

STUDENT HANDBOOK



Forklift & Order Picker High Risk Work Licences

Earthmoving Machinery Tickets



Disclaimer

The Operator School strives to keep the information included in this Student Handbook up to date including the links it provides to a number of external websites. Materials published do not necessarily reflect the opinions of The Operator School nor do we guarantee the accuracy, reliability or currency of the information.

The book is reviewed at regular intervals as part of our Organisation's continuous improvement process and version control. Any errors in the information that are brought to our attention will be corrected as soon as possible but monitoring and reviewing content of these third party external websites is not the responsibility of The Operator School.

The Operator School accepts no liability for any loss or damage a person suffers because that person has directly or indirectly relied on any information included within this book.

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Introduction

This Student handbook is worth reading, it tells you what is expected from you and what you can expect from us.

We hope that your training with The Operator School will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you. Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

As a Registered Training Organisation we are constantly striving to improve our training delivery to deliver the best outcomes possible for our students. We welcome any suggestions for improvement that you may have.

If you have any questions after reading this material, which are not answered within the following pages, please feel free to contact us.

Sanction

The Operator School is committed to high standards in the provision of education and training in the use of forklifts in the warehousing and logistics sector and of earthmoving machinery in the civil construction sector. The handbook outlines the minimum standards of our organisation in relation to the delivery of our training courses.

The policies set out in this student handbook underpin the operation of our organisation. We recognise that our status as a Government approved Registered Training Organisation (RTO) may be withdrawn if we do not honour these obligations.

Quality

Quality Management Focus

The Operator School has a commitment to providing a quality service with a focus on continuous improvement. We value feedback from students, employers, and industry representatives as it is an important factor in monitoring and improving our training delivery and our business processes.

We use a number of strategies to collect student and employer feedback at the beginning, during and at the end of the course including tailor made feedback forms, targeted response surveys and also social media, such as Facebook and Google.

We use this feedback together with information from our complaints and appeals register and validation sessions together with internal and external audit reports to develop and improve our services.

As we are a reasonably small RTO, in some instances feedback is actioned with immediate effect, where management sees the adjustment is a logical one. Other improvements may be implemented over a period of time.

Industry Consultation

We consult on an almost daily basis with employers to ensure that the training we deliver is not training for training's sake but that it is industry relative and effective with the needs of employers, who may want to train their staff but cannot afford the downtime.

Marketing and Advertising

The Operator School markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other Training Providers. The Operator School marketing strategies will not contravene legislation.

The names of training packages, qualifications and/or accredited courses listed in advertising material will comply with name/title, as endorsed by the National Registration and Accreditation Program.

Australian Qualifications Framework

The *Australian Qualifications Framework (AQF)* is the national policy for qualifications in the Australian education and training system. The Operator School complies with the AQF as a condition of its registration.

The AQF recognises The Operator School's as an 'authorised issuing organisation', able to issue Statements of Attainment to students that have satisfied the relevant competency requirements.

The VET Quality Framework

The VET quality framework and the standards for registered training organisations form the framework of how an RTO's Governance and operations need to run.

The VET Quality Framework is made up of the:-

- Current Standards for Registered Training Organisations (2015),
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements,
- the Data Provision Requirements
- the Financial Viability Risk Assessment Requirements

As part of the above Framework,

The Operator School is subject to rigorous audit by several Government Departments including The Australian Skills Quality Authority (ASQA). The Operator School is bound by the rules and regulations of the Standards for Registered Training Organisations to maintain its' Registered Training Organisation status allowing for the delivery of nationally accredited training, assessment and qualifications.

Governance

Fit and Proper Persons

The Operator School has a hiring process to ensure that its Director, high managerial staff together with its Trainers and Assessors are ethical, trustworthy and meet the fit and proper person requirements necessary to operate a RTO with integrity. This includes abiding by Codes of Conduct and Legislation for conducting its business activities. A range of inductions are conducted for new staff. Licence and Authority expiry dates are monitored and renewed in a timely manner. The Operator School engages in a range of professional development activities for its trainers and assessors. All records are maintained in a suite of excel control registers.

Insurances

The Operator School ensures that it has all the insurance cover necessary to carry out its business including:

- Workers Compensation Insurance
- Public Liability Insurance
- Professional Indemnity Insurance
- Building and Contents Insurance
- Commercial Motor Policy

Legislative requirements

The Operator School ensures that compliance with Commonwealth, State/Territory Legislation and regulatory requirements relevant to its operation is integrated into its policies and procedures and that compliance is maintained.

1 Acts

These are Laws to protect the health, safety and welfare of people at work

2. Regulations

Give more details or information on particular parts of the Act.

3. Codes of Practice

Practical instructions on how to best meet the terms of the Law.

4. Australian Standards

Detail minimum levels of performance or quality for a hazard, work process or product (legally binding Government references a Standard in Legislation, become mandatory).

All Trainers and Assessors are required to be familiar with all the provisions of the following Legislation as it affects as a Registered Training Organisation. This is done through staff meetings, training courses, industry networking etc.

The Operator School identifies and complies with relevant State or Territory laws including, but not limited to, Commonwealth or State Territory Legislation including:

- Anti-Discrimination Act 1991
- Australian Human Rights Commission Act 1986 (Federal)
- Australian Privacy Principles ('APPs')
- AS2359 Australian Standard for Powered Industrial Lift Trucks
- Code of Practice Excavation work
- Code of Practice Managing risks in construction work
- Code of Practice Managing electrical risks at the workplace
- Code of Practice Managing risks of plant in the workplace
- Electrical safety code of practice 2010 Working near overhead and underground electric lines
- Conditions of Accreditation for a High Risk Work Assessor (WHSQ / Workcover NSW)
- Copyright Act 1968
- Dealing with workplace bullying – a worker's guide
- Department of Transport and Main Roads regulatory requirements
- Disability Discrimination Act 1992 (Federal)
- Electrical Safety Act (2002)
- Electrical Safety Regulation (2013)
- Environmental Protection Act 1994
- Fair Work Act 2009 (and any amending Legislation)
- Financial Transactions Reports Act 1988
- Freedom of Information Act 1992
- Further Education and Training Act 2014
- Further Education and Training Regulation 2014
- Guide for preventing and responding to workplace bullying
- Heavy Vehicle National Law Act 2012
- Heavy Vehicle (General) National Regulations 2013
- Heavy Vehicle Mass Dimension and Loading National Regulation 2013
- Heavy Vehicle Mass Dimension and Loading Limits
- Heavy Vehicle Fatigue Management National Regulation 2013
- Heavy Vehicle (Vehicle Standards) National Regulation 2014
- Industrial Relations Act 2016
- Information Privacy Act 2009 (Qld)
- Information Privacy Regulations 2009 (Qld)
- Oaths Act 1867 (Part 4)
- Penalties and Sentences Act 1992
- Privacy Amendment (enhancing Privacy Protection) Act 2012
- Privacy Regulation 2013
- Queensland Information Privacy Act 2009
- Queensland Police (enforcement of the road rules)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984 (Federal)
- Standards for Registered Training Organisations 2015
- Student Identifier Act 2014
- Transport Operations (Road Use Management) Act 1995 (and sub-ordinate regulations)
- VET Quality Framework
- Worker's Compensation & Rehabilitation Act 2003
- Workplace Gender Equality Act 2012

- Work Health and Safety Act 2011
- Work Health and Safety and Other Legislation Amendment Act 2017
- Work Health and Safety Regulation 2011
- Workplace Relations Act 1996

This legislation can be accessed by either contacting The Operator School or through the internet at www.legislation.qld.gov.au. It can also be accessed by typing the name of the Act or Legislation into a web browser and undertaking an internet search.

The Operator School has a review process in place to ensure that it is utilizing the most current version of the Legislation, controlled by the use of an excel master document, reviewed at least annually. The Operator School also takes the necessary steps to update its Legislation on notification from relevant Government Departments / Regulators that Legislation has changed.

Depending on the significance of the changes, Trainers and Assessors are informed of these changes by way of emails, meetings or memos (which they sign they have read), or in some instances trainers and assessors may be directly informed by the Regulators themselves.

OHS

The Operator School ensures OHS by advising all staff and students of their obligations under the legislation and managing the safety hazards associated with the performance of business activity by identifying them and applying appropriate controls.

The WHS Act aims to:

- protect the health and safety of workers and other people by eliminating or reducing workplace risks
- ensure effective representation, consultation and cooperation to address health and safety issues in the workplace
- encourage unions and employers to take a constructive role in improving health and safety practices
- promote information, education and training on health and safety
- provide effective compliance and enforcement measures
- deliver continuous improvement and progressively higher standards of health and safety.

Throughout the WHS Act, the meaning of health includes psychological health as well as physical health.

Reasonably practicable (section 18 – Work Health and Safety Act 2011)

The guiding principle of the WHS Act is that all people are given the highest level of health and safety protection from hazards arising from work, so far as is reasonably practicable.

The term 'reasonably practicable' means what could reasonably be done at a particular time to ensure health and safety measures were in place. In determining what is reasonably practicable, there is a requirement to weigh up all relevant matters including:

- the likelihood of a hazard or risk occurring (i.e. the probability of a person being exposed to harm)
- the degree of harm that would result if the hazard or risk occurred
- the availability of suitable ways to eliminate or minimise the hazard or risk
- the cost of eliminating or minimising the hazard or risk.

Ordinarily, cost will not be the key factor in determining what it is reasonable for a duty holder to do unless it can be shown to be 'grossly disproportionate' to the risk. If the risk is particularly severe, a PCBU will need to demonstrate that costly safety measures are not reasonably practicable due to their expense and that other less costly measures could also effectively minimise the risk (i.e. the potential seriousness of injury or harm).

- what the person concerned knows, or ought to reasonably know, about the hazard or risk and ways of eliminating or minimising it

Anti-discrimination

The Operator School promotes equality of opportunity for everyone by protecting them from unfair discrimination in work and education by maintaining a strict policy of anti-discrimination on the grounds of sex, pregnancy, race, colour, religion, ethnicity, marital status, physical/intellectual disability, homosexuality and age. Every effort is made to keep off-the job and on-the-job situations free from unlawful discrimination and sexual harassment. In a multicultural student population, this is an important focus of our overall policy. Where it is felt discrimination has occurred, complaints on any of these issues are considered seriously.

Equal employment opportunity

EEO is part of The Operator School's philosophy and is firmly adhered to. The Operator School endeavours to ensure that staff members are free from unlawful discrimination and harassment and that every opportunity is afforded to staff to improve their knowledge and skills to enhance their job prospects. Matters related to EEO are discussed at staff meetings and included, where needed, in staff memos.

Harassment

The Operator School does not condone victimisation, bullying or any repeated behaviour to any person, by their staff or students that is unsolicited or unwanted of an offensive threatening intimidating or humiliating nature. Any issues will be dealt with through consultation and mediation.

Racial harassment

The Operator School does not tolerate any form of racial harassment. Racial harassment involves any person being threatened, abused, insulted or taunted in relation to their race,

descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

The Operator School does not tolerate any form of sexual harassment. Sexual harassment involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Worker's compensation and rehabilitation

The Operator School actively promotes the prevention of work related injury and disease through constant supervision and advice to staff and students. In the event of injury, The Operator School meets its obligation to provide benefits by maintaining appropriate Worker's Compensation insurance.

Privacy

The Operator School is required to comply with the Australian Privacy Principles ('APPs'), which amends the Privacy Act 1988. The APPs set out the obligations of an organisation in relation to its collection, storage, use and disclosure of personal information.

A full copy of our [Privacy Statement](#) can be viewed on our website 24/7.

If you have any concerns that your privacy or believe your privacy rights have been breached, please contact us.

Student Overview

Courses delivered at The Operator School

Students will complete one or more units of competency from the training packages below and therefore it will be partial delivery of this training package i.e. they will not get a licence for all pieces of load shifting / earthmoving equipment all at the same time.

TLI - Transport and Logistics Industry Training Package

Type of Machinery	Competency	Licence Class
Licence to operate a forklift truck	TLILIC2001	LF
Licence to operate an order picking forklift truck	TLILIC2002	LO

RII Resources and Infrastructure Industry Training Package

Conduct roller operations	RIIMPO317E
Conduct civil construction skid steer loader operations	RIIMPO318E
Conduct backhoe/loader operations	RIIMPO319D
Conduct civil construction excavator operations	RIIMPO320E
Conduct civil construction wheeled front end loader operations	RIIMPO321E

What qualification is issued at the successful completion of the course?

For high risk work Licences, students are issued with a Statement of Attainment upon the successful completion of the unit/s of competency of the course. The Statement of Attainment displays the logo of Nationally Recognised Training, a credential which is recognised throughout Australia. Students also received a copy of their Assessment Summary. Lodgement of this paperwork with Workplace Health and Safety Queensland (through an on line portal) will result in the issue of a forklift and / or an order picker licence. A Qld issued high risk work licence is photographic, recognised nationally and lasts for 5 years.

For the machinery classes, students are issued with a Statement of Attainment and a “competency card” upon the successful completion of the unit/s of competency of the course. The Statement of Attainment displays the logo of Nationally Recognised Training, a credential which is recognised throughout Australia. The student can use this paperwork as evidence to demonstrate competency on a specific machine to a PCBU (employer). Whilst the training delivered comes from a nationally recognised training package, it is delivered in Qld and employers from other States may want to test or verify this competence prior as part of their hiring or induction process.

It is our normal business practice to issue a Statement of Attainment and other relevant paperwork on the day of the practical assessment, to prevent damage and loss to the certificates in the post. However under the national standards for registered training organisations we do have up to 30 days to issue certification.

The Statement of Attainment can also be sent as a secured PDF by email.

What is Competency Based Assessment?

‘Competency’ is a statement about the skills, knowledge and attitudes a learner needs to have and demonstrate to complete a task (or job) safely, effectively and repeatedly. These statements are contained in each unit of competency. Each unit of competency is often made up of several elements.

The assessment of your competency means that you must be able to show, tell and apply knowledge evidence and practical skills, which match and meet those laid down by the industry body in the unit of competency i.e. a national set of standards.

Below are the elements for the unit of competency of a forklift truck. Competencies for other machines follow a similar breakdown of elements.

Element 1 – plan work

Inspection of the worksite, identification of work site hazards and the selection of control measures, communication and paperwork, plus personal protective equipment (PPE)

Element 2 – conduct routine checks

Pre operational check and start-up check of a forklift truck.

Element 3 – shift load

Operation of forklift truck, including the movement of various loads, pick up and placement of loads from low, medium and high level racking.

Element 4 – shut down and secure forklift

Correct shut down and parking procedure demonstrated for a forklift truck.

The courses delivered by this RTO have been validated by representatives from industry and professional bodies as meeting the minimum training and assessment standards for the purpose of certification for the safe operation of load shifting equipment and earthmoving machinery.

The training and assessment delivered against this unit of competency and the subsequent issue of this licence (competency card) is the minimum legal requirement of training and assessment standards to operate a specific piece of high risk equipment without supervision. It does not qualify as experience.

Under the new 2012 Legislation, the duty of care for an employer has substantially increased and the “comeback” on WHSQ has diminished the employer will also need to ensure that verification of competency and ongoing training is undertaken to meet workplace regulatory requirements.

Your training pathway

No two students will arrive at The Operator School with the same workplace and operational experience. Competency based training allows for this. As you progress through your training course you will be given credit for the skills (called competencies) which you perform well and you will repeat tasks only in areas where you have problems.

In simple terms, competency based training is almost the opposite of a “driving test” i.e. doing it once to pass an exam.

Under competency based assessment you are assessed under a wider range of operating conditions but the assessment is far more flexible than a “driving test” which is a simple pass or fail situation. For any competency to be signed off you must demonstrate it without any errors.

When all the competencies/tasks have been successfully completed in your workbook / logbook you are ready to undertake your final practical competency based assessment. Therefore, it is understandable that students will progress at a different learning pace; good operators may struggle to grasp the theory, whereas a workplace manager may fly through the theory but lack confidence when operating the machine. Your workbook / logbook will be retained by The Operator School as a record of your training and assessment.

Due to the high risk nature of operating forklifts and order pickers, even after you have fulfilled the requirements of the course, as a final test of competency you will sit the mandatory challenge tests (theory and practical) supplied by Safe Work Australia (SWA). The Assessor will evaluate you against this National assessment instrument for a final determination of competency.

There is no way around these 'tests'; everyone has to do them, regardless of which training organisation a student chooses to use. The Assessor will then issue your Statement of Attainment and your Assessment Summary if a successful outcome is achieved, which is the paperwork necessary for you to apply for your high risk Forklift Licence.

For the machinery classes, students are issued with a Statement of Attainment and a "competency card / ticket" upon the successful completion of the unit/s of competency of the course. The qualification displays the logo of Nationally Recognised Training, a credential which is recognised throughout Australia. The student can use this paperwork as evidence to demonstrate competency on a specific machine to an employer.

Recognised Current Competency (RCC) & Recognised Prior Learning (RPL)

What is the difference between RCC and RPL?

Recognised Current Competency (RCC)

Recognition of Current Competency (RCC) applies if someone has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are recognised.

Recognised Prior Learning (RPL)

RPL involves the assessment of the previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process (rather than a training process) that assesses the individual's non-formal and informal learning. This assessment determines the extent to which that individual has achieved the required learning outcomes, competency outcomes or standards for entry to and/or partial or total completion of a qualification. Sufficient evidence must be collected (and retained) demonstrating that a student is competent against all the assessment criteria in a unit of competency.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);

- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

It is worth remembering that it is not whether you **believe** you can fulfill the elements of competency to the criteria set down in the training package but that you can **prove by demonstration and evidence** that you do – that is important.

RPL and RCC and our Courses

The Operator School advises all applicants of RCC and RPL opportunities and procedures at the time of booking. We do not offer a pure RCC or RPL pathway (assessment only) given the high risk nature of the activity i.e. operation of a type of machinery in a workplace.

The only exception to this may be a person who recently sat an assessment for a forklift or order picker and did not lodge their licence application within 60 days, who needs to undertake a re-sit of the assessment. Our ability to offer this pathway is controlled by regulatory timelines stipulated by the Licencing Regulator and is therefore dealt with on a student by student basis.

We offer recognition of RCC and RPL In 2 ways :-

- Evidence of a previous licence held or previous training and assessment undertaken, the student presents prior to making a booking, permits the booking of a RPL gap training course at the time of booking
- Student's actual demonstrated ability and knowledge during a full in house course, allows for the possibility of an early assessment.

Learners who through prior learning or prior experience believe they have gained competence in the operation of the specific load shifting or earthmoving equipment may be granted RCC or RPL upon substantiation of that claim. However due to the high risk nature of this activity, The RTO is still required to submit that student for a mandatory challenge test (written and practical) to demonstrate competence against the OHS assessment instrument for the high risk work licence courses.

Evidence for credit of prior learning may include, but is not limited to:

- Other similar licences / competencies
- Competency certificate gained in a different industry sector i.e. The mines
- Overseas licence
- Expired Licence
- Performance, demonstration or skills test
- Portfolio, logbook, references, projects or assignments
- Written presentation
- Interview
- Challenge testing of current operational skills is also undertaken

It is worth remembering that it is not whether you **think** you can fulfil the elements of competency to the criteria set down in the instruments but that you **can prove** that you do – that is important.

In simple terms we as an RTO we will apply the 4 Rules of evidence when looking at the application:-

- **Current**
Experience relates, to the immediate past not experience gained 18 years ago and is therefore relevant?
- **Valid**
Does the experience relate to the machine you are applying for RPL on – a truck licence does not correlate to a forklift licence?
- **Authentic**
Is the work /experience your own
- **Sufficient**
If all of the 3 requirements above are “ticked off” the Assessor then makes a judgement whether the evidence is sufficient to demonstrate the underpinning knowledge and practical skills necessary.

RCC/RPL is available for all the different machines that we offer licencing/competency cards for.

The performance criteria is set out in the National Assessment Instruments (NAI's) supplied by Safe Work Australia (SWA) through a licencing agreement with Workplace Health and Safety Queensland (WHSQ). These assessment instruments, together with the unit of competency for the actual machine set the RCC/RPL benchmarks.

Our in house validated assessment instruments set the benchmark for our earthmoving competencies.

Students may complete an RPL application form on request.

Successful students are notified as promptly as possible of the RCC/RPL outcome and what they have to do to obtain their Licence/competency card. The RPL Co-ordinator advises unsuccessful students of reasons for non-recognition and steps they can take, including appeal mechanisms.

RPL Procedure

- Request application form
- Complete application
- Return application form with supporting evidence
- Application is assessed within 10 days.
- Applicant is promptly advised of Recognised Prior Learning outcome and advised of the pathway through to further “gap” training or assessment.

Credit Transfer

Students may be entitled to a credit transfer of existing competencies in the following circumstances:

- Successful RCC/RPL application.
- Completed units of competency from the relevant National Training Package are classed as equivalent units in training.gov.au

Credit transfer will never be available to any student for the forklift or order picker units of competency, as it is mandatory for anyone obtaining a forklift or order picker licence to complete the nationally recognised assessment instrument.

Anyone that has worked in another regulated work environment may be entitled to a dispensation from submitting a Statement of Attainment / Assessment Summary for a licence application on the grounds of a qualification obtained in their previous environment. Anyone in this situation will need to make application direct to WHSQ with relevant supporting information to allow consideration of the application. The same approach should be applied for dispensation on the grounds of overseas qualifications. Please contact www.justice.qld.gov.au or 1300 369 915.

However, it must be said that successful applications for 'transfers' are very rare, most applications result in re-direction to a RTO such as ourselves for 'gap training' and re-certification to a nationally recognised qualification in Australia.

Verification of Current Competency (VOC)

Similar to RCC, VOC is a common term used in the Transport and Logistics industry 'a student has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained'.

A VOC is often used in the workplace to assess knowledge and skills prior to employment as part of an induction process i.e. you hold a heavy vehicle licence so legally allowed to drive but what are your skills like in the truck the employer needs you to drive.

Pre-requisites

There are currently no pre-requisites stipulated in the training packages for any of the courses offered at The Operator School.

Mutual recognition

The Operator School recognises the assessment decisions of and Statements of Attainment or Qualifications issued by another RTO whilst taking into consideration the regulatory requirements and limitations placed upon it by other Government bodies.

Any applications for mutual recognition will be assessed on a student by student basis.

Student Services

Course times

We run courses all year round from Monday to Saturday
Our courses normally commence at 8 am and finish mid-afternoon

We can deliver on site (will even come on site for 1 person).
We can deliver courses 24/7 to work in the Employer's shift times by arrangement

Course Selection

The Operator School takes a personal approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation they will be referred to an appropriate service or an alternate training organisation.

The Operator School delivers specialised training and assessment services. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. The Operator School has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

Training pathways

Refer to the website www.theoperatorschool.com.au for the possible vocational pathways. We offer 4 different courses / pathways to obtain a forklift or order picker licence or a machinery competency card / ticket, depending on your current work situation and your prior experience.

Courses consist of small groups (1-6 persons for forklift, 1-2 persons for earthmoving machinery) to ensure quality training and participation and we run courses on a regular basis. Courses normally commence at 8am and finish mid-afternoon from Monday to Saturday. However courses can be arranged 24/7 by arrangement.

How do I book?

Booking is initiated by you contacting The Operator School. We will supply you with a detailed breakdown of the training pathways available to you including RPL opportunities and prices, availability, funding options (if any relevant), licencing fees and a booking form plus any other relevant documentation. We can provisionally hold dates for you in our diary. This normally done by email but can also be mail or in person. The booking procedure will include links to the student handbook, privacy statement, USI requirements, EOI requirements and any other documentation which may be relevant. This will enable the student to make an informed decision about their training provider.

Bookings and RPL applications will then be assessed to ensure that the student meets any entry requirements that have been set for the selected course. Students will be informed of successful booking and sent a course confirmation document including links to some pre-course reading material.

Students who do not meet the entry requirements for the selected course will be notified of their unsuccessful booking and will be invited to contact The Operator School to discuss their training needs and alternative opportunities / solutions.

If you make a booking with us and cancel for any reason, we will hold onto your booking form for a further 2 months should you wish to re-instate your booking. After this time your booking form will be destroyed. Should you wish to re-book after this time, we will require completion of a new application.

Access and Equity

The Operator School endorses the national equity strategy by incorporation the principles of equity into all programs. All the staff at The Operator School have been instructed in their responsibilities with regards to Access and Equity principles.

Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability. However, given the high risk involved in the operation of machinery, safety considerations will always be paramount both for the trainee and fellow workers.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

Entry Requirements

There are no specific entry requirements for this course; however for the high risk work licences regulatory authorities stipulate a minimum age of 18 years at time of assessment to meet licensing regulations within their jurisdiction.

It is also a condition of licencing that students must be able to speak and understand English to hold a licence given the safety issues involved with operating machinery.

Following the de-regulation of the earthmoving classes, trainees younger than 18 years of age are now legally permitted to be operating earthmoving machinery. Ultimately, the responsibility of permitting a person under the age of 18 to operate a piece of earthmoving equipment lies with the employer (PCBU).

As an RTO we do not accept trainees under 18 years of age.

Evidence of Identity Documents

As the forklift and order picker high risk work (HRW) licences are now classed as a primary piece of identification (they carry as much credibility as a driving licence), our Assessors have considerable responsibility placed up on them to ensure they adequately identify you prior to your licence being issued.

You will need to present with 3 forms of matching identification to facilitate the issuance of your high risk work licence and also grant us permission to copy and retain this information (bankcards excepted, we will only keep a written record of the type of card and the expiry date). This process is controlled through our course confirmation documentation and the enrolment process into your course. These documents are dealt with in line with our privacy statement and records policy.

Evidence of Identity documents (driving licence) are also required for our earthmoving courses, for the purpose of identifying you for issuing your competency card / ticket and for training and assessment purposes i.e. if you need to demonstrate moving a piece of equipment from one worksite to another on a public road.

Confirmation of your course

The course confirmation document outlines:

- Course Code Name and the unit of competency number
- Dates of the course
- Location of the course
- Expected duration of the course
- Expected modes of delivery i.e face to face, workplace logbook etc.
- Cost of the course (including any deposit required)
- Nominated assessment times (forklift and order picker course)
- Details of any early assessment discounts (must be processed within 30 days)
- Any funding provision
- Link to pre-course reading material
- The student's obligations including any requirements that The Operator School requires the student to meet to enter and successfully complete their chosen course
- The educational and support services available to the student
- Cancellations

STUDENT INFORMATION POLICY

The Operator School will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make an informed decision before undertaking training with The Operator School.

This information will be clear and readily available. This will include the details required to source The Operator School Student Handbook, available as PDF document on The Operator School website: www.theoperatorschool.com.au 24/7. A hard copy of the student handbook can be supplied on request.

Third Party Agreements / Partnerships

The Operator School currently has no third party (Partnership) agreements in place for the delivery of any of its training and assessment at the time this version of the Handbook was published.

Where there are any changes to agreed services, The Operator School will advise the student as soon as practicable, including in relation to any new third party arrangements or a change in ownership of the business.

Welfare and guidance (student support)

All clients of The Operator School are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes relevant to the training products.

Students have the opportunity at the time of booking to advise us of any areas of concern they may have regarding language literacy and numeracy.

The Operator School will make all reasonable effort and utilise a variety of available training and learning methods to assist all students in their efforts to complete a training course. The Operator School will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other The Operator School staff members in the event that they are experiencing difficulties with any aspect of their studies.

Staff will ensure students have access to the full resources of The Operator School to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact The Operator School who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services, whilst The Operator School does not offer formal welfare or guidance services, every effort will be made to assist clients to access external relevant qualified experts. Extensive information regarding support agencies, resources and services may be sourced online. Any fees incurred are the responsibility of the student, the employer or the employment service provider.

Language, literacy and numeracy

As we are a Registered Training Organisation working in the field of Licencing for high risk work, it is a condition of licencing that students must be able to speak and understand English to undertake any of our courses. This is due to the potential safety issues that could arise from not understanding basic work instructions such as "stop" "danger" etc.

In order that everyone can be safe whilst carrying out their employment duties in the civil construction sector it is important that workers understand workplace instructions and can complete the necessary workplace paperwork.

To test literacy & numeracy, students may be given a short appropriate industry test.

Students with learning difficulties in literacy or numeracy are given reasonable assistance from The Operator School staff, including additional time in examinations (where WHS Regulations permit).

We have an E-Learning tool which students can utilise during the training process. We also have pictorial learning guides and study guides that a student can use to test themselves or family members can test them on their retention of knowledge.

For written assessment, the whole test can be conducted orally where there is a language or literacy issue. However, because of the high risk nature of the industry, interpreters are not allowed to act on behalf of students.

Students with English as a second language are given assistance such as being able to provide oral responses to some assessments and also they are given additional time in theory examinations. However, even if English is their second language it still needs to be at a reasonable enough standard to ensure that workers understand workplace instructions and that they are capable of completing the necessary workplace based paperwork.

If it is deemed that a student could possibly require more Literacy and/or Numeracy support, the student may be directed to a Specialist Language & Literacy provider. Any fees incurred are the responsibility of the student.

Staff members and Instructors are required to observe, identify and immediately act when a student has problems with language, literacy, or numeracy.

Foundation Skills

Foundation skills are those core or essential skills we need to engage successfully in work and life. The term 'Foundation Skills' is currently used to include the core skills defined in the Australian Core Skills Framework (ACSF) as well as the employability skills identified by employers as critical for effective performance in the workplace.

The core skills of the ACSF include:-

- reading
- writing
- oral communication
- numeracy and
- learning

Core Skills for Work (CSFW)

'Employability skills' now come under a new framework called Core Skills for Work (CSFW) and incorporate skills such as problem solving, teamwork and digital literacy.

Although foundation skills are viewed as those that underpin vocational learning and skills development, they should not be interpreted as only low-level or single-level skills. There is a growing recognition that foundation skills range from quite basic, entry-level skills to very specialised or high-level skills. People are constantly challenged when trying to understand new forms of communication and information as they take on different roles throughout their personal and working life.

Enrolment, induction and orientation

Enrolments into the course are done at the commencement of the course, it is imperative that you arrive at the nominated start time.

The Operator School conducts an enrolment, induction and orientation program for all its clients including:-

- Venue safety and facility arrangements;
- Relevant legislative requirements
- Review of the training and assessment program and flexible learning and assessment;
- Recognition arrangements
- Language, Literacy and Numeracy support;
- Client support and welfare
- Appeals, complaints and grievance procedures;
- Disciplinary procedures

Flexible learning and assessment

The Operator School is committed to providing flexible delivery and assessment to meet the needs of individual students, whilst maintain compliance with the Licencing Regulator's requirements.

The Operator School caters for differences in learning styles by using a variety of delivery and assessment methods such as demonstration, role play, observation, problem solving, guidance, mentoring and coaching as well as assistance to train in a workplace environment.

Reasonable adjustment

Reasonable adjustment can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

Unemployed at the time of undertaking the course

It is possible for the whole course to be conducted in house at The Operator School.

If a participant wishes to undertake a 2 stage course but does not have access to a suitable workplace to complete the on-the-job training (logbook) component they will need to discuss with their employment service provider strategies to address this requirement. For the unemployed receiving Government funding, The Agency may be able to find a Vocational Placement for the student that could be incorporated into this Course to reach the required 40 hours of documented log books hours. The student would still have to complete the formal (theory) training and the mandatory challenge tests.

Fees & Charges

Fees

For details of fees and charges please refer to the website www.theoperatorschool.com.au or call us and we will give you prices over the telephone, confirmed in an email enquiry template and once a course is booked, a course confirmation document.

Fee Structure

The advertised enrolment fee represents the total cost to the student for tuition fees, materials fees and all other costs associated with delivering the training and assessment services and awarding the units of competency.

It does not include licencing application fees, students are notified of these charges in a course confirmation document.

Once a course is booked, the fee to be paid is written in the course confirmation document, together with any details of Government Licencing application fees, funding arrangements or early assessment discounts.

This document outlines:-

- Total amount of fees payable and any other charges i.e. licence application fee
- Payment terms (also found on the invoice)
- Fees for additional services such as replacement paperwork and additional training days if required.
- Link to student refund policy on website 24/7

Payment Terms, Cancellation and Refund Policy for Training Courses

A full copy of our Payment Terms and Cancellation Policy can be viewed [here](#) on our Website 24/7 or we can send you a copy on request. The document outlines:-

- Payment terms,
- Cancellation and refund policy
- Payment methods and terms
- Payment arrangements for employers
- Re-assessment fees
- Nature of a guarantee to finalise training

Re-assessment fees

During your course you will be given up to 2 opportunities to pass each part of the assessment as part of your course fee. After this we reserve the right to charge for re-assessments. Charges for re-assessment are laid out in your course confirmation document.

If you are undertaking a forklift or order picker high risk work licencing course, be aware that WHSQ have legislative requirements outlining timelines for re-assessment, depending on the timeline that has elapsed since the original assessment was undertaken. Therefore, charges would be calculated and advised to you (by email) prior to the re-assessment being booked and nominated to WHSQ. Legislation, more detail can be found on the [assessment information](#) page of our website.

Nature of guarantee to finalise training and assessment

If for any reason The Operator School were unable to finish the course of training you are enrolled for. We have arrangements in place with other Training Organisations that “in principle” would be willing to assist you to complete your certification.

However, should this unfortunate event occur, this does not absolve you from your obligations. Training would still need to be paid for under the normal payment terms and conditions, plus you would still need to meet all the WHS conditions and the course packaging requirements in regard to finalising your training and assessment i.e. compliant logbooks etc.

Full refunds would be given for any deposits made in advance if trainees wanted to make their own alternative arrangements for training.

Should The Operator School cease to trade completely, all student records would be forwarded to ASQA, under regulatory requirements.

Training and Assessment

Our Trainers and Assessors

Trainers and Assessors employed The Operator School have significant industry experience in addition to the vocational training and assessment qualifications. This allows them to provide a professional, well rounded learning environment for participants. Trainers are equipped with the skills to ensure their training methods are suitable for all participants, utilising simple industry language where appropriate to communicate information most effectively.

The Trainers and Assessors are backed up by an efficient and knowledgeable administration team to ensure that your course is run in a well-organised way.

We do not have any third party arrangements (partnerships) in place with any other RTO's to deliver training courses on our behalf. From time to time we may pay a trainer /assessor as a contractor for any work undertaken.

How is training delivered?

We deliver our training in several different ways:-

- Face to face classroom training
- Onsite training – work based training (under our supervision or in collaboration with your employer)
- A combination of the above
- We can also offer e-learning options to enhance the retention of the theory content

Training and assessment standards

The Operator School has trainers and assessor with the appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles including recognition of current competency, recognition of prior learning and credit transfer. Adequate training materials and physical resources are utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessments processed are valid, reliable, flexible and fair.

Detailed information on the assessment requirements for both the forklift and order picker courses and the earthmoving courses can be found either on our website 24/7 or further on in this student handbook. Students are advised on these requirements following training and prior to the assessment commencing. For the forklift and order picker courses, the assessment instruments are nationally mandated, written by Safe Work Australia and issued on licence to us through Workplace Health and Safety Queensland. For the earthmoving classes, whenever a student is undertaking training and assessment on more than 1 machine, the written part of the assessment will be clustered for a holistic approach.

Training

Training for the forklift and order picker is conducted in small groups to ensure maximum participation. We have 2 order pickers, a reach truck, plus 5 forklifts – which are a mix of gas and electric machines, plus an electric pallet jack. We have a concrete yard and purpose built warehouse (registered as a training facility).

The facility is equipped with a huge variety of 'loads' to shift i.e. empty pallets, full pallets, heavy items, awkward items, fragile freight, etc. This will allow us to provide a beginner with a real taste of what operating in the industry is really like. We also have 3 separate areas of racking, beds of semi-trailers, a container and stillages, which can also be used in the training process. A student will only have the training they need, if they can already do the tasks, an assessor will observe this, make relative notes to record the fact and move on to a different task or through to assessment.

We also have several different attachments to demonstrate and train you with, slippers, a personnel cage, a jib etc. (although attachments are not part of the current mandated assessment instrument). Where possible we will tailor the needs of your training to the environment you work in. If you have any questions at any time, during or even after the completion of your course, we will be available to try and answer them for you.

For the beginner excavator, skid steer (bobcat), roller and front end loader courses, we train on a 1 on 2 basis (sometimes 1 on 1).

We conduct the theory training either at our facility in Arundel, plus we have another yard close by our facility that we use for the practical training, so this facility can also be utilised. We can deliver on site in your workplace if required.

We have 2 x 5 ton Caterpillar excavators and a Caterpillar skid steer loader both with hand controls, a Ingersoll Rand vibrating roller plus a 6.5 ton Maxxam front end loader.

We also have several different attachments to demonstrate and train you with. Where possible we will tailor the needs of your training to the environment you work in. If you have any questions at any time during or after the completion of your course, we will be available to answer them for you.

Logbooks

Where practical skills are to be learned in the workplace, a logbook will be provided to you for each machine. A series of documents will be used in the monitoring process of your training delivery to keep you and your employer informed of regulatory requirements, including supervision arrangements, worksite requirements for assessment etc.

Our Trainers may visit you in the worksite from time to time, or make phone or email contact with your employer to ascertain how the training is progressing. A student is welcome to contact us with a question at any time during normal office hours (can be found on our website).

At the end of the training process, a supervisor sign-off to confirm you have undertaken all the practical tasks is implemented. If any gaps are identified, these will be trained prior to your final assessment i.e. you may be undertaking excavator training but you have no experience with loading and unloading the machines as your employer contracts a driver to move the machines. Further costs for this service are outlined on your training confirmation document.

Assessment Policy

The Operator School acknowledges the critical role that assessment plays in determining the competency of students. The Driving School recognises that each unit of competency contains requirements relating to; performance evidence, knowledge evidence and assessment conditions.

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence
- Assessment leads to a statement of attainment under the Australian Qualifications Framework (AQF)

Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment

- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with The Operator School's access and equity policy
- All students have access to re-assessment on appeal

The Operator School implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package.

Assessment Criteria

The objective is for the student to show that they have achieved the unit's competencies, i.e. have acquired the underpinning knowledge and can demonstrate the practical skills needed.

With the high risk work licences, due to the high risk nature of this activity, even if a person satisfies the underpinning knowledge and practical skill formation requirements, the RTO is still required to submit that student for a mandatory challenge test (written assessment followed by a short calculations assessment and a practical test) for final determination of competency. Pass rate on all 3 tests is 100%.

Students should remember that, with competency based training and assessment they are being assessed from the moment they are with a trainer or assessor not just during the 'test'.

In most cases the theory and the calculation assessments will be conducted after the theory session is completed. Practical training will then commence and the practical assessment is done at the end. However, it is permitted to do all 3 assessments at the end of the course after all the theory and practical training has been completed. WHSQ have also recently introduced a 3 business day notification period for any forklift and order picker assessments or re-assessments.

They have implemented this system to keep a tighter control over the industry and the issuance of licences. Inspectors will attend the work site of the applicant and ensure that the employer, training supervisors and the assessor are complying with their obligations under WHS Regulations with regard to the applicant.

Assessment Methods

Students may also be assessed by one or more of the following methods:

- **Observation**

The completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist i.e. logbook.

- **Oral Questioning**

A response is provided by a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.

- **Case Study**

An opportunity to display problem solving and decision making skills is provided in simulated context.

- **Written Short Answer**

A written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.

- **Project**

An exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report. However this is not an assessment method that we use very often at The Operator School

- Or any other method outlined in the course information.

Principles of Assessment

The Four Principles of Assessment state that assessments must be:-

- **Valid**

An assessment is valid if the assessment methods and materials reflect the elements, performance criteria and critical aspects of evidence in the evidence guide of the unit(s) of competency, and if the assessment outcome is fully supported by the evidence gathered.

- **Reliable**

Refer to the degree of consistency and accuracy of the assessment outcomes. That is, the extent to which the assessment will provide similar outcomes for candidates with equal competence at different times or places, regardless of the assessor conducting the assessment.

- **Flexible**

Flexibility refers to the opportunity for a candidate to negotiate certain aspects of their assessment (for example, timing) with their assessor

- **Fair**

The assessment does not advantage or disadvantage particular learners or groups of learners.

Assessors must ensure that assessment decisions involve the evaluation of sufficient evidence to enable a judgment to be made on the competence of the candidate. The Principles of Assessment are applied during any assessments undertaken by The Operator School

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- **Valid**

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that is essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods).

- **Sufficient**

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly over time. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

- **Authentic**

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

- **Current**

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Forklift and Order Picker Theory / Written Exam – in a nutshell

- The written assessment is made up of 58 questions for the forklift,
- 50 questions for the order picker.
- It is not multiple choice but a series of short statements or one word answers
- It is a closed book assessment, i.e. you cannot take any learning materials or notes in with you
- It is permissible to undertake the theory exam orally for students who struggle with written English, however you must be able speak and understand English easily.
- It is not permissible to have an interpreter.
- The maximum allowable time is 2 hours
- A 100% pass mark is required for competency

Load Calculation Exam – in a nutshell

- 8 questions for the forklift and 5 for the order picker
- It is a closed book assessment, i.e. you cannot take any learning materials or notes in with you
- You cannot do the test orally
- You must show your answer
- You must show your formula / working out
- You can use a basic calculator
- It is not permissible to have an interpreter.
- The maximum allowable time is 1 hour
- A 100% pass mark is required for competency

Practical test – in a nutshell

- Evaluate the worksite
- Identify any hazards within the work area
- Conduct a detailed pre operation check
- Plan work, make sure machine capable of doing the job you are asking it to do
- Shift (pick) a series of loads by racking or stacking and negotiate a series of obstacles and chicanes
- Demonstrate good safe operations at all times
- Correct post operational checks and shut down procedures
- A practical Assessment usually takes up to 1 hour to complete
- A 100% pass mark is required for competency.

Machinery Theory / Written Exam – in a nutshell

- There is a holistic RII theory assessment of approximately 105 questions for the earthmoving machinery (covers any class of machine we offer, so if you are sitting for 2 machines, you will only sit for 1 theory assessment).
- It not multiple choice but a series of short statements or one word answers
- It is not a closed book assessment, you can take learning materials or notes in with you
- It is permissible to undertake the theory exam orally for students who struggle with written English, however you must be able speak and understand English easily.
- It is not permissible to have an interpreter.
- The maximum allowable time is 3 hours
- Whilst you are permitted to get up to 5 answers wrong at the time of assessment. These questions will be re-asked at a later date during your course to confirm competency. A 100% pass mark is required for competency

Practical test – in a nutshell

- Evaluate the worksite
- Identify any hazards within the work area
- Conduct a detailed pre operation check
- Plan work, make sure machine capable of doing the job you are asking it to do
- Excavate, and shift materials & loads, allowing for the terrain and choice of attachment etc. to the unit of competency
- Demonstrate good safe operations at all times
- Correct post operational checks, re-location and shut down procedures
- A practical Assessment usually takes up to 1-1.5 hours to complete
- A 100% pass mark is required for competency.

At the conclusion of either the theory, calculation (forklift and order picker only) or the practical assessment the assessor will identify any areas of the assessment where competency was not achieved by you.

Any issues will be discussed with you with a view to explaining to the correct response and the importance of that particular element. Pathways for additional training and re-assessment will then be discussed with you.

If your failure to achieve competency was for something minor, you may be able to have a short break and re-take the exam (or part of that exam) on the same day.

If it was a major shortfall in your theoretical knowledge, you may be given some additional material to pre-study at home and re-take the theory exam at a later date. Or if it was a major practical skill shortfall, you may have to undergo additional training at our facility or record some further hours in your logbook in your workplace.

However with the forklift and order picker HRW licences, the timelines for re-assessments are regulated by WHSQ. Whether you need to re-sit a full assessment or a partial re-assessment will depend what you got incorrect initially and the time line that has elapsed since you originally sat the assessments. This situation is dealt with on a case by case basis. However further information can be found [here](#) on our website

If you wish to appeal your assessment result, you may first discuss the issue with the Assessor. If you would like to proceed further with the request after this discussion, you must make a formal request in writing outlining the reason(s) for the appeal within five days of receipt of assessment results, and it will enter an appeals process.

Students will be advised of the detailed assessment methodology before training commences.

If, at any time, you are endangering yourself or others, you will be requested to stop the assessment immediately. This would indicate that you are not yet competent and may require further training, before being reassessed. Assessments will also be stopped, if equipment or property is likely to be damaged.

On Completion of a training course, the trainee will be able to:

- Understand the theory behind the safe operation of the machinery they are training for
- Name all the main components of that particular machine and have knowledge of some of the main type of attachments
- Have a basic understanding of OHS Legislation and Compliance and the use of Use of Personal Protective Equipment
- Be able to undertake Hazard identification and site evaluation in the workplace
- Be able to conduct Pre and Post Operational Checks, and understand their importance
- Operate a machine in the correct safe manner i.e. speed and stability of load etc
- Have an understanding and basic experience of Working in Pallet Racking System - stacking and unstacking various loads from a range of heights and in a narrow confined area in a safe manner, if driving a forklift
- Have an understanding and basic experience of shifting / excavating a load if operating a piece of earthmoving machinery
- Carry out a post operational check and safe shut down procedure and understand the importance of such checks.

Assessment Expiry Dates & Partial Completions

If a student achieves a **satisfactory** result for theory part of their assessment and for some reason has to postpone the practical assessment, the theory / calculation result will stay valid for 6 months providing there has been no other influencing factor such as a legislative change etc.

However, an Assessor does have the authority to ask selected questions to either confirm that a student has retained the knowledge. If more than 6 months elapse, the student must complete a whole new assessment.

There are some strict timelines that have to be adhered to regarding assessments and re-assessments for the high risk work classes.

If a student fails **part** of the assessment, i.e. pass the theory and fail the calculations, the following process will apply:-

Within 2 calendar months of failing the first time round

The trainee need only successfully complete the calculations and the practical assessment to be deemed competent. The competent result in the theory assessment will still be taken into consideration. The student must complete the whole calculation assessment, not just the questions he / she got wrong.

More than 2 months elapsed

The trainee must complete the entire assessment again (theory, calculations and practical).

More than 12 months elapsed

The trainee must complete the training again, before any assessments can be sat.

With the earthmoving classes, any re-assessment must be completed within 12 months or the student will need to complete the training again.

Therefore, with our earthmoving courses, if a student completes a course with us and within a 6 month period, the student books in for another machine, the full theory assessment does not need to be re-sat. Again the Assessor has the authority to ask questions to confirm competency.

Issue of certification

The Operator School will facilitate students with the issuance of a licence if a forklift or order picker course is undertaken.

The Assessment Summary will be issued promptly after the conclusion of the theory test (if only the written test undertaken) or both the practical and theory test if whole challenge test conducted.

In most instances a Statement of Attainment will be issued promptly at the end of the course (providing course fees have been paid) as this fits with our administration process. However, legally an RTO does have up to 30 days on successful completion of the program to issue a Statement of Attainment. It may be necessary to do this if a course has been delivered on site for you.

Certification issued will meet the requirements of the training package/product and legislation and the Australian Qualifications Framework (AQF).

With the introduction of the new 2012 Workplace Health and Safety Legislation, the assessment summary acts as a temporary interim licence for forklift or order picker operators for up to 60 days, to give an operator the time to lodge a licence application on line. If after 60 days, an application has not been made for a high risk work licence, the operator is no longer legally covered under legislation to operate a forklift or order picker. He / she will need to arrange to be re-assessed (at a minimum) and be issued to a replacement set of paperwork in order to be able to apply for a licence.

After an application for a high risk work licence has been made, we always advise you to staple your Bpay receipt from the lodgement of your licence application to your Government paperwork to prove that you are legal to an employer or a Workplace Health and Safety Inspector if required, pending WHSQ's decision to issue your licence.

For the earthmoving classes a Statement of Attainment and "competency card / ticket" will be issued promptly at the end of the course. This enables a student to demonstrate a basic level of competence to a PCBU. The operator can commence work immediately provided that the PCBU has deemed him / her competent on the specific machine they are being asked to operate. Employers should also ensure that they have met their duty of care and completed an induction plus training and instruction on personal protective equipment, completion of workplace paperwork etc.

All the earthmoving classes were de-regulated at the end of 2011; this is to bring all the States into harmonisation with all the other states. (Licences were only ever regulated in Qld, NSW and the ACT).

It was felt that at a National level that the de-regulation will not make the earthmoving industry unsafe. In the old system, if someone held a licence, it was just assumed that they were competent; very few checks were ever made. Under the new system all the responsibility lies with the employers and their duty of care. Employers are going to have to put checks and training in place to make sure their employees are competent.

It may take a while for industry to catch up with these changes but the increases in penalties and fines may assist with ensuring employers in the industry and doing the right thing.

The Forklift and Order Picker were re-classified as High Risk Work Licences as at 1st July 2008 and these 2 licence classes now consist of a photographic licence, renewable every five years.

For a high risk work licence, you must make sure you apply on line at [Worksafe Qld](#) within 60 days of the Issuance of your Statement of Attainment for your Forklift or Order Picker Licence. Failure to do this will result in you having to re-sit a re-assessment or further training and re-assessment (depending how long the application for a Licence is overdue by) at additional charges to yourself or your employer.

Both the Forklift and Order Picker (High Risk Work Licences) are subject to candidates satisfying the "100 point identification process" specified by Workplace Health and Safety Queensland before a licence can be issued. A list of the acceptable evidence is included in the email templates we send out at course enquiry and course confirmation stages. It can also be viewed [here](#) on our website 24/7.

For our earthmoving courses, we will also require you to show proof of who you are, for the purposes of issuing a ticket / competency card. Normal process is a copy of your current driving licence. If you do not have a driving licence, other forms of ID will be discussed with you.

Students will be advised of their Forklift, Order Picker or Machinery Licence issuance procedure as they achieve competency and The Operator School facilitates with their paperwork for the issuance of their Licence / competency card. Details can also be found on our website www.theoperatorschool.com.au 24/7.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Discipline

Discipline policy

All Operator School clients are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during both on and off the job training and assessment. Students must not be under the influence of alcohol or drugs, due to the high risk nature of the machinery.

Any breaches of discipline will result in the client being given a verbal warning. Instructors are empowered to take reasonable disciplinary actions against a Student if any serious incident occurs. For serious offences, enrolment may be cancelled.

Roles and responsibilities

The RTO and its' Trainer / Assessors

RTO's facilitate the development and delivery of the training and assessment, they are required to:-

- Provide accurate and ethical information in relation to the training
- Design a training plan relative to all parties
- Provide qualified and industry relevant trainers and assessors
- Undertake a credit transfer, recognition of prior learning and recognition of current competencies process where applicable
- Provide relevant training and assessment services
- Treat all students politely, with respect and without discrimination
- Observe all OHS issues relating to a student's safety and wellbeing
- Monitor the withdrawal of participants from routine work duties for the purpose of undertaking structured training and learning activities.
- Monitor student's progress through their course
- Monitor and maintain student records, including the recording of results
- Facilitate additional learning support if required
- Issuance of qualifications at the completion of the course
- Comply with State and Commonwealth reporting and statistical requirements
- Adhere to the Standards for RTO's in order to retain registration

Students

Students are required to:-

- Work towards achievement of the competencies detailed in the training plan
- Actively participated in training sessions and activities
- Observe all OHS requirements
- Undertake Assessments within the required timelines
- No plagiarism i.e. work must be your own
- Participate in evaluation and feedback activities in relation to your training plan

Employers

Employers are required to:-

- Provide on the job skill development by providing workplace tasks that relate to the units of competency within the qualification (if / where applicable)
- Work with the student and the RTO to support the achievement of competence in the required skills

Conflict of interest

A conflict includes reference to any Operator School trainer / assessor who is a family member, friend, member of the same social club, previous work colleague, or in any other way personally known to you etc. There is potential that this person may be presented with a conflict of interest i.e. influenced by their relationship with you, when carrying out their work-related duties in relation to the delivery of your training course / licence.

You must notify us immediately you become aware that there may be a conflict of interest with your Trainer / Assessor in order that we can act upon that information and prevent any event of corrupt conduct. We are also bound under certain Legislation to report conflicts of interest to the relevant Licencing regulators.

An Assessor for the high risk work classes is not permitted to assess another assessor (without prior written approval from WHSQ).

Inducements anti bribery and gifts

A student is notified at the time enrolment that any attempts at bribery will result in the termination of their training and assessment and a report on the incident forwarded to the regulators for ongoing compliance.

Bribery includes the student offering and /or a Trainer / Assessor requesting or accepting any benefits of any kind i.e. a gift, a meal, entertainment, payment, loan or other from or on behalf of an Applicant for The Operator School, or themselves or a third person) but excludes any training or assessment fee which the applicant would normally pay for their training.

However, if a student presents with a gift after the training and assessment has completed in a form of "thank you" wherever possible it will be returned. If this is not possible for any reason i.e. left in the mailbox, or handed to you by a third person on their behalf etc, the office will keep a record of the gift, in the gift register in the event of any future claims or investigations.

Penalties are severe and may include fines and imprisonment.

Termination of enrolment

Under its Quality Assurance procedures The Operator School reserves the right to terminate a student's enrolment should the student:

- Endanger the health and safety of another student or a teacher/trainer
- Engage in the falsification of documents and /or assessments and training outcomes;
- Divulge personal or confidential information relating to another student's documents, assessment and training outcomes;
- Prevent other student/s from completing their course of study in reasonable peace and privacy;
- Refuse to act in accordance with any rules and regulations prescribed by the RTO that are designed to protect the well-being of others, e.g. Smoking policies.
- Furthermore any teacher/trainer employed by The Operator School Pty who violates student's rights or engages in any activity that causes stress or disadvantage to any student/client will be subject to disciplinary procedures that may involve termination of services.

Complaints and Appeals

The Operator School has a defined complaints and appeals process that will enable learners' complaints and appeals to be addressed effectively and efficiently.

The Operator School strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the student handbook.

Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaint policy and procedure

In the event that a student has a complaint concerning any matter in relation to the organisation or the training provided, there is a process in place to ensure that the issue can be resolved amicably. All records of any complaint will be kept on file.

Informal complaint

An initial complaint will involve the student communicating directly with The Operator School verbally or by other appropriate means. The Operator School management will make a decision, discuss their judgement with the student and record the outcome of the complaint.

All attempts will be made by The Operator School to resolve the complaint internally with all parties involved. However, a student dissatisfied with the outcome of The Operator School decision may initiate the formal complaint procedure and complete a complaints form.

Formal complaint

It is normal procedure that all formal complaints proceed only after the initial informal complaint or procedure has been finalised or exhausted.

The formal complaint is to be submitted in writing (whilst we provide a complaints form, we will also accept email and handwritten correspondence. However we will not accept a text). This paperwork will be recorded by The Operator School management as part of the complaints handling process.

Email is the normal communication method used to respond to complaints.

If after this time, the complaint cannot be resolved internally by the Management staff at The Operator School, it may be necessary to convene a complaint committee. The committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint.

Members of the committee should include:

- A representative of The Operator School management
- An Operator School staff member

In some instances it may be necessary to engage a person independent of The Operator School (i.e. a representative from an Employment Service Provider, or a legal advisor).

Process

- The complainant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

If after this time, the person making the complaint or appeal is still not happy with the outcome, The Operator School may make arrangements for an independent third party to review the complaint. There may be costs associated in this process. Any costs associated with a requested third party review will be discussed and agreed in writing with the complainant prior to proceeding. Note that ASQA is not able to act as the independent third party for reviewing complaints.

Appeals

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework.

A fair and impartial appeals process is available to clients of The Operator School. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor.

If the client would like to proceed further with the request after discussions with the trainer/assessor, a formal request is made in writing outlining the reason(s) for the appeal within five days of receipt of assessment results. You can email us or request a copy of the Appeals form from us for completion.

This will be a written summary of the dispute. If the matter is resolved at this stage, the Appellant will receive written notification of the outcome within 5 days of the resolution and the reasons for the decision.

Every effort is made to settle the appeal to both the client's and The Operator School's satisfaction. The Operator School will ensure that the decision maker is independent of the decision being reviewed (e.g. an assessor should not consider or decide an appeal against an assessment decision they made).

If the Appeal cannot be resolved by the Management staff at The Operator School, it may be necessary to convene an Appeals committee. The committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular appeal.

Members of the committee should include:

- A representative of The Operator School management
- An Operator School staff member

In some instances it may be necessary to engage a person independent of The Operator School (i.e. a representative from an Employment Service Provider, or a legal advisor).

Process

- The appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The committee will reach a decision on the appeal after consideration of each case presented
- The committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

Should the outcome not be acceptable to the client, they will be informed, in writing, of the opportunity to lodge a complaint with the State Registration Authority, ASQA or the Complaints Hotline.

Students are able to express an application for appeal without concern of retribution and have the matter/s addressed in a manner which is amicable and non-threatening. Any person who makes an application for an appeal will not be subject to any reprisal as a result of them registering such an appeal. This includes any subtle or implied reprisal. All appeals will be treated in both a confidential and caring manner.

The RTO will formally act on the subject of any appeal found to be substantiated.

Natural Justice and Procedural Fairness

The Operator School will follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision by The Operator School, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Ensure that the decision maker is independent of the decision being reviewed (e.g. an assessor should not consider or decide an appeal against an assessment decision they made).

Students are able to express a complaint without concern of retribution and have the matter/s addressed in a manner which is amicable and non-threatening. Any person who makes a complaint or has a grievance will not be subject to any reprisal as a result of them registering such a complaint or grievance. This includes any subtle or implied reprisal. All complaints will be treated in both a confidential and caring manner.

Withdrawal Policy

Student initiated withdrawal

A student may withdraw from training and assessment services at any time during the time of their enrolment if they no longer wish to continue with the service. Written or verbal notification must be received by the RTO prior to the end of the enrolment date.

Refunds will be issued in line with our current refund policy and any outstanding fees will be pursued and moved to debt collection if not received in a timely manner.

Students have a right to receive a Statement of Attainment for any units of competency successfully completed, if course fees are paid up to date.

Employer initiated withdrawal

If a student leaves the employment of a company that is covering the cost of their course, prior to completing their training course, the employer has a right to withdraw the student.

It is recommended that the student discuss continuation of their studies with the employer before their withdrawal from employment if they wish to continue their training course.

We will need written permission from the employer that this situation has been approved.

Ultimately as the financial contract is with the employer, they are the 'client', the employer's advice will take precedent.

In some circumstances, it may be possible for a student to finalise their course for an additional fee direct with us. This may still require consent from the employer due to the sign off section in the logbook. These cases will be reviewed on a case by case basis.

Refunds will be issued in line with our current refund policy and any outstanding fees will be pursued and moved to debt collection if not received in a timely manner.

RTO initiated withdrawal

If there is no student communication with the RTO, following at least 2 attempts to contact the student either by email or phone (plus the next of kin if known), the student can be withdrawn.

If an assessment has not been received by the time the enrolment end date lapses and possible avenues and numerous attempts to contact the student have been exhausted, the student will be considered withdrawn from the course.

Following this, wherever possible a written notification (email or letter) will be sent to the student advising them that their enrolment has been withdrawn. To continue training and assessment the student would need to re-enrol.

Students have a right to receive a Statement of Attainment for any units of competency successfully completed.

Refunds will be issued in line with our current refund policy and any outstanding fees will be pursued and moved to debt collection if not received in a timely manner.

Changes to enrolment

If a student wishes to change from one course / qualification to another the first enrolment must be officially withdrawn in writing (email or letter) before a new enrolment can be made. The RTO also has a form that can be used for this purpose upon request.

Should a student believe that they have been unfairly withdrawn they will need to submit a complaint or appeal regarding the in accordance with the Complaints and Appeals policy.

Reporting requirements

Unique Student Identifier (USI)

From 1 January 2015 onwards, all students undertaking any Nationally Recognised Vocational education and training will need to have their own Unique Student Identifier (USI) number. A USI is rather like a tax file number but instead of storing financial information about you, it stores details about any training course you have undertaken.

As a RTO we are bound by Law that we cannot issue a Statement of Attainment to any student that does not have a USI.

You can apply for your own USI (or we can do it on your behalf), if you already have a USI, we will be required to locate and verify and record it, before we are permitted to issue your statement of attainment.

You will receive a notice from the USI office, confirming we have accessed this function, please be advised that this may come in our legal company name "Mygo Pty Ltd" not our trading name The Operator School.

If you wish for us to create your USI on your behalf, we will need you to provide evidence of your identity and your country and town of birth in order to do this.

The USI will help keep all your training records and results together in an online account, which is controlled by yourself (please note that this results have only been collected from 1st January 2015, any courses prior to this time will not be visible).

Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (an authenticated transcript) whenever you need them. For example, if you commence work with a new employer.

You can access your USI online from any computer, tablet or smart phone and access 24/7, giving you your training records and results at your fingertips.

Therefore, as a condition of enrolment into any course with a RTO, you will need to grant us permission to view, create, verify, store and share your USI in order that we can issue your qualification.

The USI website has a function for students to download transcripts and organise to have errors a student has identified with a training record corrected.

If The Operator School identifies an issue with your training record, we are permitted to amend your records without your permission. You will be notified after the changes have been approved by National Centre for Vocational Education Research (NCVER) when this has been completed.

Whilst The Student Identifiers Act 2014 (s.11) Legislation requires a RTO to destroy personal information collected from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after the application has been made or the information is no longer needed for that purpose, The Legislation surrounding the retention of EOI documents overrides this requirement.

Records are also retained to assist in the re-issuance of lost competency cards, we can prove who you are. As the competency cards issued by The Operator School include a photo of you, this prevents the fraudulent use of this competency card, should you lose it.

AVETMISS

AVETMISS stands for Australian Vocational Education and Training Management Information Statistical Standard. It is a nationally consistent data standard that ensures the accurate capture and reporting and analysis of vocational education and training (VET) activity throughout Australia. The collection, analysis and research etc. for this data is controlled by NCVER.

Legislation requires all registered training organisations (RTOs) to collect and report AVETMISS-compliant records for all students and for all enrolments and outcomes achieved, for each calendar year (commenced January 2014).

The Government uses this information for research and for the planning and implementation of future training and employment policies.

Enrolment into any nationally recognised training course automatically includes your permission for NCVET (the industry body who implement and control AVETMISS data) to contact you to conduct a feedback survey. You are permitted to opt out of the survey at the time a representative of NCVET contacts you.

Quality Indicators

As a Government approved Registered Training Organisation, we are also required to report on Quality Indicators. These are made up of the following areas:-

- Student Satisfaction
- Employer Satisfaction

Therefore at the end of your course, you may be asked to complete one of the feedback forms supplied by the Government or one of our own in house forms.

The Operator School acts on the feedback received to improve its systems and processes for course delivery.

Records

The Operator School has a Records Policy and a Student Management System in place to secure the accuracy, integrity currency and storage of your student records.

Data is collected and stored in accordance with the processes outlined in this document and The Operator School record management procedures ensure timely and accurate records inform the continuous improvement processes of The Operator School.

In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Records will be retained in line with specific regulated / licencing outcomes i.e. evidence of identity documents, to meet with ongoing compliance, plus where training and assessment is conducted under any sort of funding agreement or contract, records will be stored for the prescribed timelines.

Legislation allows records to be kept in hard copy or electronic format. Current Policy at The Operator School is to keep documents in hard copy.

The only soft (electronic) copies that are kept are for fails, whereby a student may want to appeal an assessment decision.

Record Keeping Procedures

After making a booking, the student's details will be entered into the The Operator School database system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client.

The Operator School is committed to maintaining the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy.

Completed assessments

Each and every assessment submitted by each and every service student will be securely retained for a minimum period of six (6) months, this is the original assessment you completed in a paper format. For students who record a not yet competent result, the assessment will also be kept in a PDF electronic format for a minimum period of 6 months, pending any student appeals. For all students accessing funding all completed assessments will be retained for the time stipulated by the funding body.

Whilst students are still considered "current", files are stored in the main administrative office in a lockable cabinet, in student number order.

Student archive files are filed in date order of completion (whether deemed competent or not competent). Student records are stored in a lockable container to which there is no public access.

All electronic student records are stored in our student management / AVETMISS compliant software and access is restricted by a password system, controlled by the HR manager.

Results of assessment records

Student assessment results will be recorded electronically within The Operator School student management system. This information is used to provide annual competency completion reports AVETMISS reports, as required.

We retain sufficient information to re-issue the Statement of Attainment. All results will be kept for thirty (30) years.

Copies of the model answers for each unit of competency are also retained together with any Assessor Guide or other necessary Regulator's requirements.

Security

The Operator School complies with the storage requirements detailed in ASQA's General directive 'Retention requirements for completed student assessment items (2013) and Schedule 5 of the NVR Standards for Registered Training Organisations (2015).

Hard copy records are retained under lock and key and in a manner that safeguards them against unauthorised access, fire, flood, termites or any other pests.

The Operator School ensures the integrity and security of its compliance with this directive by protecting electronic files with up-to-date virus protection, spyware and malware protection.

A daily on site back up is done daily (rotating between 3 different storage devices in case of failure). Control of this process is done through our daily admin check sheet.

Enrolment information, training and assessment information or results of assessment will be provided in electronic format to Government Departments, in the format directed by the Regulator, when legally required.

Paper records will be securely shredded in accordance with The Operator School Data Retention Policy, Regulatory requirements, controlled through the Record of Archives spreadsheet.

A copy of each Statement of Attainment (plus the competency card for the earthmoving courses) will be placed in the student file.

If requested, the Statement of Attainment may be re-printed at any time within the thirty (30) year period after issue, using the records in RTO Data (or previous student records list). This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

Access to student records

Access to individual student training records will be limited to those required by the Privacy Act, such as:

- Trainers and assessors in relation to your training progress during your course.
- Management staff as required to ensure compliance and the smooth operation of the business
- WHS Inspectors or ASQA representatives for activities required under the standards for registered training organisations
- Officers of Funding Bodies for audit purposes
- Employers or job agencies etc, where they have contracted a course on behalf of a student and have a financial interest
- Regulators may also need to contact other regulators to confirm information about your during your course delivery
- Employers if they have paid for a student's training course.

The Operator School trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study.

These records will be entered into RTO Data during your course and / or immediately at the completion of training and assessment.

All details of full or partially completed assessments will be recorded and stored on the student's file and in in RTO data. A excel control document is used to control work, where students are completing logbooks in a workplace to record practical training hours (normal business practice is 2 months to complete required number of hours)

You have the right to request information about your progress throughout your course duration, Students can gain access to their files by request in writing allowing 48 hours notice. The Operator School trainers and assessors or administration staff will provide the requested information or access.

The Operator School ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the NVR Standards. If you wish us to release information to someone on your behalf, you will need to request this in writing.

A copy of this request and the information forwarded will be kept on your file.

Ceasing operation

In the event that The Operator School ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the National Regulatory Authority at the time of ceasing RTO operations.

All other records such as business, accounting and taxation records, will be retained for a period of at least seven (7) years.

Background of changes to Forklift and Machinery Licencing

Forklift and Order Picker

1st July 2008 saw the introduction of the new high risk work (HRW) licences for the forklift and order picker. These new licences are photographic and renewable every 5 years.

The new system is aimed at reducing fraudulent copying and swapping of licences. The requirement for licences to be renewed regularly every 5 years will be integral to ensuring ongoing competency of persons performing work in what is classed as a high risk work sector. In addition, OHS regulators hope to have a more efficient and current records base which in turn would make compliance and enforcement activities more efficient.

From 2007 – 2012 the Regulators undertook a “cleansing” process of their licencing databases. Transitional arrangements for operators to cross these old licences over to a new high risk work licence were managed differently by the individual State Regulators. However, this transition period has now finished and all the Regulators including WHSQ have finally closed the doors on anyone that wanted to ‘swap over’ any style licence into the new high risk work system.

Therefore, anyone who has a licence for a forklift or order picker that does not include a photo on it is illegal and out of date and needs to make arrangements to organise some gap training to bring their old expired licence through to a current one through a RTO such as ourselves.

Not many operators are aware but it has always been a condition of holding a forklift or order picker Licence that if you change your contact details you are required to notify Workplace Health and Safety Queensland within two weeks on 1300 369 915 or www.justice.qld.gov.au. When these licences were a lifetime authority – operators just did not bother.

However, in the present system it is worth noting that failure to do this can result in the issuance of a fine of up to \$1,250 for an individual. It will not be too long now before we start to see these fines enforced. In the world of workplace health and safety, ignorance is no excuse of the law.

De-regulation of Earthmoving Licence classes

In Queensland, as of 1st January 2012, the need to have a licence to operate a particular piece of earthmoving equipment ceased. This equipment includes backhoes, front end loaders, excavators, rollers, skid steer loaders, dozers, graders and scrapers.

Previously only 3 jurisdictions - New South Wales, the ACT and Queensland had licencing requirements for this type of equipment, therefore this change will bring all the States into alignment.

It was felt that at a National level that the de-regulation will not make the earthmoving industry unsafe. In the old system, if someone held a licence, it was just assumed that they were competent; very few checks were ever made.

Under the new system all the responsibility lies with the employers to make sure their operators are trained and that they meet with their duty of care to ensure the operator is safe to carry out the tasks he has asked him to do. Similarly, an employee should not say he is competent to do something he is not.

Employers must put checks and training in place to make sure their employees are competent.

It may take a while for industry to catch up with these changes but the increases in penalties and fines may assist with ensuring employers in the industry and doing the right thing.

Any questions relating to the changes in the licencing should be addressed to www.justice.qld.gov.au or call 1300 369 915.