends to personal hygiene and cleanliness. Please consider your fellow classmates and trainers / assessors regarding your personal hygiene and cleanliness, when attending course days.
- You must also wear safe suitable clothing and fully enclosed shoes, preferably long pants, not loose clothing and preferably steel capped work boots.
- Long hair should be tied up and restrained.
- Please be mindful of any body piercings and potential health and safety implications in practical activities.
- You must be familiar with manual handling procedures at AFT. AFT has a manual handling procedure available for review.

More information is available in AFT's *Work, Health and Safety Policy and Procedures*.

Electrical equipment

AFT will have the use of electrical equipment on site, for training and for example for housekeeping and in the kitchen.

Electrical equipment that is not working should be reported to Absolute Forklift Training staff immediately, so that they can take the appropriate action.

Electrical work should only be performed by appropriately licensed or trained personnel. Learners, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire Safety

Absolute Forklift Training will brief you on the fire safety procedures, including actions and procedures involved in evacuation, as well as the location of fire equipment and appropriate use of. Briefings will occur at the commencement of each training and assessment event. Office staff will receive training and briefings at least twice a year.

All users of AFT's training and assessment facilities need to be familiar with the location of all EXITS and fire extinguishers. Users will be shown locations of and will be required to consult available maps to determine location and

exit points. This is called a Fire and Evacuation Plan. As a learner participating in the course, you are required to pay attention and participate in the briefings and any drills that may be conducted.

You may be asked to convey your knowledge and understanding of the fire evacuation plan to your trainer / assessor, and demonstrate the use of equipment. In case of a fire or evacuation emergency, you are expected to assist anyone that requires help. You must follow the instructions and directions of the allocated fire warden and as directed, make your way to the allocated assembly point(s) on the evacuation plan. If you have any questions, you can direct those to your allocated trainer / assessor and / or your fire warden.

First Aid

AFT has provision for first aid facilities and equipment at their training centres, as required under the relevant regulation and Work Health and Safety Act 2011 (NSW). You can also refer to the Code of Practice Code of Practice - First Aid in the Workplace for guidance.

All incidences and accidents must be reported to AFT staff. In each case, Incident Report Forms will need to be completed and the incident will have to be recorded in the Injury Register. If emergency services or the ambulance needs to be contacted, AFT staff will make the call or direct someone to make the call. You must follow directions by the allocated first aider and / or your trainer / assessor.

Manual Handling

Learners must follow the manual handling procedures at AFT. A copy can be given to you on request. Your trainer / assessor will brief you on the correct way of lifting and manual handling of any item. Never attempt to lift anything beyond your capacity. If you are in doubt, you should refer back to your trainer / assessor for instructions, or seek the assistance of someone else for the lift. Correct manual handling procedures requires that you bend the knees, keeping your back straight whilst lifting, and holding the item close to your body, with a firm grip.

If you have a pre-existing back injury or experienced issues in the past, you should not attempt to lift any item and ask someone else to lift it for you instead.

Further information on safe manual handling can be found here: [Code of Practice - Hazardous Manual Tasks](#)

Work and Study Areas

You should always ensure that all work and study areas are clean and clear of clutter to avoid the danger of an accident by tripping or falling. Any rubbish should be placed in the bins provided and as directed (in case of recycling). All bench spaces should be left clean and tidy when finished. Do not sit, climb or stand on any desks or tables or benchtops.

Harassment, victimisation or bullying

Absolute Forklift Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Absolute Forklift Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination legislation defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, or making derogatory statements about someone's background, culture, religion or looks etc.

Victimisation is where a person is treated unfairly because they have made a discrimination or harassment complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or learner. Bullying falls under health and safety legislation and is unlawful.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or another learner, you should make a complaint with the administrative staff at Absolute Forklift Training.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop.

Further guidance and information is available in AFT's *Discrimination and Harassment Policy and Procedures*.

Equal opportunity

The principles and practices adopted by Absolute Forklift Training aim to ensure that current and prospective learners, clients and other stakeholders are treated fairly and equitably in their dealings with Absolute Forklift Training.

Absolute Forklift Training aims to treat all learners, visitors and stakeholders courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course or their stay.

Absolute Forklift Training provides equity in access to the level of training and support required by each learner. All learners are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All learners are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Further guidance and information is available in AFT's *Access, Equity and Anti-Discrimination Policy and Procedures*.

National VET (Vocational Education and Training) Regulator Act 2011

As a learner in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification, skill set or licensing outcome that improves your prospects of gaining the job you want or, alternatively provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority (ASQA), Absolute Forklift training is required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards such as the Australian Quality Training Framework (AQTF) that ensure the training and assessment and associated support services are provided to you in accordance with nationally mandated standards.

Learner Identifiers Act 2014

Under this Act, we are required to ensure that all learners have a USI (Unique Learner Identification number). We are unable to issue a qualification or a statement of attainment (SOA) for any learner if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Learner Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For learners and training organisations, the main benefits of the USI are:

- Learners will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.

- There will be immediate access to VET records. This means they can be supplied to employers immediately and other training organisations etc. as proof of VET past achievements.
- It will be easier for training organisations to ascertain learners' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).
- It minimises the risk of forgeries and replications in the industry, ensuring an accurate and genuine record of individual achievements.

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Your Privacy

In collecting personal information, Absolute Forklift Training complies with the requirements set out in the *Privacy Act 1988*, including Australian Privacy Principles (APP) 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Absolute Forklift Training operates (in this case NSW).

Personal information, including sensitive information, is collected from individuals to ensure Absolute Forklift Training can carry out its business functions and meet various requirements under various jurisdictions. Absolute Forklift Training only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by Absolute Forklift Training if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
- The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of an individual, or to public health or safety.
- Unlawful activity, or misconduct of a serious nature, that relates to Absolute Forklift Training functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
- The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
- The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.

Absolute Forklift Training ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Absolute Forklift Training to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Absolute Forklift Training if they consider that their personal information has been mishandled or misused in some way.

- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Under the Data Provision Requirements 2012, Absolute Forklift Training 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 your AFT enrolment form – may be used, or disclosed by AFT for statistical, administrative, regulatory and research purposes. Absolute Forklift Training 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 learner 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 learner 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 *Complaints and Appeals Form*.

Under the *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>

Absolute Forklift Training retains evidence that you have acknowledged the following Privacy Notice and Learner Declaration as part of your enrolment process: <https://www.education.gov.au/privacy-notice-and-learner-declaration>

Absolute Forklift Training gives an undertaking, that they will not, under any circumstances distribute, sell or disclose any private and confidential details to any party or third parties for the purpose of soliciting marketing materials.

AFT's *Privacy Policy and Procedures* contains further information on AFT's approach to privacy and data collection.

Fees and Refunds Policy

Information about fees and charges

- AFT protects the fees that are paid in advance by learners by not requiring a learner to pay more than an amount of \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.
 - In most cases the course fees are less than \$1,500 per learner, and should fees be greater than \$1,500;
 - Fees may be paid off during the course in instalments according to a set payment plan which meets these requirements
- If an employer is paying for the course fees on behalf of their employee(s) / learner, the employer can make full payment of the fees upon receipt of an invoice from AFT.
- Fee information relevant to the course is outlined in detailed in the *Enrolment Pack* and summarised on the course outline / marketing material as well as the RTO's website. In compliance with Clause 18.1 of the Compliance Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials and resources fees.
 - Any other costs payable to the RTO including costs for recognition of prior learning or credit transfers, if applicable.
 - Payment terms and conditions including deposits, refunds and payment plans if applicable.
- The *Enrolment Pack* and the *Learner Handbook*, which are provided prior to enrolment, includes information about this policy and informs the learner of their consumer rights. Learners are asked to sign the *Enrolment Pack* in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a learner's course, an *Employer Agreement* and invoice will be provided prior to or at the time of enrolment, outlining the total fees, payment terms and schedule of payments applicable (if any).
- No cooling-off period applies as AFT does not use unsolicited consumer agreements (such as tele-marketing, door-to-door selling or direct approach marketing in a public places).

Course fee inclusions

- Course fees as applicable to each course are detailed in the *Enrolment Pack* and include:
 - All of the training and assessment as well as educational support services required for learners to achieve the course outcomes in which they are enrolling in, and the number of attempts allowed (if applicable);
 - Where a learner does not achieve the course outcomes within the required time frames, the learner will need to re-enrol into the unit/s in question and will be charged a pro-rata course fee based on the number of units required to be undertaken (if applicable);
 - One copy of the required resources and learning materials for each learner unless otherwise stated on the Course Outline; and
 - Issuance of one set of certification documents such as Statement of Attainment (in the case of withdrawal or partial completion) and Statement of Completion, in the case of VOC (verification of competency) and refreshers.
- Course fees do not include:

- Any optional or additional textbooks and materials that may be recommended but not required to complete a course;
- Replacement resources if original copies are lost or misplaced. Costs for replacement resources are outlined on the *Enrolment Pack*;
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks or home learning;
- Printing costs (if required); and
- Re-issuance of AQF certification documents such as a Statement of Attainment (SOA). Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus the cost of postage if required.

Absolute Forklift Training cannot guarantee that learners will successfully complete the course in which they enrol regardless of whether all course fees due and payable have been paid.

Payments

- Payments can be accepted by electronic funds transfer (EFT), cheque, money order or in person at AFT's head office in Seven Hills.
- Learners who are experiencing difficulty in paying their fees are invited to call AFT's office to make alternative arrangements for payment during their period of difficulty.
- All fees must be paid in full prior to course commencement. Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- AFT reserves the right to suspend the provision of training and / or other services until fees are brought up to date. Learners with long-term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds for fee-for-service learners

- All course fees for fee-for-service learners include an Enrolment Fee (or non-refundable deposit) which will only be refunded where AFT is required to cancel a course before it commences due to insufficient learner numbers or for other unforeseen circumstances.
- A learner not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment or exceeding the course completion period stipulated, does not entitle the learner to a refund.
- Learners who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Refund Request Form BUT ONLY if the course has not yet commenced. Three (3) business days' notice are required to be given for a refund to apply. AFT will retain \$150 to cover any resources supplied.
- The request to withdraw must include the details and reason for the request. Learners who have not advised AFT of their request to withdraw are not eligible for consideration of a refund or reduction in fees.
- Learners should consider alternative options to a course cancellation, such as requesting to suspend their enrolment and re-commencing in another scheduled training course at another time.
- Learners rescheduling or requesting a suspension of their enrolment, should provide supporting evidence to AFT at the time of the request, such as medical certificates, death certificates or receipts or invoices for any other relevant event.

- Every learner is entitled to one (1) free reschedule / transfer to another course at another time, providing the reschedule is requested more than three (3) business days prior to commencement of the course. Any subsequent transfer or reschedule request within three (3) business days will incur the following fees to rebook the course
 - Weekday courses:
 - \$100 – Seven Hills Training Centre
 - \$150 – Rutherford Training Centre
 - Weekend courses:
 - \$150 – Seven Hill Training Centre
 - \$200 – Rutherford Training Centre
- More information can be found in AFT's *Deferment, Suspension and Cancellation Policy & Procedures*.
- An employer or learner may wish to substitute someone else into the course position. This occurs at the following fees:
 - Weekday courses:
 - \$100 Seven Hills Training Centre
 - \$150 Rutherford Training Centre
 - Weekend courses:
 - \$150 Seven Hill Training Centre
 - \$200 Rutherford Training Centre
 - In the unlikely event that AFT or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the learner will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where AFT or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where AFT ceases to deliver the course in which a learner is enrolled and the agreement is terminated.
 - Where AFT needs to make a change to the terms of the *Enrolment Pack* (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the learner to account for changes.

In any of the above situations, AFT will automatically conduct a refund assessment of all affected learners and issue the refunds due to the Fee Payer accordingly. In these cases, there is no need for a learner to make an individual application for a refund. Refunds will be issued within 14 days.

- The refund assessment will be based on reviewing the services and/or materials provided to the learner and the costs incurred by Absolute Forklift Training in the provision such as:
 - Resources or other materials provided
 - Training provided received (e.g. number of meetings/classes/visits etc.)
 - Individual support provided by the trainer/assessor
 - Assessments marked or feedback provided
- The outcome of the refund assessment will be provided in writing to the learner's registered address within 14 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedures*.

Recording and payment of refunds

- Refunds will only be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following AFT's *Complaints and Appeals Policy & Procedure*.

- Records of refund assessments and issuance of refunds will be stored securely on the learner’s file and in our accounts keeping system.

Publication

Absolute Forklift Training will publish in a prominent place on its website the costs for fee-for-service programs as well as the *Fees, Charges and Refunds Policy and Procedures*.

Additional Fees and Charges

Absolute Forklift Training has the following of additional charges which may apply in some circumstances.

Type and circumstance in which it applies	Charge
<p>Re-issuing of testamur and statements of results</p> <p>All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment (SOA). This fee applies to each additional copy of a certification document if required.</p>	<p>\$50 per document plus the cost of postage if required.</p>
<p>Additional copies of Resources or any other learning and assessment resources</p> <p>Where original provided is lost or misplaced. 1 copy of each required resource is included in course fees.</p>	<p>A fee of \$100 per resource kit or \$20 per printed document applies if required.</p>
<p>Printing and photocopying</p> <p>Printing costs as may be required to complete assessments, or homework activities, or if learners require a copy of any records that Absolute Forklift Training holds about them.</p>	<p>Absolute Forklift Training provides printing or copying for a cost of 50c per page, however learners may use their own or other printing facilities.</p>
<p>Re-enrolment fee (per unit)</p> <p>Where a learner fails to achieve a satisfactory outcome within the given 60 day time period, the learner will need to re-enrol into the unit or units in question.</p>	<p>Pro-rata course fee based on the number of units required to be undertaken. Varies refer to Course Outline and Enrolment Pack for applicable fees.</p>
<p>Recognition of Prior Learning (RPL) Fees</p> <p>Application Fee & Fee per unit assessed by RPL</p> <p><i>Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</i></p>	<p>Varies refer to Course Outline and Enrolment Pack for applicable fees.</p> <p>Please note; TLILIC0003 and TLILIC0004 are not suitable for recognition of prior learning (RPL) applications.</p>

Complaints and Appeals Policy

Nature of complaints and appeals

AFT responds to all allegations involving the conduct of the RTO, its trainers and assessors, and other staff; and any learner or client of AFT.

Complaints may be made in relation to any of AFT's services and activities such as but not limited to:

- Enrolment process;
- Marketing information;
- Quality of training and assessment provided;
- Training and assessment matters, including training approach and method, learner support and assessment requirements;
- The manner in which someone has been treated; or
- The actions of another learner, such as bullying or harassment.

An appeal is a request for a decision made by AFT to be reviewed. Decisions can include but are not limited to:

- Response to a complaint;
- Refund assessments; or
- Assessment outcomes / results.

Principles of resolution

AFT is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, AFT ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

AFT will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Where a learner chooses to access this policy and procedure, AFT will maintain the learner's enrolment while the complaints / appeals handling process is ongoing.

Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Records of complaints and appeals

Absolute Forklift Training will maintain a record of all complaints and appeals and their outcomes, which will be securely stored according to the *Privacy Policy and Procedures*.

Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within 30 calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the *Complaints and Appeals Form* submitted in person to AFT's head office at Unit 2, 36 Abbots Road, Seven Hills NSW 2147, to an AFT trainer or assessor, or by email to accounts@absoluteforklifttraining.com.au.
- When making a complaint or appeal, provide as much information as possible to enable AFT to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within five (5) business days.

Resolution of complaints and appeals

- Some or all members of the management team of Absolute Forklift Training will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third-party delivering services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Independent parties

- Absolute Forklift Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter.
- Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 0432 670 327 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>
- Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Absolute Forklift Training.
- Absolute Forklift Training may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- Absolute Forklift Training will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

- The CEO will ensure that any recommendations made are implemented as part of AFT commitment to continuous improvement. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint.

Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage:

<https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to Absolute Forklift Training’s registering body, Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Absolute Forklift Training in relation to:

- The quality of our training and assessment
- Our marketing and advertising practices

For learners:

- **ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted Absolute Forklift Training’s formal internal complaints process as above.**
- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the following webpage below before making a complaint to ASQA: [Complaints about training providers](#)

For other stakeholders:

- Information about the process and information you should provide is available here: [How ASQA uses feedback](#)
- **Office of Fair Trading:** Complaints can also be lodged and enquiries made with NSW Fair Trading at <https://www.nsw.gov.au/departments-and-agencies/fair-trading/complaints-and-enquiries>
- **Department of Education Training and Employment (DETE):** More information and support on individual rights in education, training and employment can be accessed at <https://www.nsw.gov.au/young-people/leaving-care/education-training-and-employment>

More information is available in AFT’s *Complaints and Appeals Policy and Procedures*.

Issuing of certification documents

On completion of your course and payment of all relevant fees, AFT will issue you with a Statement of Attainment (SOA) and record of results 30 days following the learner being deemed competent and all compliance checks having been completed by the training manager. The record of results will show the units of competency achieved in the course and corresponding results.

Where a learner withdraws or partially completes a course, a Statement of Attainment will be issued 30 days of withdrawal as long as all relevant fees have been paid and all compliance checks having been completed by the training manager.

Absolute Forklift Training reserves the right to with-hold the issuance of qualifications and Statements of Attainment (SOA) until all fees related to the course or qualification have been paid, except where Absolute Forklift Training is not permitted to do so by law.

Absolute Forklift Training must have a valid USI on file for the learner for a certificate or Statement to be issued. The USI has to be verified by AFT and all other compliance checks have to be completed as legislatively required.

More information can be found in AFT's *AQF Certification Policy and Procedures*.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Learners can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees, Charges and Refunds section for the current fee.

All other records including assessments and practical observation checklists have to be retained by AFT for a maximum of two (2) years under the new *Compliance Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2023*.

More information can be found in AFT's *AQF Certification Policy and Procedures*.

Appendix A – Policies and Procedures / Forms

Name of Document	Reason for use
Access, Equity and Anti-Discrimination Policy and Procedures	Outlines AFT's approach to ensure equitable access to training and assessment services.
Complaints and Appeals Policy and Procedures	Maps out AFT's approach to managing dissatisfaction, formal complaints and appeals of learners, clients, staff and other members of the community
Complaints and Appeals Form	Complete this form if you wish to complain about our services, or appeal an assessment decision made.
Consumer Protection Policy	Ensures consumers like yourself receive quality goods and services that meet your rights and expectations.
Credit Transfer Policy and Procedures	Outlines AFT's principles and procedures for the recognition of previously completed qualifications or units of competency through the Credit Transfer (CT). Note – CT's are not applicable for AFT's single unit courses.
Credit Transfer Application Form	Complete this form if you wish to apply for CT. Please note above policy.
Data & Record Management Policy and Procedures	Outlines AFT's approach for managing your data and records (e.g. learner info, assessment results, admin data), including maintenance, storage and disposal.
Access to Records Request Form	Complete this form to request access to the information we have in your file.
Amendment to Records Request Form	Submit this form if you believe the information we have in your file is incorrect.
Change of Details Form	Use this form to notify us if your personal details (e.g. name, contact details, address) have changed.
Deferment, Suspension and Cancellation Policy and Procedures	Outlines AFT's approach to requests to defer, suspend or cancellation an enrolment.
Deferment, Suspension and Cancellation Request Form	If you wish to request to defer, suspend or cancellation your enrolment.
Discrimination and Harassment Policy and Procedures	Outlines AFT's commitment to providing a safe and respectful environment free from all forms of discrimination, bullying and harassment.
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment).
Fees, Charges and Refunds Policy and Procedures	Outlines AFT's approach to managing fees, charges and refunds and to demonstrate how fees paid in advance are protected by AFT.
Course Fees Schedule	This schedule outlines all fees and charges for each learner.
Refund Request Form	Complete this form if you believe you have grounds for a refund.

Learner Administration Policy and Procedures	Outline RTO’s approach to ensuring it manages student records and administration effectively.
Learner Exit Survey Form	Submit your thoughts about your experience with AFT and help us improve our training products and services.
Improvement Suggestion Form	Complete this form if you would like to supply us with a suggestion to improve our services.
LLND Policy and Procedures	Outlines AFT’s approach to Language, Literacy, Numeracy and Digital Literacy (LLND) and how it is applied to identified learners, including potential learners, enrolled or seeking to enrol in a nationally accredited qualification course.
Marketing and Advertising Policy and Procedures	Outlines AFT’s approach to ensuring it markets and advertises its courses ethically and accurately and in compliance with legislative requirements.
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Plagiarism, AI and Academic Misconduct Policy and Procedures	Defines what AFT constitutes plagiarism and academic misconduct, and details the procedures for preventing, identifying, and addressing these issues to maintain the integrity of the AFT’s training products, including the use of AI.
Privacy Policy and Procedures	Outlines AFT’s obligations and ethical requirements for the collection, storage and disclosure of personal information of individuals (e.g. staff, learners).
Reasonable Adjustment Policy and Procedures	Outlines AFT’s process for identifying, implementing, and managing reasonable adjustments to training and assessment for learners with disabilities or specific needs.
Reasonable Adjustment Request Form	Complete this form if you would like to request reasonable adjustments and ensure you have a fair learning environment you can thrive in.
Student and Learning Support Policy and Procedures	Outline AFT’s approach to ensuring it manages student and learning support effectively to ensure students are able to successfully complete their training and assessment.
Training and Assessment Policy and Procedures	Ensures AFT’s strategies and practices used in relation to training and assessment are responsive to industry and learner needs and meet the requirements of the qualifications and courses provided.
Work Health and Safety Policy and Procedures	Outlines AFT’s approach to ensuring a safe and healthy environment for staff, students / learners and visitors during work and training activities.

Appendix B – Fees and Charges

Schedule of Fees and Charges

TLILIC0003 Licence to Operate a Forklift Truck	Sydney	Rutherford
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 License 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.
- Courses put ON HOLD for any reason are only held for a PERIOD of 3 MONTHS, the Course will then be CANCELLED with NO REFUND.

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

NOTE:

If you **DO NOT** give a minimum of **3 working days**’ notice to re-schedule 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 if a Weekday or Weekend.

Appendix C – Complaint and Appeal Form

Complaints and Appeals Form

This form should be used to submit a complaint or appeal in relation to Absolute Forklift Training (AFT). Appeals must be lodged within 30 days of the initial event / decision.

The information provided on this form will be used exclusively to resolve your complaint / appeal. None of the information you provide on this form will be disclosed to anyone outside of the business without your permission, unless we are required to do so by law.



Please submit the completed form in person to **2/36 Abbotts Road, Seven Hills, NSW 2147**; to an AFT trainer or assessor, or by email to acounts@absoluteforklifttraining.com.au. Please attach supporting documentation where applicable.

Learner name			
Student ID		Date	
Company (if applicable)			
Course (code and title)			
Course date(s)			
Contact number		Email address	
Address (incl postcode)			
Please select the reason for this application		<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
<p>Reason for Complaint <i>Please tick and provide further details below (if applicable)</i></p> <p><input type="checkbox"/> AFT Trainer / assessors or staff member (please provide name):</p> <p><input type="checkbox"/> Current or former AFT learner (please provide name):</p> <p><input type="checkbox"/> Services provided (please specify):</p> <p><input type="checkbox"/> Facilities or equipment (please specify):</p> <p><input type="checkbox"/> Course resources</p> <p><input type="checkbox"/> Other (please specify):</p> <p>Have you made a formal complaint about this issue before? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide date of previous:</p> <p>Have you made a (formal) complaint about this issue to any other party or authority? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide date and details:</p>		<p>Reason for Appeal <i>Please tick and provide further details below (if applicable)</i></p> <p><input type="checkbox"/> Academic assessment outcome (please list relevant unit/s):</p> <p><input type="checkbox"/> Non-academic decision / outcome (please specify):</p> <p><input type="checkbox"/> Disciplinary action taken against you (i.e. breach of code of conduct) (please specify):</p> <p><input type="checkbox"/> Course fees or charges applied (please specify):</p> <p><input type="checkbox"/> Notice of intention to cancel enrolment (please specify):</p> <p><input type="checkbox"/> Notice of intention to report you to authorities</p> <p><input type="checkbox"/> Other (please specify):</p>	

Complaint or Appeal Details (Summary)	
<p><i>Please outline the reasons for your complaint in as much detail as possible and attach supporting evidence.</i></p>	
Learner Acknowledgement	
<p>I hereby acknowledge that I have read and understand Absolute Forklift Training's Complaints and Appeals Policy & Procedures. I understand that all information provided is true and accurate and I may be requested to provide further information or attend a meeting upon request to discuss my complaint further. I am willing to attend a meeting at AFT if required.</p>	
Name	
Date	
Signature	

AFT OFFICE USE ONLY	
Receiving staff member	
Date	
Complaints number	
<input type="checkbox"/> Complaint / Appeal recorded and saved on learner's file and in the SMS <input type="checkbox"/> Complaint / Appeal checked for accuracy and sufficient detail <input type="checkbox"/> Acknowledgement sent to learner <input type="checkbox"/> Complaint / Appeal forwarded to Trainer / Assessors <input type="checkbox"/> Complaint / Appeal forwarded to Accounts & RTO Manager and / or CEO <input type="checkbox"/> Complaint entered into AFT's <i>Complaints or Appeals Register</i>	<p>Date entered:</p> <p>Date sent:</p> <p>Method:</p> <p>Date sent:</p> <p>Date sent:</p> <p>Date entered:</p>
Findings / Decision	
Complaint / Appeal Outcome	<input type="checkbox"/> Supported / Successful <input type="checkbox"/> Not Supported / Unsuccessful

Improvements required to AFT's systems	
<i>Please provide details & ensure entered into Continuous Improvement Register.</i>	
Staff member	Date
Staff member's signature	

Appendix D – Refund Request Form

Refund Request Form

Please complete this form if you are requesting a refund of fees paid to Absolute Forklift Training (AFT). Ensure you provide all required information and send via email to accounts@absoluteforklifttraining.com.au and attach supporting documentation where applicable. Alternatively, you can submit your request in person to **2/36 Abbotts Road, Seven Hills, NSW 2147**.

Your refund request will be assessed in accordance with AFT's *Fees, Charges and Refunds Policy & Procedures*. You will be notified of the outcome within 14 days.

Date	
Name	
Company (if applicable)	
Course (code and title)	
Course date(s)	
Email address	
Contact number	
Address (incl Postcode)	

Reason for Refund Request (Where applicable, relevant supporting evidence should be attached. In some cases, such as a Third-Party Statement, it may require notarization by a Justice of the Peace (JP))		
<input type="checkbox"/> Course cancelled by RTO	<input type="checkbox"/> Withdrawal before course start date	<input type="checkbox"/> Withdrawal after course start date
<input type="checkbox"/> Compassionate or compelling circumstances (e.g. medical reasons, family emergency)	<input type="checkbox"/> Overpayment of fees	<input type="checkbox"/> Other (please specify):
Fees paid (\$)		Date fees paid
Refund amount requested (\$)		
Explanation of Refund Request		
(Please provide a detailed explanation of why you are requesting a refund. Attach additional pages if necessary.)		
Supporting documentation attached		
<input type="checkbox"/> Medical Certificate	<input type="checkbox"/> Proof of Payment	
<input type="checkbox"/> Evidence of withdrawal	<input type="checkbox"/> Other (please specify):	

Please Note: We may contact you to gather further details about your refund request in order to improve our training product(s) and customer service.

Bank account details (for refund payment)	
Account name	
Account BSB	
Account number	

Terms and Conditions:

1. Refunds will be processed in accordance with the AFT's *Fees, Charges and Refunds Policy and Procedures*.
2. Refunds will **only** be made to the person or entity that originally paid the fees unless otherwise authorised in writing by the payee.
3. The processing of the refund will commence once AFT has received the completed *Refund Request Form* and all required supporting documents.
4. AFT reserves the right to refuse a refund if conditions outlined in the *Fees, Charges and Refunds Policy* are not met.
5. Refunds will be processed within 14 days of receipt of a complete application.

Student declaration	
I declare that the information provided in this application is true and correct to the best of my knowledge. I understand that my refund request will be assessed in accordance with the RTO's <i>Fees and Refunds Policy</i> , and I agree to the terms and conditions outlined above.	
Learner name	
Learner signature	
Date	

For office use only	
Date request received	
Received by	
Refund eligibility	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved
Comments / explanation for the decision	
Refund amount approved (\$)	
Processed by	
Approved by	
Date processed	

Privacy Statement:

The personal information collected on this form will be used for the purpose of processing your refund request and will be managed in accordance with AFT's *Privacy Policy*.

Appendix E – Access to Record Forms

Access to Records Request Form

This form should be used by a learner to submit a request to access their information and records held by Absolute Forklift Training (AFT), as outlined in the AFT’s *Data & Record Management Policy & Procedures*, and *Privacy Policy & Procedures*.

All requests for access to personal information must be in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed.

Request options:

1. Third party release for qualification
2. Reprint of issued qualification
3. Authorisation to provide verification of issued qualification

Note – Only complete the section of the option(s) you are requesting.

Please submit the completed form in person to **2/36 Abbotts Road, Seven Hills, NSW 2147**; to a AFT trainer or assessor, or by email to accounts@absoluteforklifttraining.com.au. Please attach supporting documentation where applicable.

Requirements for proof of identity are:

- Full legal name
- Date of birth
- Serial number of ID given at time of enrolment (e.g. driver’s licence, passport or birth certificate (if recorded))
- USI number
- Individual’s address at time of qualification issuance

Personal details	
Given name(s)	Surname (last name)
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr
Date of birth (DD/MM/YYYY)	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Mobile number	Home / Work phone
Email address	
Street address	
Postal address (if different)	
USI number	

<input type="checkbox"/>	1. Authority to View Documents (Commonwealth Privacy Act 1988) Third Party Release. Only complete this section if a copy of your Statement of Attainment (SOA) or Refresher Certificate is to go directly to a third party: Employer/Association		
Unit (code & title)			
Unit (code & title)			
Third Party Declaration			
I, _____ (Insert full legal name) give permission to Absolute Forklift Training to release a copy of my Statement of Attainment (SOA) or Refresher Certificate for the purpose of recording my SOA result to: _____ (Insert organisation's name to release SOA / Refresher Certificate)			
Please email to _____ (Insert email address)			
Learner's name		Date	
Learner's signature			

<input type="checkbox"/>	2. Authority to email me a reprint of the original Issued Statement of Attainment (SOA) / Refresher Certificate		
Unit (code & title)			
Unit (code & title)			
Learner's name		Date	
Learner's signature			

<input type="checkbox"/>	3. Authority for the below specified person and/or business/organisation to request and receive verification that your issued SOA by Absolute Forklift Training is genuine.		
Qualification / unit (code & title)			
Qualification Issue date		Document number	
Qualification / unit (code & title)			
Qualification / SOA Issue date		Document number	
Requestor's name			
Organisation name			
Requestor's email			
I give permission for Absolute Forklift Training to authenticate my Statement of Attainment (SOA) / Refresher Certificate.			
Learner's name		Date	
Learner's signature			

Absolute Forklift Training OFFICE USE ONLY	
Receiving staff member	Date
Request has been correctly completed	<input type="checkbox"/> Yes <input type="checkbox"/> No
Identity of person making request has been confirmed	<input type="checkbox"/> Yes <input type="checkbox"/> No
1. Authority to View Documents (Commonwealth Privacy Act 1988) Third Party Release. Only complete this section if a copy of your Statement of Attainment or Refresher Certificate is to go directly to a third party: Employer/Association	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
2. Authority to email me a reprint of the original issued Certificate / Statement of Attainment (SOA) / Refresher Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
3. Authority for the below specified person and/or business/organisation to request and receive verification that your issued qualification by AFT is genuine.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Staff member's signature	

Appendix F – Amendment to Records Request Form

Amendment to Records Request Form

Absolute Forklift Training (AFT) respects the privacy and confidentiality of its personnel, stakeholders and learners who use AFT's products and services. A learner can seek to correct or update their personal information held by AFT as outlined later in the AFT's *Privacy Policy & Procedures*.

All requests to update or change of personal information, including a certificate reprint, must be in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed.

This form should be used to:

1. Request a change to records to rectify incorrect details and information
2. Request a re-issue of qualification (Statement of Attainment or Refresher Certificate) in a name where it has been changed legally

Note – Only complete the section of the option(s) that is being requested.

The completed form should be submitted in person to **2/36 Abbotts Road, Seven Hills, NSW 2147** or by email to accounts@absoluteforklifttraining.com.au. Supporting documentation should be attached if applicable.

Requirements for proof of identity are:

- Full legal name
- Date of birth
- Serial number of ID given at time of enrolment (e.g. driver's licence, passport or birth certificate (if recorded))
- USI number
- Individual's address at time of certificate issuance
- Evidence of change of name, such as a marriage certificate, divorce certificate, a change of name certificate etc.

AFT will arrange access to records within 14 days. AFT will notify individuals in writing within 14 days of amendments to correct or update records.

Personal details			
Given name(s)		Surname (last name)	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr		
Date of birth (DD/MM/YYYY)		Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Mobile number		Home / Work phone	
Email address			
Street address			
Postal address (if different)			
USI number			

Please tick the appropriate box below for the option that you are making a request for and complete the required details.

<input type="checkbox"/>	1. Request to rectify incorrect information in our records. Please ONLY complete fields that require updating and leave fields blank that are currently correct.		
Given name(s)		Surname (last name)	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr		
Date of birth (DD/MM/YYYY)		Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Mobile number		Home / Work phone	
Email address			
Street address			
<i>I declare that all of the information above is accurate and true. Supporting evidence has been included.</i>			
Learner's signature			

<input type="checkbox"/>	2. You have legally changed your name and are requesting to have your qualification re-issued with your new legal name. State new legal name. Note that upon application, a processing fee of \$50 must be paid.		
Qualification / unit (code & title)			
Qualification / unit (code & title)			
Given name(s)		Surname (last name)	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr		
<i>I declare that all of the information above is accurate and true. Supporting evidence has been included.</i>			
Learner's signature			

Absolute Forklift Training OFFICE USE ONLY	
Receiving staff member	Date
Request has been correctly completed	<input type="checkbox"/> Yes <input type="checkbox"/> No
Identity of person making request has been confirmed	<input type="checkbox"/> Yes <input type="checkbox"/> No
Evidence supplied in support of change of name: (Provide details of the document that has been supplied. PLEASE NOTE: document must be a certified copy or original sighted, noted accordingly and copy put on file)	<input type="checkbox"/> Yes <input type="checkbox"/> No Evidence supplied (multiple ID forms required): <input type="checkbox"/> Australian Birth Certificate <input type="checkbox"/> Australian Driver's Licence (issued by state of residence) <input type="checkbox"/> Australian Passport (current or expired within past two years) <input type="checkbox"/> Current Foreign Passport <input type="checkbox"/> Immi Card <input type="checkbox"/> Marriage Certificate <input type="checkbox"/> Change of Name Certificate <input type="checkbox"/> Australian Divorce Papers / Certificate or Court Order <input type="checkbox"/> Other (please specify):
1. Request to rectify incorrect information in our records.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
2. Request to have qualification(s) re-issued with a new legal name. SMS and learner file must also be updated.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Staff member's signature	

Appendix G – Change of Detail Request Form

Change of Details Request Form

Absolute Forklift Training (AFT) respects the privacy and confidentiality of its personnel, stakeholders and learners who use AFT's products and services. A learner can request a change in their personal information held by AFT as outlined in the AFT's *Privacy Policy & Procedures*.

All requests to update personal details must be submitted in writing as the individual must be able to identify themselves and verify their identity prior to any information being disclosed. Please submit the completed form in person to **2/36 Abbotts Road, Seven Hills, NSW 2147** or by email to accounts@absoluteforklifttraining.com.au. Please attach supporting documentation where applicable.

AFT will confirm the change of details in writing within 14 days.

Learner change of details	
I am a learner of Absolute Forklift Training and wish to advise a change of:	
<input type="checkbox"/> Name (please provide of change of name)	<input type="checkbox"/> Home address
<input type="checkbox"/> Contact number	<input type="checkbox"/> Contact email address
<input type="checkbox"/> Employer / workplace	<input type="checkbox"/> Other (please specify):
Learner name (as on current records)	
Date of birth	
Current course enrolled (code & title)	

New Information	
Please ONLY complete information that has changed and attach evidence in support.	
Given name(s)	Surname (last name)
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr
Mobile number	Home phone number
Email address	
Employer / Workplace	
Work phone number	
Other (please specify)	
<i>I declare that all of the information above is accurate and true. Supporting evidence has been included.</i>	
Learner's name	Date
Learner's signature	

Absolute Forklift Training OFFICE USE ONLY	
Receiving staff member	Date
Request has been correctly completed	<input type="checkbox"/> Yes <input type="checkbox"/> No
Evidence supplied (please tick): <ul style="list-style-type: none"> <input type="checkbox"/> Proof of employment (e.g. letter of offer) <input type="checkbox"/> Employer website or email (e.g. with phone number, contact email address etc.) <input type="checkbox"/> Australian Birth Certificate <input type="checkbox"/> Australian Driver's Licence (issued by state of residence) <input type="checkbox"/> Australian Passport (current or expired within past two years) <input type="checkbox"/> Current Foreign Passport <input type="checkbox"/> Immi Card <input type="checkbox"/> Marriage Certificate <input type="checkbox"/> Change of Name Certificate <input type="checkbox"/> Australian Divorce Papers / Certificate or Court Order <input type="checkbox"/> Other (please specify): <ul style="list-style-type: none"> <input type="checkbox"/> Information updated in the SMS <input type="checkbox"/> Information has been updated in the learner's file <input type="checkbox"/> Communication via email sent to affected stakeholders at AFT (i.e. trainers / assessors, admin) <input type="checkbox"/> Change request acknowledged in writing 	
Staff member's signature	

Appendix H – Deferment, Suspension or Cancellation Form

Deferment, Suspension or Cancellation Request Form

Absolute Forklift Training (AFT) is committed to supporting all prospective candidates and enrolled learners throughout their training including learners who may need to defer, suspend, or cancel their enrolment due to compassionate reasons, academic or conduct issues, or other approved situations.

Please complete this form if you are requesting to defer, suspend or cancel an enrolment in an AFT course. You must provide all required information and submit your application by email to accounts@absoluteforklifttraining.com.au, and attach supporting documentation where applicable.

Applications to defer, suspend or cancel an enrolment must be submitted at least three (3) days in advance of the deferment, suspension or cancellation taking effect. AFT may contact the applicant requesting additional evidence if necessary and will provide written confirmation of the outcome of their request to defer, suspend or cancel.

AFT will consider all requests in accordance with AFT's *Deferment, Suspension and Cancellation Policy & Procedures*. AFT can also defer, suspend or cancel an enrolment as outlined in the above policy and procedures.



Date	
Name	
Company (if applicable)	
Course (code and title)	
Original course date(s)	
Email address	
Contact number	
Address (Incl Postcode)	

Type of request (Please select the appropriate option)		
<input type="checkbox"/> Defer an enrolment	<input type="checkbox"/> Suspend an enrolment	<input type="checkbox"/> Cancel an enrolment
Length of deferment / suspension (Up to x months, if applicable)		
Explanation of reason for request to defer, suspend or cancel an enrolment		
(Please provide a detailed explanation of why you are requesting to defer, suspend or cancel an enrolment)		

Supporting documentation attached	
<input type="checkbox"/> Medical Certificate / Doctor's Certificate	<input type="checkbox"/> Employer's letter (e.g. work commitments)
<input type="checkbox"/> Birth Certificate (for children born)	<input type="checkbox"/> Death Certificate (e.g. death of a family member)
<input type="checkbox"/> Proof of financial hardship	<input type="checkbox"/> Proof of relocation
<input type="checkbox"/> Marriage Certificate	<input type="checkbox"/> Statutory declaration
<input type="checkbox"/> Other (please specify):	

Bank account details for refund payment (if applicable)	
Account name	
Account BSB	
Account number	

Terms and Conditions:

1. Applications for deferment, suspension or cancellation will be processed in accordance with AFT's *Deferment, Suspension and Cancellation Policy & Procedures*.
2. AFT will only defer an enrolment upon request for no more than **three (3) months** after the original course start date.
3. AFT will only temporarily suspend an enrolment upon request on compassionate or compelling circumstances and for an agreed period of no more than three (3) months after the original course start date.
4. Refunds will be processed in accordance with the AFT's *Fees, Charges and Refunds Policy and Procedures*.
5. Refunds will **only** be made to the person or entity that originally paid the fees unless otherwise authorised in writing by the payee.
6. AFT reserves the right to refuse a refund if conditions outlined in the *Fees, Charges and Refunds Policy* are not met.
7. Refunds will be processed within 14 days of receipt of a complete application.

Student declaration	
I declare that the information provided in this application is true and correct to the best of my knowledge. I understand that my refund request will be assessed in accordance with the RTO's <i>Deferment, Suspension and Cancellation Policy and Procedures</i> , and I agree to the terms and conditions outlined above.	
Learner name	
Learner signature	
Date	

For Absolute Forklift Training OFFICE USE ONLY	
Date request received	
Received by	
Request type	<input type="checkbox"/> Deferment <input type="checkbox"/> Suspension <input type="checkbox"/> Cancellation
Request decision	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved
Refund eligibility (if applicable)	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved
Comments / explanation for the decision	
Refund amount approved (\$)	
Processed by	
Approved by	
Date processed	

Appendix I – Reasonable Adjustment Request Form

Reasonable Adjustment Request Form

Absolute Forklift Training (AFT) is committed to supporting all learners by providing equitable access to the delivery training and assessment services. AFT endeavours to accommodate learners with disabilities (visible and invisible), learning difficulties, or other specific needs while maintaining the integrity of the qualification.

Please complete this form if you are requesting reasonable adjustment in an AFT course. You must provide all required information and submit your request by email to accounts@absoluteforklifttraining.com.au and attach supporting documentation where applicable.

AFT will consider all requests in accordance with AFT’s *Reasonable Adjustment Policy & Procedures*. Any reasonable adjustments will be made at the discretion of the trainer and / or assessor based on each learner’s identified needs. Adjustments can only be made if they **do not** compromise the integrity of the competency requirements of the unit. Reasonable adjustments are not designed as a ‘free pass’ through the course.

Date	
Name	
Company (if applicable)	
Course (code and title)	
Course date(s)	
Email address	
Contact number	
Address (Incl Postcode)	

Nature of issue prompting the request (Please select the appropriate option)		
<input type="checkbox"/> Medical condition	<input type="checkbox"/> Physical disability / ailment	<input type="checkbox"/> Mental health
<input type="checkbox"/> Other (please specify):		
It the reasonable adjustment request in relation to (Please select the appropriate option)		
<input type="checkbox"/> Training process	<input type="checkbox"/> Assessment process	<input type="checkbox"/> Both training and assessment
Explanation of reason for request reasonable adjustment		
(Please provide a detailed explanation of why you are requesting reasonable adjustment)		

Explanation of what a preferred reasonable adjustment outcome would be	
(Please provide a detailed explanation of what your desired outcome might look like)	
Supporting documentation attached	
<input type="checkbox"/> Medical Certificate / Doctor's Certificate	<input type="checkbox"/> Employer's letter / workplace assessments
<input type="checkbox"/> Medical Specialist Letter / Report	<input type="checkbox"/> Workplace assessments
<input type="checkbox"/> Vision / Hearing Assessment Report	<input type="checkbox"/> NDIS documentation / card
<input type="checkbox"/> Rehabilitation or Injury Management Plan	<input type="checkbox"/> Statutory declaration
<input type="checkbox"/> Other (please specify):	

Learner declaration	
I declare that the information provided in this application is true and correct to the best of my knowledge. I understand that my refund request will be assessed in accordance with the RTO's <i>Reasonable Adjustment Policy and Procedures</i> , and I agree to the terms and conditions.	
Learner name	
Learner signature	
Date	

For Absolute Forklift Training OFFICE USE ONLY			
Date request received			
Received by			
Request type	<input type="checkbox"/> Medical condition <input type="checkbox"/> Physical disability / ailment <input type="checkbox"/> Mental health		
Trainer / Assessor notified	<input type="checkbox"/> Yes		
Documents to be modified (select options)	<input type="checkbox"/> Training Plan <input type="checkbox"/> Assessment		
Modified documentation saved to:	<input type="checkbox"/> Learner's file <input type="checkbox"/> SMS	Date	
Notes			

Appendix J – Photo Identification Requirements – HRWL Assessment

You are required to show the accredited assessor a form of Photo ID at the HRWL assessment.

*****NO ID WILL RESULT IN NO ASSESSMENT*****

NOTE: ID is your responsibility, not the trainers or the assessor’s. If you do not bring the correct ID, the assessor will not test you. Additional days incur additional costs.

- All Proof of Identity (POI) documentation must be in English unless accompanied by an English translation issued by a National Accreditation Authority for Translations and Interpreters (NAATI) accredited translator.
- Photo ID may be a plastic card or NSW digital version if available live and verifiable at the time of face comparison (e.g. by swiping the screen to refresh).
- The table below outlines the acceptable POI documents and requirements per document. You must provide **1 form of Photo ID** from below that meets the requirements listed beside it.

Document Type	Acceptable Photo ID for HRWL Assessment	If expired, can it be used?
Photo ID	Australian Passport	Yes – can’t be expired more than 2yrs
Photo ID	Australian ImmiCard	Yes – can’t be expired more than 2yrs
Photo ID	Foreign Passport	Cannot be expired
Photo ID	NSW Driver Licence	Yes – can’t be expired more than 5yrs
Photo ID	Driver Licence (other Australian state/territory)	Yes – can’t be expired more than 2yrs
Photo ID	NSW Photo Card	Yes – can’t be expired more than 5yrs
Photo ID	Proof of Age Card (other Australian state/territory)	Cannot be expired
Photo ID	Current student identity card issued by an Australian secondary school, TAFE or university. The card must display your student photograph. If there’s no expiry date, a card can be accepted up to 2 years from the date it was issued. If only a year of issue is shown, cards can be accepted until 31/12/** of that year.	Cannot be expired [Note: if no expiry, no more than 2yrs from issue date]
Photo ID	NSW Firearms Licence	Cannot be expired
Photo ID	NSW Police Photo Identity Card	Cannot be expired
Photo ID	Police Photo Identity Card (other Australian state/territory)	Cannot be expired
Photo ID	Australian Defence Force Photo Identity Card	Cannot be expired
Photo ID	NSW Security Industry Licence	Cannot be expired
Photo ID	NSW High Risk Work Licence (SafeWork NSW)	Cannot be expired
Photo ID	High Risk Work Licence (other Australian state/territory)	Cannot be expired
Photo ID	NSW Security Clearance (SafeWork NSW)	Cannot be expired
Photo ID	NSW Blasting Licence (SafeWork NSW)	Cannot be expired
Photo ID	NSW Pyrotechnician Licence (SafeWork NSW)	Cannot be expired
Photo ID	NSW Asbestos Assessor Licence (SafeWork NSW)	Cannot be expired

Appendix K – Proof of Identification (POI)

Document Verification Services (DVS)

POI documents to pass DVS can be in the combination of either;

- 2 x Primary documents or
- 1 x Primary and 1 x Secondary document

List 1 - Primary Documents

- Australian birth certificate
- Australian certificate of registration by descent
- Australian citizenship certificate
- Australian driver licence
- Australian passport
- Foreign passport with Australian visa
- ImmiCard
- Aviation and Maritime Security Identification

List 2 - Secondary Documents

- Commonwealth Seniors Health Card
- Health Care Card
- Medicare card
- Pensioner Concession Card
- Veteran Gold Card
- Veteran Pensioner Concession
- Veteran Seniors Health Care Card

Linking Documents

Linking documents are used to demonstrate the continuity of a customer's identity, where identity details have changed (e.g. their name).

- Marriage certificate
- Change of name certificate
- Australia Divorce Papers
- Australian Birth Certificate
- Commonwealth victims' certificate

Expired Documents

Medicare

Medicare cards are automatically issued 6 – 8 weeks prior to the expiry date of the current card. Both the current and newly issued Medicare cards can be verified through the DVS. Once the current card expires, only the newly issued Medicare card will verify.

Drivers Licences

Expired licences can still be verified via the DVS indefinitely for all jurisdictions except TAS and WA. Expired TAS licences are unable to be verified via the DVS and for WA licences, the licence can still be verified up to 6 months after the expiry date

Centrelink Concession Cards

Expired Centrelink Concession cards will not verify via the DVS. If the expiry date of the card is in the past the verification will return a D result.

Passports

Passports still validate through the DVS for three (3) years past the printed expiry date.

IMMI Cards

Expired ImmiCards can still be verified via the DVS provided they have not been cancelled. All ImmiCards issued from September 2019 have an expiry date of five years.

Appendix L – Policy Definitions

- **Appeal** means a request for a decision made by Absolute Forklift Training to be reviewed.
- **ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.
- **Complaint** means a person's formal expression of dissatisfaction with any product or service provided by Absolute Forklift Training.
- **Compliance Standards** refers to the Compliance Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025.
- **Credential Policy** refers to the Credential Policy for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025.
- **Fee Payer** means the nominated payer of a learner's course fees, usually either the learner or the employer paying on behalf of the learner.
- **Outcome Standards** refers to the Outcome Standards for the National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025.
- **Services** means training, assessment, related educational and support services and/or activities related to the recruitment of prospective learners. It does not include services such as learner counselling, mediation or ICT support

Appendix M – Applicable Legislation / Codes of Practice

NSW Legislation

- 1. Work Health and Safety Act 2011**
Citation: Work Health and Safety Act 2011 No 10
Link: [WHS Act 2011](#)
- 2. Work Health and Safety Regulation 2017**
Citation: Work Health and Safety Regulation 2017
Link: [WHS Regulation 2017](#)
- 3. Anti-Discrimination Act 1977**
Citation: Anti-Discrimination Act 1977 No 48
Link: [Anti-Discrimination Act 1977](#)
- 4. Privacy and Personal Information Protection Act 1998**
Citation: Privacy and Personal Information Protection Act 1998 No 133
Link: [PIIP Act 1998](#)
- 5. Health Records and Information Privacy Act 2002**
Citation: Health Records and Information Privacy Act 2002 No 71
Link: [HRIP Act 2002](#)
- 6. Education Act 1990**
Citation: Education Act 1990 No 8
Link: [Education Act 1990](#)
- 7. Apprenticeship and Traineeship Act 2001**
Citation: Apprenticeship and Traineeship Act 2001 No 80
Link: [Apprenticeship and Traineeship Act 2001](#)
- 8. Workplace Surveillance Act 2005**
Citation: Workplace Surveillance Act 2005 No 47
Link: [Workplace Surveillance Act 2005](#)
- 9. Surveillance Devices Act 2007**
Citation: Surveillance Devices Act 2007 No 64
Link: [Surveillance Devices Act 2007](#)
- 10. Surveillance Devices Act 2007**
Citation: Criminal Records Act 1991 No 8
Link: [Criminal Records Act 1991](#)
- 11. Workers Compensation Act 1987**
Citation: Workers Compensation Act 1987 No 70
Link: [Workers Compensation Act 1987](#)
- 12. Workplace Injury Management and Workers Compensation Act 1998**
Citation: Workplace Injury Management and Workers Compensation Act 1998 No 86
Link: [Workplace Injury Management and Workers Compensation Act 1998](#)

13. Aboriginal Land Rights Act 1983

Citation: Aboriginal Land Rights Act 1983 No 42

Link: [Aboriginal Land Rights Act 1983](#)

14. Aboriginal Languages Act 2017

Citation: Aboriginal Languages Act 2017 No 51

Link: [Aboriginal Languages Act 2017](#)

15. State Records Act 1998

Citation: State Records Act 1998 No 17

Link: [State Records Act 1998](#)

Commonwealth Legislation

1. Privacy Act 1988

Citation: Privacy Act 1988

Link: [Privacy Act 1988](#)

2. Disability Discrimination Act 1992

Citation: Disability Discrimination Act 1992

Link: [Disability Discrimination Act 1992](#)

3. Sex Discrimination Act 1984

Citation: Sex Discrimination Act 1984

Link: [Sex Discrimination Act 1984](#)

4. Age Discrimination Act 2004

Citation: Age Discrimination Act 2004

Link: [Age Discrimination Act 2004](#)

5. Fair Work Act 2009

Citation: Fair Work Act 2009

Link: [Fair Work Act 2009](#)

6. National Vocational Education and Training Regulator Act 2011

Citation: National Vocational Education and Training Regulator Act 2011

Link: [National Vocational Education and Training Regulator Act 2011](#)

7. National Vocational Education and Training (Consequential Amendments) Act 2011

Citation: National Vocational Education and Training (Consequential Amendments) Act 2011

Link: [National Vocational Education and Training \(Consequential Amendments\) Act 2011](#)

8. National Vocational Education and Training Regulator (Transitional Provisions) Act 2011

Citation: National Vocational Education and Training Regulator (Transitional Provisions) Act 2011

Link: [National Vocational Education and Training Regulator \(Transitional Provisions\) Act 2011](#)

9. Human Rights and Equal Opportunity Commission Act 1986

Citation: Human Rights and Equal Opportunity Commission Act 1986

Link: [Human Rights and Equal Opportunity Commission Act 1986](#)

10. Disability Standards for Education 2005

Citation: Disability Standards for Education 2005

Link: [Disability Standards for Education 2005](#)

11. Student Identifiers Act 2014

Citation: The Student Identifiers Act 2014 (Cth)

Link: [Student Identifiers Act 2014](#)

NSW Codes of Practice

1. Managing the Risks of Plant in the Workplace

Link: [Managing the Risks of Plant in the Workplace](#)

2. Managing Risks of Hazardous Chemicals in the Workplace

Link: [Managing Risks of Hazardous Chemicals in the Workplace](#)

3. Managing Noise and Preventing Hearing Loss at Work

Link: [Managing Noise and Preventing Hearing Loss at Work](#)

4. Managing the Work Environment and Facilities

Link: [Managing the Work Environment and Facilities](#)

5. Work Health and Safety Consultation, Cooperation and Coordination

Link: [WHS Consultation, Cooperation and Coordination](#)

6. How to Manage Work Health and Safety Risks

Link: [How to Manage WHS Risks](#)

7. First Aid in the Workplace

Link: [First Aid in the Workplace](#)

8. Hazardous Manual Tasks

Link: [Hazardous Manual Tasks](#)

9. Managing the Risk of Falls at Workplaces

Link: [Managing the Risk of Falls at Workplaces](#)

10. Traffic Management

Link: [Traffic Management](#)

Appendix N – Frequently Asked Questions (FAQ)

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 learner undertaking a course of study.

These fees are for items such as course materials, administrative support, learner 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.

More information is provided in AFT's *Fees, Charges and Refunds Policy and Procedures*.

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.

More information is provided in AFT's *Fees, Charges and Refunds Policy and Procedures*.

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 learners 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.

More information is provided in AFT's *Fees, Charges and Refunds Policy and Procedures*.

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 learners 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 learner, Absolute Forklift Training will refund the learner's fees. Please refer to the Learner Information Booklet for further information on all learner rights and obligations.