



**COLLEGE OF  
ELECTRICAL  
TRAINING**



**EQUIP-SAFE**

# Learner Handbook

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## 1. Introduction

Welcome to the Electrotechnology Training Institute Limited, trading as College of Electrical Training (CET) and Equip-Safe.

We have developed this handbook to offer general information about how we deliver our training and how it is conducted by others on our behalf. It also outlines what you can expect from us and how things operate on campus. We also outline our policies and procedures, and our expectations of you so that you have the best opportunity to develop your skills and further your career.

Please read the information provided before accessing any of the courses and services we deliver.

Our staff want to help you get the most from your training and are happy to answer any questions you may have. If you have any queries about anything outlined in this handbook, please contact your Trainer and Assessor or our reception staff at the campus you are attending. Our [contact details](#) are provided at the end of this manual.

### 1.1. Who We Are

The Electrotechnology Training Institute Limited, operating as CET and Equip-Safe, is registered with Australian Skills Quality Authority (ASQA) to deliver nationally recognised vocational education training (VET) training and qualifications. All of our training is compliant with the [Standards for RTOs 2015](#).

At CET you will find pre-vocational, apprenticeship and post-trade training which has been custom-developed for the electrotechnology industry. CET is WA's largest provider of electrical training, delivering courses to more than half of all the electrical apprentices in the state and more than 6,500 of electrical workers every year.

Learners completing courses at Equip-Safe have access to a High-Risk work licence and nationally recognised training courses. We provide training, assessment and verification of competencies (VOC) for a variety of industries, including those working in the industrial, mining, construction and government sectors as well as the electrotechnology industry.

### 1.2. What You Can Expect From Us

Our learners include apprentices and workers attending courses at our campuses in Joondalup, Jandakot and Welshpool.

We pride ourselves on providing the highest quality, industry-relevant training for our learners. With this in mind, you can expect that we will:

- treat you with professionalism, courtesy and consideration at all times;
- provide you with a supportive and safe learning environment;
- engage qualified, experienced Trainers and Assessors;
- deliver our training using up-to-date, relevant and high-quality training resources and materials;

- focus on practical training using workshop equipment and resources wherever possible; and
- give you the best opportunity to develop the skills you need to further your career.

If you would like more information about your consumer rights, we encourage you to visit:

- <https://www.commerce.wa.gov.au/consumer-protection>; and
- <https://www.asqa.gov.au/students/choosing-course-and-provider>.

### 1.3. What We Expect From You

To provide the best possible learning environment for you and all our learners, we expect that you will:

- treat the course as a work situation rather than a classroom and abide by the normal requirements of a work environment;
- be responsible for your course and attend as per your timetable;
- bring the appropriate personal resources/materials to complete your sessions;
- treat staff and fellow learners courteously and with respect and consideration at all times;
- follow safe work procedures at all times;
- maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing; and
- take reasonable care of our property, equipment, and facilities (if applicable).

If you are unsure about the standard of behaviour we expect, then we encourage you to speak to our staff for guidance. More information is provided in the [unacceptable behaviour](#) and [discipline](#) sections in this handbook.

## 2. Enrolment and Fees

### 2.1. Unique Student Identifier

In Australia, all learners who enrol in nationally recognised training must have a Unique Student Identifier (USI).

You can easily obtain your USI by applying online (see below). Once you have your student identifier, you are required to provide it to us as part of your enrolment. This is important as we are unable to issue any qualifications or statements of attainment without one. Additionally, you will not be able to access any government or industry funding unless we have received it.

Please note: RTOs and individuals can be exempt from reporting or obtaining a USI under certain conditions; however, if an exemption is provided, the training activity will not be included in the National VET Provider Collection and it will not appear on your Authenticated VET Transcript.

For further information and to apply for a USI you can visit: [www.usi.gov.au](http://www.usi.gov.au).

## 2.2. Booking Post-Trade/Non-apprenticeship Courses

To enrol in one of our courses visit our websites: [www.equipsafe.com.au](http://www.equipsafe.com.au) or [www.cet.asn.au](http://www.cet.asn.au). You will also find course information and details of any pre-requisites on the relevant course pages.

Enrolment will not be confirmed until payment is made in full, or we have received an approved purchase order. Once your booking is confirmed we will email you a confirmation letter or email, which will outline any information relating to your course.

If you have any questions, you can contact us via our websites or by contacting the relevant campus using the [contact details](#) at the end of this handbook.

## 2.3. Fees

### 2.3.1. Post-trade/Non-apprenticeship Courses

We offer a range of nationally recognised training courses at our campuses, which are advertised (including costs) on our websites: [www.cet.asn.au](http://www.cet.asn.au) and [www.equipsafe.com.au](http://www.equipsafe.com.au). Courses can be booked online or by calling our campuses.

Payment must be made prior to undertaking a course. Payment can be made online by debit/credit card, EFTPOS or company purchase order.

Equip-Safe also accepts bank transfer. If using this method, the bank account details can be found on the bottom of your invoice. Please use the invoice number as your reference

We understand that due to unforeseen circumstances you may need to cancel or change your enrolment in a course or unit of competency. We have provided information on our refunds and cancellations policies on our websites:

- <https://cet.asn.au/terms-and-conditions/policies>
- <https://equipsafe.com.au/terms-and-conditions/>

Please note: Some of our courses are provided by third parties. Cancellations and refunds are at the discretion of the provider and subject to their cancellation policies.

## Construction Training Fund Rebate

We would like to thank and acknowledge the support of the Construction Training Fund (CTF) who provide funding support to reduce the costs of training for eligible workers.



Eligible workers must be:

- directly employed in the building and construction industry in Western Australia construction companies undertaking projects in Western Australia; or
- self-employed and undertaking work which is directly involved in the construction process.

For information on whether you are an eligible worker, please visit CTF's website: <https://ctf.wa.gov.au/levy-disbursements-guide/grant-eligibility>

### *How CTF funding affects your invoice*

If you can provide us with information that shows you're an eligible worker for CTF, by way of completing a 'CTF Participant Eligibility Checklist' to confirm your eligibility, then we will deduct the relevant CTF rebate amount from your initial invoice. We will then claim the rebate from CTF.

If the CTF reviews your information, and finds that you are **not an eligible worker**, we will issue you with an additional invoice for the outstanding amount for the full cost of the training.

Alternatively, we can charge you the full amount of the fees upfront and provide you with the claim form that you can lodge with the CTF and have the rebate paid directly to you.

### 2.3.2. Pre-apprentice and Apprentice Fees

We calculate pre-apprenticeship and apprenticeship course fees based on the units/training you are completing each year.

To help you manage the costs we have part-payment/ direct debit arrangements available to pay your fees in instalments. If you are experiencing financial hardship, additional options may be available. For details and application forms learners need to speak to the College Manager.

If your employer is paying your fees, please let us know before you commence, so that we can contact them to arrange payment.

Fees must be paid, or a payment plan must be arranged, prior to you starting your course. Non-payment may result in a cancelled enrolment or you may not be allowed to enter a class. We are also unable to issue certificates, statements of attainment or any other course completion documents until all outstanding course fees have been paid in full.

We will safeguard any fees that you pay. Refunds will only be granted in exceptional circumstances or in accordance with our Cancellation Policy. Additionally, if you arrange a late withdrawal from a course or unit you may incur a fee.

We have provided our refund, cancellation, transfer and withdrawal policies on the CET website: <https://cet.asn.au/terms-and-conditions-policies>

If you would like further information on fees and refunds please speak to our staff at your campus. You can also find a copy of the WA Government’s VET Fees and Charges Policy from the WA Department of Training and Workforce Development website: <https://www.wa.gov.au/organisation/department-of-training-and-workforce-development/legislation-policy-and-guidelines>.

## 2.4. Personal Identification for High-Risk Courses

If you are undertaking a High-Risk Work Licence (HRWL) course such as Elevated Work Platforms (EWP) >11 metres or Forklift training, WorkSafe WA requires you to provide photo ID as verification of identity. You can provide this just before you start training on the first morning of your course.

We will need to see the originals of:

- one form of primary documentation (such as your driver’s licence or passport); OR
- at least three forms of secondary ID, with at least of these documents showing your full name and date of birth.

Click [here](#) to view the WorkSafe website for acceptable forms of ID.

Please note: To obtain a HRWL, it is a requirement under the *Work Health and Safety Act 2020 (WA)* and *Work Health and Safety (General) Regulations 2022 (WA)* that applicants must have reached 18 years of age.

The following table shows the HRWL classes:

National Code	Name	HRWL Class
TLILIC0003	Licence to operate a forklift truck	LF
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	WP



## 3. Getting to Campus

### 3.1. Apprentice Travel and Accommodation

Apprentices from rural/remote areas attending our courses may be eligible for a Travel and Accommodation Allowance from the Department of Training and Workforce Development. If you are eligible for this allowance, we will arrange flight bookings at no cost to you or your employer.

If you request to change your flights after the initial booking has been made, either you or your employer will be required to pay any airline change of flight fees incurred.

You can find further information about Travel and Accommodation Allowances at: <https://www.wa.gov.au/service/education-and-training/vocational-education/travel-and-accommodation-allowance-apprentices-and-trainees>

### 3.2. Parking

We provide parking facilities at our campuses. All learners are required to:

- drive and park in a safe manner;
- follow car park direction signage; and
- stick to speed limits.

Learners who do not follow these carpark requirements will not be permitted to park on our campus grounds.

### 3.3. Public Transport

Public transport routes are available for all our campuses. Public transport information can be found on the [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au) website.

## 4. How Things Work on Campus

### 4.1. Work Health and Safety

We are committed to providing a safe environment for you to learn in, and we promote the health, safety and welfare of all our learners and staff. We recognise our obligations under the *Work Health and Safety Act 2020* (WHS Act), and make every effort, so far as practicable, to provide and maintain a working environment where our staff and learners are not exposed to hazards.

The WHS Act also requires you to take responsibility for contributing to your own safety and health, and to avoid affecting the safety and health of any other person through any act or omission.

Please note: All learners must be fit and capable of undertaking their practical assessment to the extent that they do not endanger themselves or fellow learners. Any disabilities must be advised prior to the course so that we can make a judgment to ensure that you are capable of undertaking the course.

All learners must operate safely at all times. We have provided further information below and expect that all learners will follow staff directions while at our campuses.

## 4.2. Open-bladed Knives

As per our policy (available on request), open-bladed knives are not allowed on any of our campuses. You are prohibited from using all forms of knives on all campuses and facilities, with the exception of cutlery in the kitchen area when consuming food.

## 4.3. Testing and Tagging

You must observe our isolation tagging and testing procedure (Danger & Out of Service) in accordance with AS/NZS 4836 Safe Working on or Near Low Voltage Electrical Installation and Equipment.

## 4.4. Conductive Jewellery and Accessories

Conductive jewellery such as watches, rings, chains or piercings must not be worn whilst conducting electrical work. If our Trainer and Assessors consider your jewellery/accessories to be a safety hazard, we may refuse permission for you to participate in practical projects.

## 4.5. First Aid

First aid cabinets for the treatment of injuries are located throughout our campuses. All accidents and injuries must be reported immediately to staff, no matter how minor. Our staff will record the details on our accident report form, which is signed by you and our staff.

If you need professional medical treatment, we will transport you to an appropriate medical centre.

## 4.6. Emergency Evacuation Procedures

If you become aware of an emergency, you must notify our staff immediately.

If an emergency occurs, you are required to follow instructions from your Trainer and Assessor and our wardens. The following procedures apply:

- Evacuation procedures and maps are displayed throughout our campuses, and we encourage you to make yourself familiar with the locations of emergency exits.
- During an emergency evacuation, you are required to leave the building in an orderly manner

and gather at the emergency assembly point.

- At the emergency assembly point you must report to your Trainer and Assessor so that we can ensure all learners have been safely evacuated.
- You may not re-enter the building or leave the emergency assembly point until we've advised you that it is safe to do so.

#### 4.7. Personal Protective Equipment (PPE)

We will provide you with the PPE you need to complete tasks safely. You must wear/use it as directed by your Trainer and Assessor/Supervisor. If you are ever unsure of how to use or wear your PPE, you must ask for clarification or guidance.

You may provide your own PPE if preferred. If so, this PPE needs to be confirmed by the Trainer and Assessor that is fit for purpose.



#### 4.8. Dress Code

You must wear appropriate clothing suitable to the course you are undertaking.

When you are in the CET workshop or any other practical assessment areas at CET, you must wear long and long clothing (long pants and long tops, made of non-flammable material).

While you are encouraged to wear traditional industry long and long clothing, casual clothing is also acceptable, as long as it consists of full-length pants and a long-sleeved top.

If you do not comply with the long and long clothing requirement, you won't be permitted into the workshop and practical assessment areas.

Long and long clothing is not required in classrooms unless you are an Electrical Group Training apprentice.<sup>1</sup> If you are in the classroom environment, you are expected to dress in a manner that is neat, clean, and safe at all times, as would be expected in the workplace.

Singlets, tank tops and clothing with logos or slogans that may be determined as lewd, crude, vulgar, racist or sexist are not permitted. If you wear this type of clothing, we may ask you to leave the premises and change into appropriate clothing before continuing with your training.

Facial piercings may need to be removed for some work placement activities.



<sup>1</sup> Note: EGT apprentices are required to wear their EGT long and long uniforms all times, regardless of whether their training is classroom or workshop based.

#### 4.9. Footwear

Fully enclosed footwear is an important part of a worker's PPE, and we encourage you to wear it at all times, both at our campuses and in the workplace, to protect your wellbeing.

Safety boots are required when working in the workshops, practical assessment areas or (if you are an apprentice) when attending work experience. You are also required to wear sturdy, fully enclosed footwear in all other campus locations/areas. Normal work boots that are clean, and free of oil and grease, are preferred.



If you do not meet the footwear requirements you will be required to leave and change into appropriate footwear before continuing with your training.

If you are not able to wear appropriate footwear for any reason you should contact us before attending your training.

#### 4.10. Smoking

All of our campuses (including buildings, outside areas and car parks) are smoke free. This includes using electronic cigarettes and other personal vapourisers.

#### 4.11. Alcohol and Drugs

Learners are not permitted on any of our premises while under the influence of alcohol or drugs. The possession, use or sale of illicit substances or consumption of alcohol on our premises is forbidden.

If we consider that you are under the influence of drugs or alcohol, we may require you to undertake a drug or alcohol test (at our cost). We may also carry out random drug and alcohol testing at any of our campuses.

Any learner found to be under the influence of drugs or alcohol will be suspended from any further training at our campuses and asked to leave immediately. It is up to the learner to make their own safe way home. Note: Under EGT's policies, EGT-employed apprentices will be offered transport home.

You may have your training cancelled or in the case of apprentices, you may be suspended or expelled.

If you are able to produce a clean drug and/or alcohol test result (at your own expense), we may reinstate your training at our discretion depending on circumstances. All testing will be conducted in accordance with AS/NZS 4308.

#### 4.11.1. Pain Medication

Pain medication and other medical drugs cannot be issued to learners according to Work Health and Safety regulations.

#### 4.12. Attendance/Punctuality

We record learner attendance daily. If for any reason you are going to be absent or running late, we ask that you please contact us as early as possible. Our [contact details](#) are at the back of this handbook. If you arrive late for class without contacting us, your Trainer and Assessor may refuse you entry to the class.

Please keep in mind that if you miss large parts of the course, arrive late, or leave early, it will affect your learning and you may not be able to sit assessments. Your eligibility to sit an assessment will be determined by the Trainer and Assessor, in discussion with the CET Training Manager/Manager Equip-Safe.

##### 4.12.1. CET Campus Courses

If you are an apprentice, we will provide you with a timetable with scheduled hours. For post-trade courses, we will confirm your course start and finish times as part of your enrolment confirmation.

CET's general training delivery hours are between 8:00am and 4:30pm with the following breaks:

- Morning tea - 10:00am till 10:15am.
- Lunch - 12:30pm till 1:00pm.
- Afternoon tea - 2:30pm till 2:45pm.

Please note, any training delivered on our behalf by a third party may have different timing.

You are required to arrive and be ready to start your training at least 5 minutes before the scheduled start time.

Learners who are under the age of 18 and wish to leave early, before the timetabled class hours have been completed, will need permission from a CET manager and parents/guardians.

##### 4.12.2. Equip-Safe Courses

If you are attending one of our courses at Equip-Safe, we will provide your course start and finish times as part of your enrolment confirmation.

Please arrive by 7.15am as courses start at 7.30 am sharp, unless otherwise stated. Late arrivals may be refused entry to the course. Courses generally finish by 4pm.

#### 4.13. Mobile Phones

Mobile phones are to be turned off during training and assessments. If you need to have your phone on for work or personal reasons, it must be on silent and you must let your Trainer and Assessor know that you may need to access it.

#### 4.14. Food and Drink

When consuming food and drink, please keep areas clean and tidy, and do not leave a mess for others to clean up. We expect you to place all litter in the bins provided.

Both CET's campuses have learner lunchrooms and outdoor undercover areas for use during meal breaks.

Our campuses have kitchen facilities.

There are also lunch bars near each of our campuses.

No food or drink, other than water in a resealable container, is to be consumed in any of our classrooms or workshops. Equip-Safe learners may eat in their classrooms during meal breaks only.

#### 4.15. Toilet Facilities

Our campuses have all-gender toilet facilities. We ask that you keep these facilities clean and hygienic at all times.

#### 4.16. Other Classes

We run multiple courses at the same time. We ask that you:

- respect the activities of other classes including their privacy and need to learn;
- try not to interrupt or disturb others; and
- be mindful of noise levels.

#### 4.17. Cleaning at CET

To pass assessments at CET all learners must assist with cleaning duties. We require that you ensure your work area is clean and tidy after you have completed your work.

#### 4.18. Damage to Property

We expect all learners to look after all property and equipment belonging to us and all other learners.

If you intentionally damage our property or equipment, or another learner's, through acts of misuse, vandalism, theft, malicious damage, defacing or graffiti, then you will face disciplinary action. We may suspend or cancel your enrolment and you may be liable for the cost of damage repairs.

#### 4.19. Using CET's Internet, IT and Wi-Fi

If you are training at CET, we will provide you with access to our learner Wi-Fi network. Access is conditional on you using the network appropriately and within the local, state, federal and international laws. Please note that we will co-operate with any authority seeking to enforce these laws.

For some training, we may provide you with access to computer equipment. In these cases:

- We do not allow any food or drink near computers.
- If you identify a fault or a concern, you must report it immediately.
- Please take precautions to secure your passwords and information. Do not save any passwords or personal information on the device.

We do not permit using personal computing devices (e.g. smart phones, tablets) during class time, other than for learning purposes at the direction of your Trainer and Assessor.

## 5. About Your Learning

### 5.1. Course Induction

We will provide an induction at the start of each training course. Various topics are covered and include:

- information about the training campus, including safety and emergency details and general housekeeping;
- the course content and outline;
- procedures for assessments;
- use and care of equipment;
- our feedback, complaints and appeals processes;
- care and acknowledgement of fellow learners and staff;
- our responsibilities under the Access and Equity, Privacy and Duty of Care requirements; and
- the Statements of Attainment/licences etc. to be issued/offered.

## 5.2. How We Deliver Training

We have three training delivery modes to support and enable learning:

- face-to-face
- self-paced, and
- blended learning.

We mostly provide training to face-to-face delivery.

Recognition of Prior Learning (RPL) is an option, and will be available on a case-by-case basis depending on individual circumstances. Please enquire at CET or EQS for more information.

## 5.3. Specific Learning and Physical Requirements

We are committed to providing support for you to learn. If you have specific learning, physical or medical requirements please let us know before your course starts, so that we can discuss and design a support strategy that meets your needs.

If you do not tell us in advance about a condition that may affect your progress or your ability to complete the training and assessment, we may not be able to provide the level support or assistance required.

Depending on your needs, our support services may include the following:

- Mentoring: This encompasses study skills support and assistance when applying for [Recognition of Prior Learning](#).
- One-to-One Training: Where you need individual coaching, our trainers and assessors will provide a reasonable amount of one-to-one training.
- Access to our Employee Assistance Program (EAP): This is a confidential and professional counselling service delivered by an external provider (Ashcliffe Psychology), which is made available to all apprentices completing our electrical programs for any personal, work or study-related issues.
- Disability Support: We can refer you to an appropriate external agency depending on your individual requirements.
- Access to our dedicated Support Officers: Please reach out to the Training Manager / Manager EQS, or reception to connect with our dedicated Support Officers at your campus. They are here to assist you with any mental health or training issues you may have.

If you access support services that incur additional costs, those costs must be met by you, unless other arrangements are made with us.



### 5.3.1. Language, Literacy, Numeracy and Digital (LLND)

To attend our courses, you will need a sufficient knowledge of English and, for some courses, maths and digital. We have provided campus-specific Support & Language, Literacy, Numeracy and Digital (LLND) Services documents which outline a range of mental health and learner support information on our websites.

- <https://cet.asn.au/terms-and-conditions/policies>
- <https://equipsafe.com.au/terms-and-conditions/>

Learners completing and assessment for a High-Risk Work Licence must have [sufficient knowledge of the English language](#), mathematical skills, both written and oral, to safely do work of the relevant licence class (refer Division 1 of Part 4.5 of the *Work Health and Safety (General) Regulations 2022 (WA)*).

Where applicable we can refer you to external agencies for LLND support. If these services incur a cost, those costs must be met by you, unless other arrangements are made with us.

### 5.3.2. Apprentice Support – Remedials

If you need additional help or support with understanding electrical concepts, you will have an opportunity to attend remedial sessions. These sessions are free of charge and are scheduled outside normal delivery hours. You will need to make a booking to attend, and this can be done by contacting our administration team.

## 5.4. Reasonable Learning Adjustment

If you have special and/or specific needs requiring reasonable adjustment, there are several adjustments that we can make including:

- customising resources or activities within a training package or accredited course;
- modifying a presentation medium;
- providing additional support;
- providing assistive or adaptive technologies;
- making additional information accessible both before enrolment and during the course; and
- monitoring these adjustments to ensure that the learner's needs continue to be met.

For more information, please speak to your Trainer and Assessor.

## 5.5. Skills Recognition

If you have completed training prior to attending CET or Equip-Safe, then you may be eligible for skills recognition. Skills recognition includes recognition of prior learning (RPL), credit transfer (CT) and recognition of current competencies (RCC).

To support your application, you will need to provide us with evidence of your learning and experience. We will accept and provide credits to you for your units of competency (unless licensing or regulatory requirements prevent this) if they are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation;
- a USI transcript provided from [usi.gov.au](http://usi.gov.au); or
- authenticated VET transcripts issued by the Registrar.

Evidence may also include certificates, statements of attainment, your CV, letters or references from managers/supervisors, evidence of work experience etc. These will need to be supported by the contact details of reputable, contactable referees who can confirm your prior learning. The assessor will then determine if you have the necessary experience and skills that are required.

We may charge an assessment fee for RPL. The full cost for completing an RPL assessment will vary depending on the time needed by an assessor to review the evidence you provide. If you are considering the RPL process, you can contact our staff to discuss the cost and process.

For more information on our skills recognition policy please refer to the following policy document: [Skills Recognition Policy](#)

## 5.6. Academic Integrity

Any work that you produce must be your own. If you are caught cheating or committing plagiarism<sup>2</sup>, your assessment will be declared unacceptable and we will take disciplinary action.

## 5.7. Assessments

As part of our training, we conduct assessments to assess your progress and competency. Your Trainer and Assessor will provide information on the assessments that are relevant to your course/training.

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<sup>2</sup> Plagiarism is when you copy directly from resource material or others' work without acknowledging that you have done so.

We do not permit using smart devices, including tablets and phones, during assessments.

To successfully complete assessments you will need to comply with our policies. You can find our Assessment Policy on our websites.

- <https://cet.asn.au/terms-and-conditions/policies>
- <https://equipsafe.com.au/terms-and-conditions/>

Some courses may have licensing outcomes, such as high-risk work licences, and these may have additional assessment requirements as determined by the relevant licensing authority such as WorkSafe. These will be discussed with you during the course and prior to assessment.

## 5.8. Assessment Re-sits

Our Assessment Policy (see above) outlines the requirements for assessment re-sits and re-enrolment.

If you receive a “not yet competent” result, you are expected to address this within 12 months from enrolment.

If you are an apprentice, then we may advise you to register for the next available [remedial session](#) to help you prepare. Please note that we do not conduct any assessments during remedial sessions. If you do not register for the remedial session, you may need to re-enrol in the unit.

When re-sitting an assessment:

- You must be enrolled. If you are not enrolled to attend a particular assessment re-sit, you will not be permitted to attend.
- A fee is payable (in advance) for every assessment re-sit. These fees are payable regardless of your assessment results. If you don't attend a re-sit, and haven't advised us by 4.30pm on the day of re-sit, then you will be charged for it.
- If you are deemed “not yet competent” after three re-sit attempts, you will need to talk to the Training Manager and your employer as this may result in you being re-enrolled in the full unit/course.

## 5.9. Apprentice On-the-Job Training – Workplace Evidence

If you are an apprentice, then as part of your electrical apprenticeship you will need to provide evidence of your on-the-job training for licensing purposes. Sufficient on-the-job evidence is required so that you can attempt your Capstone assessment. All on-the-job evidence will be approved by your employer.

CET uses a system called Profiling to record on-the-job evidence.

- We will register you with Profiling and provide you with training in how to use it.
- You will need to use the Profiling tool and abide by their operational conditions.
- Profiling requires a card for each week of your apprenticeship.



- Warnings will be issued to you and your employer if you haven't submitted sufficient cards to support your training. Warnings will be sent out quarterly throughout the year (for all cards due up to the end of the last quarter). You will receive an initial warning, followed by a 'card removal warning'. Your employer will also be copied into all warnings.
- If you have cards that are outstanding a week after being issued with a 'card removal warning', they will be removed from your Profiling account.

## 5.10. Certification

When you have completed your training, we will issue a Certificate and Record of Results or a Statement of Attainment (indicating the competencies that have been achieved), depending on the course you have completed.

If it is a certified course delivered at CET, you will be given a Certificate Issue Application Form at completion of your training (where applicable). You must submit the form to administration, which will ensure that the certificate is sent to the correct address.

Your Certificate/Statement of Attainment will only be issued upon successful completion of the required Units of Competence and when all fees have been fully paid, or company purchase order provided.

### 5.10.1. Loss of Certificate or Statement of Attainment

If you lose your Certificate or Statement of Attainment, or need a card reproduced, please contact us and we will arrange a re-issue.

We reserve the right to charge a replacement/reissue fee.

Please note: The current cost to re-issue your Certificate or Statement of Attainment through CET is \$50.00 for a hard copy.

Before we can reissue, you will need to provide us your ID, preferably photographic in the form of a driver's licence, passport or proof of age. For EQS, originals will only be posted to the address provided in our SMS as per enrolment. Digital copies will be only be emailed to the email address in our SMS as per enrolment.

## 6. Our Policies and Procedures

### 6.1. Accessibility and Privacy

We are committed to making our training and assessment accessible, and to protecting your privacy and the security of your personal information.

For more information, please refer to the policies available on our websites:

- <https://cet.asn.au/terms-and-conditions/policies>
- <https://equipsafe.com.au/terms-and-conditions/>

## 6.2. VET Data Use Statement

CET and Equip-Safe are required to collect and report VET information to the National Centre for Vocational Education Research Ltd (NCVER). The National VET Data Policy outlines how VET data is disclosed, accessed and used.

For more information visit: <https://www.dewr.gov.au/national-vet-data/resources/national-vet-data-policy>

## 6.3. Personal Release

We might record your audio and visual images. In accepting the provisions of this handbook, you authorise us to record audio and visual images, and use them for educational and marketing purposes, without charge. If you do not agree with the personal release clause, you may opt out by advising your Trainer/Training Manager who will advise our administration team.

## 6.4. Learner Complaint, Grievance Resolution and Appeals Procedures

We welcome your feedback and suggestions on the training and services we have provided.

We may ask you to complete feedback surveys at the completion of your course. Your feedback and/or suggestions can also be provided to your Trainer and Assessor at any time throughout your training.

Our Learner Complaint, Grievance Resolution and Appeals Procedures can be obtained from administration or you can find the details our websites:

- <https://cet.asn.au/terms-and-conditions/policies>
- <https://equipsafe.com.au/terms-and-conditions/>

## 6.5. Unacceptable Behaviour

All our behaviour impacts on others, so everyone is expected to behave in a way that supports safe and effective training delivery and learner learning. We do not tolerate any form of unacceptable conduct or behaviour including:

- dangerous conduct that harms your own or others' health and safety or well-being;
- harassment;
- discrimination;

- threatening behaviour;
- physical and verbal abuse;
- games (including ball games);
- practical jokes; or
- similar behaviour.

Unacceptable conduct or behaviour will be dealt with in accordance with our disciplinary action processes.

## 6.6. Discipline

If you do not conduct yourself in an appropriate and safe manner, we may need to take disciplinary action. If the issue involves a serious or persistent breach of our policies, it may result in your training being suspended or terminated.

Depending on the nature of the breach, our management staff will meet with you to discuss the issue. If you are an apprentice, the meeting may include your employer and (if you are under the age of 18) your parents/guardians. A First Warning may be issued and if they were not at the meeting, your employer and parent/guardian may be informed.

Should a further breach occur, another meeting will be arranged with you, your employer and parents/guardian (as appropriate). A final warning may be issued.

## 7. Campus and Contact Details

If you need any learner information, you can contact our administration team:

- by calling CET between 8:00am and 4:30pm (12:30pm for re-sit registrations) Monday to Friday;
- by calling Equip-Safe between 7:30am and 4:30pm Monday to Friday; or
- in person during our designated break times.

### 7.1. Our Websites

You can visit our websites at: [www.cet.asn.au](http://www.cet.asn.au) and [www.equipsafe.com.au](http://www.equipsafe.com.au).

### 7.2. CET - Joondalup

Address: 20 Injune Way, Joondalup WA 6027

Phone: (08) 9233 5000

Email: [joondalup@cet.asn.au](mailto:joondalup@cet.asn.au)

### 7.3. CET – Jandakot

Address: 5 Avior Avenue, Jandakot WA 6164

Phone: (08) 6595 6600

Email: [jandakot@cet.asn.au](mailto:jandakot@cet.asn.au)

### 7.4. Equip-Safe - Welshpool

Address: Unit 1, 9-13 Kewdale Road, Welshpool WA 6106

Phone: (08) 9358 5772

Email: [admin@equipsafe.com.au](mailto:admin@equipsafe.com.au)



## Definitions and Acronyms

AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
CET	The College of Electrical Training
CT	Credit Transfer
CTF	Construction Training Fund
EAP	Employee Assistance Program
EWP	Elevated Work Platforms
HRWL	High-Risk work licence
ID	Identification
LLND	Language, Literacy, Numeracy and Digital
NCVER	National Centre for Vocational Education Research
PPE	Personal Protective Equipment
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation - a vocational education organisation that delivers training and assessment services that lead to qualifications and statements of attainment within the Australian Qualifications Framework (AQF). These qualifications and statements of attainment are recognised and accepted by industry and other educational institutions throughout Australia.
Learner	Apprentices and workers who attend training at CET or Equip-Safe
USI	Unique Student Identifier
VET	Vocational Education Training
VOC	Verification of Competency