



RTO Number: 91155

Connection Group Australia

Learner Information 2020

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Introduction

Kevin Davis is the Principal of Connection Group Australia and has more than 25 years' experience working in the civil and general construction and mining industry both locally, nationally and overseas. Specialising in cranes, dogging, rigging, forklifts and elevating work platforms (EWPs). Kevin has many years' experience in delivering nationally recognised training programs and aims to provide the knowledge and skills needed not only to the next generation of workers, but also support and upskill our current workforce.

Connection Group Australia is committed to and responsible for ensuring the delivery of quality training and assessment outcomes and that it complies with the Standards for Registered Training Organisations 2015. We are also responsible for issuing Statements of Attainment to learners who successfully achieve competence. Connection Group Australia recognises and adheres to the policies and procedures and the information contained in this Information Handbook.

Our training is widely recognised within the Construction Industry specialising in HRW Licences and high risk work activities structuring training programs that meet your specific training requirement.

Primarily focused on face to face delivery in the Southeast Qld area, our training programs are flexible and are delivered at our purpose-built facilities located in Queensland and New South Wales.

Connection Group Australia has built strong relationships with industry and will further expand services, to include refresher training on specific equipment, offer Verification of Competencies (VOC's) and upskill staff to ensure clients retain competent and experienced employees.

Our training programs are aimed at ensuring learners are job ready focussing on a learner's individual learning need with resources that reflect not only knowledge skills but also practical skills with a hands-on approach. These programs will be scheduled and delivered at our Yatala facility.

We hope you enjoy your time with Connection Group Australia.

Kevin Davis
CEO

Our courses

Connection Group Australia is responsible for the quality of training and assessment provided by us or on our behalf. For this reason, we ensure that our courses are up to date with industry standards and provide all our learners with access to current resources and equipment utilised in the workplace.

Information on the courses provided by Connection Group Australia is available on our website at www.cga.edu.au or alternately, contact us at admin@cga.edu.au, Connection Group Australia offers the following courses on a fee for service basis to our many corporate clients:

Unit code	Unit name	Status
CPCCCM2010B	Work safely at heights	Current
CPCCLDG3001A	Licence to perform dogging	Current
CPCCLRG3001A	Licence to perform rigging basic level	Current
CPCCLRG3002A	Licence to perform rigging intermediate level	Current
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	Current
RIIHAN301E	Operate elevating work platform	Current
RIIMPO318F	Conduct civil construction skid steer loader operations	Current
RIIMPO319E	Conduct backhoe/loader operations	Current
RIIMPO320F	Conduct civil construction excavator operations	Current
RIIMPO321F	Conduct civil construction wheeled front end loader operations	Current
TLILIC0002	Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)	Current
TLILIC0003	Licence to operate a forklift truck	Current
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	Current
TLILIC0008	Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)	Current
TLILIC0010	Licence to operate a slewing mobile crane (up to 20 tonnes)	Current
TLILIC0012	Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)	Superseded by TLILIC0002 Pending removal from the national register upon receipt of NAI
TLILIC0013	Licence to operate a slewing mobile crane (up to 60 tonnes)	Current
TLILIC0014	Licence to operate a slewing mobile crane (up to 100 Tonnes)	Current
TLILIC0015	Licence to operate a slewing mobile crane (over 100 Tonnes)	Current

Because we deliver all our training programs on your work site/s, we use the materials, resources and equipment, including plant and safety gear, available at your workplace. The advantage of this is that the learners completing our courses are already familiar with the equipment including the safety aspects and requirements for operation and maintenance. Prior to the commencement of any training program, Connection Group Australia will confirm the availability of all physical equipment and resources necessary to provide our training programs. The safety of this equipment is the responsibility of the employer and as such, the trainer will request any applicable safety inspection or maintenance logs to confirm. This may include:

- Crane inspections
- Scaffolding handover certificates
- SWMS
- Site inspections completed by all workers
- WHS policies and procedures

All learners are required to supply and use the following personal protective equipment as directed by the trainer on site:

- High vis shirt (*mandatory and hi vis vests can be provided*)
- Head protection
- Ear protection
- Safety glasses
- Safety gloves
- Safety boots (*mandatory and learner must provide*)

If learners are unable to provide any of the above PPE, they must advise their supervisor so that suitable PPE can be sourced prior to commencing training. Learners who do not have this mandatory PPE on the day of commencement will be unable to participate in practical instructions or practical assessment and may be required to return at a later date to complete. These arrangements will be negotiated with the workplace.

Entry requirements

While there are no specific entry requirements for our courses, Connection Group Australia requires that all learners provide three identification documents as per the table below. In addition, learners **must be at least 18 years of age** in order to undertake assessment for all courses that will enable the learner to apply for a high risk work licence upon successful completion.

Learners must provide:

- One document from category A and two from category B; OR
- Two documents from category A and one from category B

Documents	Status
Category A	
Full birth certificate issued by the Registrar of Births, Deaths and Marriages	Current
Bicentennial birth certificate (born in 1988)	Current
Australian citizenship certificate	Current
Australian passport (including Australian Document of Identity)	Current or expired less than two years
Foreign passport	Current or expired less than two years
Australian photo driver licence	Current or expired less than two years
Adult proof of age card (18+ Card)	Issued after 01/01/1992
Visa Evidence Card (with PLO56 Visa)	Current
DIBP - ImmiCard; Temporary or Resident Visa; Document for travel to Australia. Note: Electronic Travel Authority (ETA) is not accepted.	Valid up to five years after issue
Category B	
Australian firearm licence (with photo)	Current
Education institution student identity document (must include photo and/or signature)	Current
Department of Veterans Affairs/Centrelink Pensioner Concession card (including Healthcare card)	Current
Interstate government-issued or government-approved proof of age card	Current
Medicare card	Current
Australian security guard/crowd controller licence (with photo)	Current
Australian Defence Force photo identity card	Current
Financial institution debit/credit card (must include signature and embossed/printed name).	Current
Please note: Card number and expiry date must be hidden. Any documents showing sensitive bank details will be rejected.	

Enrolment

Enrolment with Connection Group Australia is a very simple non-invasive process. Learners will be required to complete:

- An enrolment form
- An interview with a Connection Group Australia representative to identify any pre-existing knowledge and skills
- A literacy and numeracy assessment to identify any learning needs or potential barriers to your learning

When identifying your pre-existing knowledge and skills, the Connection Group Australia representative will need to identify:

- What work you have done in the past
- What knowledge and skills you gained from that work
- How you best learn
- What, if any, support you might require during your enrolment with us

This information is used to develop a picture of each learner's skills and abilities and may reduce the amount of training or time it takes them to complete your course. It will also provide our representative with information to advise on whether or not a learner may be eligible for recognition of prior learning (RPL) or additional support. However, it should be noted that as Connection Group Australia offers these courses by negotiation with the employer. Therefore, where the employer requires the full course to be delivered over the agreed duration as specified in the training and assessment strategies, Connection Group Training will meet this need. Where highly skilled operators are selected to participate in our courses, we may enter into an arrangement with the employer to deliver an alternative duration program to suit this specific need.

In order for us to identify the learning needs of the cohort, we ask each learner to participate in a non-invasive literacy and numeracy test. This test is designed to identify any gaps in reading, writing, comprehension and mathematical abilities. Using this information, we can adjust the way in which we provide the training or identify strategies to provide support throughout the training program for those learners identified as needing assistance. All results of these tests are kept confidentially and strategies discussed directly with the learner.

It is important to note that enrolment in our training programs is not considered complete until all enrolment documentation is complete and enrolment is confirmed with the employer. This is because we are required to collect a range of information and documentation to confirm the appropriateness of the training for each learner prior to commencing any training. Once all of the required information is collated and assessed, each learner will be advised of their enrolment through their employer (Connection Group Australia will provide a list of all learners to the employer and the groups in which they are to be trained where more than one training program is being offered).

Further information on our support mechanisms is detailed later in this handbook.

Unique Student Identifier (USI)

The USI is a reference number made up of ten numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- Will give the learner access to their training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create and stays with the learner for life

As a registered training organisation, collecting and reporting learner's Unique Student Identifier (USI) numbers is a requirement under Commonwealth legislation and a condition of Connection Group Australia's Registration.

This applies to all learners regardless of whether or not they are enrolling with CGA the first time, already enrolled, continuing or a school student completing nationally recognised training.

Before we can issue a Statement of Attainment, we must either:

- Collect and verify an existing USI; or
- Create a USI on behalf of the learner with permission

If the learner do not want us to create a USI on their behalf, they can do so through the registry at <https://www.usi.gov.au/students>.

When a learner creates a USI, they will need to enter personal details including their name, gender, date of birth and place and country of birth. They will also need to have ready two pieces of identification. Suitable identification includes:

1. Driver's licence
2. Medicare card
3. Australian Passport
4. Non-Australian Passport (with Australian Visa)
5. Birth Certificate (Australian)
6. Certificate of Registration by Descent
7. Citizenship Certificate
8. Immi Card

Once they have received their USI, it must be provided to CGA upon request.

Please note: failure to obtain and provide a USI to CGA will result in the non-issuance of a Statement of Attainment.

Induction

During the enrolment phase, all learners will undergo a formal induction which will take them through the information in this information handbook and provide them with a detailed overview of how the training program is to be delivered.

Learners will then be required to sign an acknowledgement to confirm that they have read and understood the information including their obligations for participation in the training program.

Learners should be given access to this Information Handbook at any time. To ensure this access is available to them, Connection Group Australia will provide a number of copies in the classroom and ensure that an electronic copy is retained by the nominated employer representative. The handbook is also available on the Connection Group Australia website.

Rights and responsibilities

The adult learning environment within Connection Group Australia encourages and supports the participation of people from diverse backgrounds. Connection Group Australia's aim is for each learner to have an equal opportunity to learn in a supportive environment.

This handbook outlines the rights and responsibilities of all learners and Connection Group Australia. If a learner has any questions, they are encouraged to contact us or speak with the Connection Group Australia representative during the enrolment phase (and induction).

Connection Group Australia responsibilities

Connection Group Australia recognise that learners have the right to:

- Expect Connection Group Australia to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all the Connection Group Australia's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal the results of an assessment or decisions made by Connection Group Australia;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address learners' learning needs, assist them to achieve the course outcomes, and assess their learners' work fairly;

- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect Connection Group Australia to be ethical and open in their dealings, their communications and their advertising;
- Expect the Connection Group Australia to observe their duty of care to them;
- Efficient handling of administrative matters;
- Privacy and confidentiality, and secure storage of learner records in accordance with Connection Group Australia's policies, to the extent permitted by law.
- Should Connection Group Australia make the decision to cease operation as a registered training organisation, we will work with another RTO to transfer the learner's enrolment and to ensure that they can continue training. Any decision made to cease operations will be communicated to all learners (and their employers) within 7 days of the decision being made
- Provide a proportionate refund to the employer of the services not yet delivered should Connection Group Australia make the decision to cease to operate as an RTO. However, in all cases, Connection Group Australia, given that we offer only short courses, envisages that all training and assessment will be completed prior to any cessation of business

Learners' Responsibilities

Learners are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise Connection Group Australia of any personal information changes, including to their address or phone numbers within seven days;
- Signing in and out on the attendance sheet when attending training;
- Abiding by any dress code stipulated by Connection Group Australia;
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- Recognising the rights of staff and other learners to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to Connection Group Australia;
- Respecting Connection Group Australia's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed;

Access and Equity

Access and Equity policies are incorporated into operational procedures. Connection Group Australia prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy

- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

Connection Group Australia encourages learners with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people. A copy of our Access and Equity Policy is available for all learners by contacting us via the contact details on the front page of this handbook.

Learner Support

To maximise the opportunities to successfully complete their training, Connection Group Australia will identify their learning needs during the enrolment process to enable us to devise strategies to support their learning throughout the course. This may include specialist literacy and numeracy assistance or simply making an adjustment to the way in which the training is delivered or other opportunities to provide support including:

- One on one coaching and mentoring
- Additional Tutorials, and / or
- Other mechanisms, such as assistance in using technology.

During the enrolment process, a representative of Connection Group Australia will conduct an interview, during which the learner's pre-existing knowledge and skills will be identified. Following this, they will undertake a brief and non-invasive literacy and numeracy assessment. Together these documents will assist Connection Group Australia to determine the amount of training required, any opportunity to seek recognition of prior learning, how the learner best learns and the type of assistance and support they may require.

Where it is identified that specialist support that cannot be offered by Connection Group Australia is required, we will refer the learner, by negotiation with the employer, to the relevant external source. However, this will be at the employer's or learner's own cost.

Training Guarantee

Connection Group Australia guarantees to provide all learners with the training necessary to complete their chosen course. The learner's participation in the training is what will make the education experience with us a success. However, we cannot guarantee that they will successfully complete or gain additional benefits from completing the course.

If we are unable to provide the training for any reason, we will work with the employer to transition learners to another registered training organisation to assist learners to finalise your course. If this cannot be achieved, we will negotiate with the employer to agree on a proportionate refund of fees. That being said, as Connection Group Australia delivers short courses, it is envisaged that all training will be completed prior to any decision to move the learners to an alternative training provider..

Training that meets the learner's needs

Connection Group Australia is committed to ensuring learners receive training, assessment and support services that meet their individual needs. If at any point through-out the course they require any assistance or support, they are encouraged to discuss these needs with Connection Group Australia staff (your trainer) and we will do our best to help.

If they have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing, that have not already been identified through the enrolment phase, they are encouraged to notify staff as soon as possible, preferably at the start of the course, to allow us to cater for any of these needs.

If learners do not tell us about any condition that may affect their learning, and we do not detect it before or during the training, we will not be able to assist if the need arises. Any information a learner shares in relation to their needs will remain confidential and only be used to support the learner.

Changes to Agreed Services of CGA

Connection Group Australia will endeavour to provide the services outlined in the agreement with the learner's employer to the best of our ability at all times. However, at times, there are situations that are potentially out of our control or that prevent us from offering a training course in accordance with our delivery schedule. Where there are any changes to agreed services, Connection Group Australia will advise the employer, in writing as soon as practicable to facilitate negotiations to move the training program to a more suitable time.

Should Connection Group Australia make any changes that may significantly impact on the delivery of the training, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements, we will advise the employer as soon as is practicable to facilitate negotiations for the learners to continue, cancel or transfer their enrolment.

Complaints Policy

Connection Group Australia is committed to the provision of quality training and assessment for all its learners. However, we recognise that at times, they may be dissatisfied with a product or service provided by us or products and services offered by third party organisations (including training and assessment and marketing).

Connection Group Australia endeavours to ensure that complaints lodged with us are resolved, equitably and efficiently and in accordance with the principles of natural justice. Our Complaints Policy is there to manage and respond to allegations involving:

- conduct and behavior of Connection Group Australia, its trainers, assessors or other staff

- conduct and behavior of a third party organisations providing services on the Connection Group Australia's behalf, its trainers, assessors or other staff
- conduct, attitude and behavior of learners of Connection Group Australia
- implementation of policies and procedure of Connection Group Australia

Connection Group Australia acknowledges that a learner, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. However, Connection Group Australia also encourages all learners to attempt to resolve the complaint before submitting a formal complaint to the CEO.

Connection Group Australia will accept complaints from learners in writing by completing the Connection Group Australia Complaints and Appeals Form.

Complaints sent via email or using the Complaints and Appeals Form should be sent to admin@cga.edu.au. Learners should aim to submit their complaint as soon as is practicable after an incident has occurred. Upon receipt, we will acknowledge the complaint in writing to the email address or postal address nominated by the learner within 24 hours. The learner's employer will also be advised of the submission of the complaint.

When an investigation is commenced, we will ensure that the learner are contacted with 7 working days to advise if they are required to participate formally in the investigation process.

We will ensure that a full investigation is undertaken into all matters raised in the complaint and, where necessary, contact the learner if further information is required. The learner will also be provided with the opportunity to meet with the CEO to discuss the complaint in further detail and to present further evidence to support the complaint.

Upon completion of the investigation, the CEO will advise the learner and the employer of the outcome and any actions that have been taken to ensure that the incident does not re-occur. Correspondence will be sent to the learner within fourteen (14) days of the decision.

If for any reason the learner is dissatisfied with the decision of Connection Group Australia, they are free to submit an appeal against this decision or make a formal complaint to the Training Ombudsman in their State or the following:

National Complaints Hotline
133 873

Student Enquiry Line
1800 020 108

Appeals Policy

Connection Group Australia endeavours to ensure that appeals lodged with us can be resolved, equitably and efficiently, in accordance with the principles of natural justice. Our Appeals Policy is there to manage and respond to appeals against decisions made by Connection Group Australia including:

- administrative decisions
- decisions made by assessors on the outcomes of assessment
- appeals against assessment decisions of any parties providing training and assessment on behalf of Connection Group Australia

Connection Group Australia acknowledges that a learner who believes that he or she has been aggrieved by a decision made by Connection Group Australia, can expect that every effort will be made to review it in accordance with this policy, without prejudice or fear of reprisal or victimisation. However, Connection Group Australia also encourages all learners to attempt to seek advice from and discuss with their trainer or another Connection Group Australia representative before making the decision to submit a formal appeal.

Connection Group Australia will accept appeals against decisions made by Connection Group Australia including assessment outcome decisions in writing only. All appeals must be, where possible, emailed to using admin@cga.edu.au the Complaints and Appeals Form. Where a learner does not have access to email, the Complaints and Appeals Form can be submitted directly to Connection Group Australia Administration or their training.

All appeals against decisions made by Connection Group Australia or its representatives, including trainers and assessors, must be submitted within seven (7) days of the decision being made. Appeals submitted outside of this timeframe will not be considered. Further advice or further avenues in these situations must be sought from the CEO.

Upon receipt, appeals will be acknowledged in writing to the email address or postal address nominated on the Complaints and Appeals form within 24 hours. The learner's employer will also be advised of the submission of the appeal.

The CEO will review the appeal in consultation with nominated staff and representatives of Connection Group Australia to identify if the decision was fair, equitable or impacts negatively on the welfare or outcomes of learners. In the case of appeals against assessment decisions, the original trainer will be consulted to identify if the decision was fair and in accordance with:

- The Connection Group Australia Assessment Procedure
- Principles of assessment
- Rules of evidence

Learners will be provided with the opportunity to meet with the CEO to discuss the appeals in further detail and to present further evidence to support the appeal.

Where it is agreed that the decision of Connection Group Australia should be overturned, the CEO will advise the learner of the outcome and any actions that have been taken.

Where it is agreed that the assessment decision of the original assessor is to be overturned, the learner will be advised in writing and offered a further opportunity for assessment at no cost to the employer. Upon request of the learner, Connection Group Australia will engage a different assessor to conduct the re-assessment. Where this is not possible, the learner may request to have another Connection Group Australia representative present during the assessment.

Learners and their employers will be advised of the outcome of the appeals within fourteen (14) days of the decision.

All records pertaining to appeals are to be kept securely in the electronic Complaints and Appeals Register.

If for any reason a learner is dissatisfied with the decision of Connection Group Australia, they are free to submit an appeal against this decision or make a formal complaint to the Training Ombudsman in your State or the following:

National Complaints Hotline
133 873

Student Enquiry Line
1800 020 108

Confidentiality will be maintained throughout the process of making and resolving complaints and appeals. Connection Group Australia seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Training and Assessment

Connection Group Australia is committed to providing the best possible learning environment for all staff and learners to achieve the outcomes sought by industry. Therefore, our trainers will work with learners to ensure that the needs of each individual learner are met in accordance with their individual or group learning style.

The way a learner learns will depend greatly on his/her ability to be able to interpret and comprehend the information being provided by the trainer and their ability to be able to apply this knowledge and skill in an assessment.

Connection Group Australia has developed generic learning and assessment methodologies that can be contextualised/customised to suit learning styles, working environments and the needs of industry and employer.

Depending on the course being undertaken, learning options available may consist of the following:

- Face to face learning
- One on one learning (under certain circumstances)
- Online learning (coming)
- Resource manuals
- Textbooks
- Practical on-site activities

Connection Group Australia uses a range of assessment to support learners in demonstrating competency. In most cases, assessment for each unit of competency in a qualification consists of:

- Written or theory test;
- Practical observation of tasks/activities being undertaken in the workplace;

Prior to assessment being conducted, all learners are provided with information on and/or referred to:

- Where and when the assessment is to be conducted;
- How the assessment is to be conducted;
- The tasks to be completed;
- The evidence to be collected
- The Connection Group Australia Complaints and Appeals Policy;
- Re-assessment

Assessment tasks are deemed either satisfactory or not satisfactory while units of competency are deemed competent or not yet competent. In order to be deemed competent for a unit of competency, a learner must successfully complete all assessment tasks for that unit of competency, to a satisfactory level and to the standard that would normally be expected in the workplace.

Where an assessment has been deemed not satisfactory, feedback on the areas in need of improvement will be provided and the learner invited to be re-assessed at a later date (potentially following additional training where necessary). Learners will be provided with one additional opportunity to be reassessed at no cost within 60 days of the original assessment result. Once the 60 days has elapsed, learners will be required to re-enrol and complete full training and assessment again at their cost.

Where, during the enrolment process, it was identified that a learner has specific learning difficulties, or needs or a particular disability, assessment can be adjusted to suit their needs (providing reasonable adjustment does not alter the integrity of the unit of competency or render the assessment unsafe or in breach of legislation, regulation or other law). Reasonable adjustment will be applied by trainers and assessors on a case by case basis. Learners should speak to their trainer/assessor directly if they have any concerns in relation to an assessment method or task.

Feedback and continuous improvement

Connection Group Australia is proud to quality assure the delivery of its vocational education and training products and services. At the conclusion of the training, learners will be provided with a questionnaire to provide us with feedback on the service provided and the quality of our training. Whilst this questionnaire is not mandatory, we appreciate valuable feedback and learners can be assured that they can remain anonymous.

The results of all surveys conducted by Connection Group Australia will remain confidential and securely stored. The information provided by learners will not be shared with anyone unless required by law and regulations.

Cancellation

Cancelling enrolment with Connection Group Australia

Should a learner wish to cancel their enrolment with Connection Group Australia, they must first seek approval from their employer. The employer must contact the CEO directly to advise of the cancellation. While a learner's enrolment can be cancelled, there is no refund of the fees paid for that learner. However, the employer is free to substitute the learner for another.

Completing the course

Once a learner has successfully completed all of the required assessment tasks and activities, they will be issued with a Statement of Attainment from Connection Group Australia within thirty (30) days. If the learner withdraws or cancels prior to completing all required assessment tasks and activities, they will not be eligible for a Statement of Attainment.

Access to learner records

Connection Group Australia is committed to providing all learners with accurate and current records of their participation in training and progress. If at any point a learner wishes to view their file or discuss their progress in the course, they should discuss this in the first instance with their trainer who can arrange for them to view their file.

The Agreement to Comply, signed by all learners, confirms that they agree to their employer being provided with access to the learner's records, particularly to monitor progress, and a copy of the learner's Statement of Attainment being provided to the employer upon request. This agreement does not mean that employer will have full access to all record or be able to request copies of any documents. Any requests for information on a learner's progress by the employer must be made in writing.

All learners should note that the completed assessment records of learners remain the property of Connection Group Australia and no copies will be provided.

Fees and charges

The fees outlined on the following pages are consistent with the standard fees charged for each individual learner. All course fees will be negotiated between Connection Group Australia and the employers. Connection Group Australia reserves the right to apply group discounts.

All course fees will be detailed in an itemised invoice from Connection Group Australia and sent to the employer at least two weeks prior to the training (where possible). All invoices must be paid in accordance with the payment arrangements on the invoice (i.e. seven days) and prior to the commencement of training unless otherwise arranged with the CEO of Connection Group Australia.

It is important to note that Statements of Attainment will not be issued where fees remain outstanding

The standard fees associated with each course (per learner) are listed in the fees schedule that follows or on our website at www.cga.edu.au

All course fees include all administration and training charges including all learning and assessment resources. All physical equipment, plant, machinery, tools and equipment are to be provided by the employer and will be noted in the agreement between Connection Group Australia and the employer. This does not include PPE which must be provided by the learner.

Where the employer is unable to provide suitable training rooms for the provision of theory training, Connection Group Australia will work with the employer to identify and hire facilities to deliver the training. **The costs associated with the hire will be borne by the employer.**

Should an employer wish to enter into a payment arrangement, this will need to be requested in writing to the CEO and only implemented upon approval. Payment arrangements via weekly direct debit is the only method that will be approved by Connection Group Australia.

Unit code	Unit name	Course Fees	Duration
CPCCCM2010B	Work safely at heights	\$485.00	1 Day
CPCCLDG3001	Licence to perform dogging	\$1,800.00	5 Days
CPCCLRG3001	Licence to perform rigging basic level	\$1,800.00	5 Days
CPCCLRG3002	Licence to perform rigging intermediate level	\$1,800.00	5 Days
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	\$250.00	1 Day
RIIHAN301E	Operate elevating work platform	\$295.00	1 Day
RIIMPO318F	Conduct civil construction skid steer loader operations	\$850.00	4 Day
RIIMPO319E	Conduct backhoe/loader operations	\$850.00	4 Day

RIIMPO320F	Conduct civil construction excavator operations	\$850.00	4 Day
RIIMPO321F	Conduct civil construction wheeled front end loader operations	\$850.00	4 Day
TLILIC0002	Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)	\$1,500.00	5 days
TLILIC0003	Licence to operate a forklift truck	\$850.00	3 days
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	\$850.00	3 days
TLILIC0008	Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)	\$1,800.00	5 days
TLILIC0010	Licence to operate a slewing mobile crane (up to 20 tonnes)	\$1,800.00	5 days
TLILIC0012	Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)	\$1,500.00	5 days
TLILIC0013	Licence to operate a slewing mobile crane (up to 60 tonnes)	\$1,800.00	5 days
TLILIC0014	Licence to operate a slewing mobile crane (up to 100 Tonnes)	\$1,800.00	5 days
TLILIC0015	Licence to operate a slewing mobile crane (over 100 Tonnes)	\$1,800.00	5 Days

Refund Policy

There are no refunds on course fees.

Should Connection Group Australia cancel a course for any reason, we will either:

- Provide credit for enrolment of the learners in a later course
- Transfer the learners' enrolment to a later course
- Refund the course fees

Where a specified learner is unable to attend their nominated training program, the employer may substitute the learner with another employee. Where the employer does not substitute the learner with another employee, no refund for the withdrawn learner will be issued.

Credit for Prior Studies

As Connection Group Australia offers only short courses, credit arrangements do not generally apply to the training products and services offered. However, learners should note that all learners completing courses that will result enabling the graduate to apply for a high risk work licence will be required to undertake the full suite of assessment tasks mandated by the Department of Workplace Health and Safety.

Recognition of Prior Learning

Connection Group Australia provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by a learner through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no learner should be required to undertake a unit of study in a training program for which they are able to demonstrate satisfactory achievement of the required competency standard. However, learners should note that all learners completing courses that will result enabling the graduate to apply for a high risk work licence will be required to undertake the full suite of assessment tasks mandated by the Department of Workplace Health and Safety.

Should a learner believe that they may be eligible for recognition or prior learning, they must speak with their employer in the first instance so that these learners can be identified prior to entering into an agreement to provide a training program. Connection Group Australia will then work with the employer to schedule a separate training program for those learners that may be able to complete some or all of the training program via recognition of prior learning. It should be noted that Connection Group Australia uses its existing assessment tools to assess the competence of learners through this process. However, the learner will not have to participate in formal training unless any gap training is identified.

Upon application, the existing skills and knowledge of the learner will be assessed to determine the extent to which any training may be required. Where it is identified that the learner's skills and knowledge are significant enough not to require training, learners will be directed to complete the assessment components only to ensure that they possess all required skills and knowledge of the applicable unit/s of competency. Where gap training is identified, this will be clearly documented and arrangements made with the employer to provide the applicable gap training for one or more of the learners under agreed arrangements.

Change of personal details

It is important that learners advise us whenever they change their personal details including:

- Name
- Address
- Email
- Phone number

Upon any of the above changes occurring, the learner must notify Connection Group Australia with the relevant information by sending an email to admin@cga.edu.au as soon as the details have changed. It is important to update us on any change of details to enable us to keep in touch with the learner and ensure that they receive a copy of your Statement of Attainment.

Employers, please note that you can also advise us of any changes to the circumstances of the learners. Any information provided by the employer will be confirmed with the learner before any changes are made to our systems.

NOTE: No responsibility will be accepted by Connection Group Australia for failure on the learner's part to advise of any change of details.

Medical Certificates

If a learner is sick on the day of the assessment or believe, prior to the assessment date, that illness will prevent them from attending to complete their assessment, they, or their employer, must notify Connection Group Australia as soon as is practicable. Upon return to study, they must provide a medical certificate to their trainer.

All medical certificates substantiating reasons for failure to sit an assessment must be presented to the trainer as soon as is practicable after the event. Any other medical certificates must be handed to the individual trainer for the recording of attendance.

In the event that a learner does not provide a copy of a medical certificate, the assessment will be marked not satisfactory and may result in a not yet competent result for the unit of competency.

Assessment Results

Learners are notified of assessment results by their trainer at the end of each assessment event. Assessment results will not be given to anybody other than the learner, the trainer and or Connection Group Australia CEO. No assessment results are issued or discussed over the telephone.

No formal hard copy record of the assessment outcome will be provided to the learner following completion of assessment. However, should the learner require confirmation of successful completion of an assessment task, they can speak directly with their trainer or contact the Administration. Where requested, Connection Group Australia will provide with details of their achievements in assessment activities via return email on letterhead.

Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a learner reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by learners to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a learner or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another learner's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another learner and submitting it as their own work;
- Making up fake quotes or sources.

Learners who are found cheating or guilty of plagiarism in any form of assessment will be deemed not yet competent for the relevant unit of competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the learner's file. Learners will be disciplined as per the Disciplinary Policy.

Learners found cheating will receive a formal written warning from Connection Group Australia CEO advising that a second breach will result in the learner being asked to leave to course.

Disciplinary Policy

The Disciplinary Policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing learners with the opportunity to correct or modify their behaviour.

Connection Group Australia seeks to promote an environment in which learners develop a positive and responsible attitude towards fellow learners, staff and the general work / learning environment.

When a learner's behaviour conflicts with the values of Connection Group Australia and/or the Workplace Health and Safety Policy, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with learners and add a note to the learners file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with Connection Group Australia CEO, the learner's employer or their delegate to discuss the issue.
 - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the student management system.
3. If necessary, an action plan may be implemented for the learner to abide by in cases deemed necessary by Connection Group Australia CEO, the learner's employer or their delegate.
4. Further disciplinary problems will be addressed by Connection Group Australia CEO, the learner's employer or their delegate, in consultation with the trainer.
5. An official warning letter will be issued to the learner, with a copy forwarded to their employer by Connection Group Australia CEO, or their delegate.

Connection Group Australia reserves the right to expel learners immediately depending upon the seriousness of the misconduct or in cases where the conduct of a learner breaches Work Health and Safety legislation or the learner puts at risk the safety or health of themselves, learners or staff of Connection Group Australia.

Work Health and Safety Policy

The purpose of this policy is to outline the process of assisting all staff and clients to meet and comply with the state Work Health and Safety Act 2011. This policy does not replace the WHS Policy of the employer's work site which must be followed by all learners and the employees and contractors of Connection Group Australia

Management has overall responsibility to ensure that the processes outlined in this policy are conducted in accordance procedures and relevant legislative provisions. Course trainers and assessors are responsible for ensuring WH&S requirements are met in their own training and work areas.

It is the policy of Connection Group Australia, that all staff work in areas which are safe and physically suitable through meeting the requirements of the state Work Health & Safety Act. In doing so, learners will be given instruction in venues which also meet the requirements of the Act.

Through education, hazards to health and safety for staff and learners will be eliminated or, where this is not practicable, will be managed so as to prevent injury, illness and death.

Connection Group Australia will provide information and advice to trainers and assessors in all aspects of WH&S as it applies to the industry. All processes are to be conducted in an ethical and responsible manner to ensure that discrimination in any form is avoided.

This policy is an integral part of Connection Group Australia's commitment to good management practices.

Information/Education:

- Connection Group Australia to plan and conduct information/education sessions for trainers and assessors to assist in understanding and complying with legislative requirements

Hazards:

- identified hazards (workplace and equipment) are to be addressed immediately, where practicable
- any hazards which are not addressed are to be evaluated in terms of risk in meeting the Work Health and Safety legislation and the Standards for Registered Training Organisations 2015, and if significant, be reported to management
- address hazards where possible, and report to management any outstanding hazards
- management is to ensure all hazards are addressed, and where the hazards are a high risk, particularly to learners, the course is to be suspended until such time as the hazard is addressed

Accidents/Incidents:

- should an accident or incident occur (including near-misses) the accident is to be reported to management for appropriate action
- management will investigate the accident or incident to report, identify and eliminate, where possible, potential further accidents or incidents
- management to ensure that all medium or high risk accidents or incidents are investigated and all potential for further accidents or incidents are eliminated where possible

All new employees must be made aware of the health and safety procedures of the office and ensure they understand them.

- Safety and evacuation notice is situated at the entry of the main office
- Fire extinguishers are at the rear entry of the building.
- Electrical equipment is to be checked on a 3 monthly basis for safety.
- Electrical equipment to be used with care and to manual guidelines.
- Power boards and extension cords to be used with care and the use of double adaptors is not recommended.
- Connection Group Australia archive boxes or any other materials must not be placed in an area which may cause a hazardous situation
- Furniture and equipment, particularly desks, chairs and computer equipment should be placed and adjusted to maximise ergonomic work processes

Legislation in relation to your study

As a learner at Connection Group Australia you are required to know about your rights and responsibilities in relation to various Acts and Regulations that may impact on your study.

A legislative summary document is available from the Connection Group Australia CEO should you wish to read it.

There are certain legislative instruments that you may need to make yourself aware of during your course. These are (but not limited to):

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992

Copies of all legislation may be viewed and download copies off the Internet at www.austlii.edu.au

Legislation and regulation that relates specifically to the qualification that you are undertaking will be addressed during your training.

Privacy and Confidentiality Policy

This policy must be read in conjunction with:

- **the Privacy Statement on the Connection Group Australia enrolment form**
- **the Privacy Act 1988**
- **the Privacy and Personal Information Act 1998 (NSW only)**

Definitions:

Personal and sensitive information includes name, date of birth, address and other contact details, employment details, medical or disability information, bank account details, work address and contact details, salary, job title and work practices, training and assessment records

Protecting personal and sensitive information

- Connection Group Australia, as a leading provider, understands the importance persons place on maintaining the privacy of personal information and sensitive information. Subsequently, we are committed to managing and protecting the personal and sensitive information provided by learners.

- Through this policy Connection Group Australia seeks to ensure learners that any personal and sensitive information obtained by Connection Group Australia will be held in confidence and only used by Connection Group Australia the course of its business as a registered training organisation.
- All learner records are maintained securely in key locked filing cabinetry and password protected computers. Connection Group Australia will ensure that the computer systems of the organisation are changed every 30 calendar days.

The collection, use and disclosure of personal and sensitive information

- Personal and sensitive information held by Connection Group Australia (i.e. enrolment information and personal details) is collected and used for the purposes enrolling learners into courses and maintaining clear and accurate records of its training and assessment activities.
- Connection Group Australia acknowledges that individuals provide personal and sensitive information on a voluntary basis, to assist Connection Group Australia to provide high quality products and services to learners at their request. Connection Group Australia will use individual's contact details to assist in the administering of its products and/or services.
- Connection Group Australia will not disclose personal and sensitive information to an external company or third party without the express written permission of the learner.
- Personal and sensitive information shall not be sold to anyone and shall not be used for promotions independent of Connection Group Australia.
- Connection Group Australia shall destroy personal and sensitive information, if there is no longer any legitimate purpose in retaining such information except where required by regulatory authorities such as the Australian Skills Quality Authority and other State and/or Territory Regulatory bodies (as applicable).
- Notwithstanding the above, Connection Group Australia, as registered training organisation, is required to participate in external audit by the Australian Skills Quality Authority and other regulatory authorities in the conduct of its business. Subsequently, these authorities will have access to your personal and sensitive information for the purposes of audit only. None of the information disclosed to these authorities will be used for purposes other than that of the audit.

Examples of personal and sensitive information Connection Group Australia may hold:

- Name
- Address
- Telephone Number
- Fax Numbers
- Date of birth/age
- Place of birth
- Race or ethnic origin
- Language spoken at home
- Email address
- Photograph
- Educational Qualifications
- Information on disabilities and language, literacy and numeracy details
- Training information
- Assessment results
- Ethnicity

- Religious or cultural information

Changes to our privacy statement

- Connection Group Australia may vary its privacy standards from time to time. Where changes are made these will be communicated to all learners.

Collection of personal and sensitive information

- Connection Group Australia shall only collect personal and sensitive information that is necessary to carry out its business activities. Information shall be collected in a legal and just method and shall not, where reasonably possible, be intrusive. If practical, personal and sensitive information shall be collected from individuals through enrolment into courses/qualifications. When collecting personal and sensitive information, Connection Group Australia shall take reasonable steps to inform learners about our identity, the purpose of collection and their rights to access personal and sensitive information held by this organisation.

Use and disclosure of personal and sensitive information

- Connection Group Australia shall only use or disclose information for the primary purpose it was collected. Connection Group Australia shall not use or disclose information for a secondary purpose unless the individual has consented in writing to the use or disclosure.

Data quality

- Connection Group Australia shall take all reasonable steps to make sure that personal and sensitive information is accurate, complete and up-to-date at the time of collection and use.

Data security

- Connection Group Australia shall take reasonable steps to ensure personal and sensitive information is safe from misuse, loss, and unauthorized access, alteration or disclosure. Information shall be destroyed, or identifiers removed when it is no longer needed for either the primary or approved secondary purpose and in accordance with the Standards for Registered Training Organisations 2015 and retention of records requirements of the State Regulatory Bodies (as applicable).
- Connection Group Australia shall take reasonable steps to ensure the security of physical files, computers, networks and communications are maintained at all times.

Openness

- Connection Group Australia shall make available, on request, our Privacy Statement and Policy.
- We shall also, on request and within reason, inform an individual:
 - What type of personal and sensitive information we collect and hold?
 - For what purpose
 - How it is collected
 - How it is used and disclosed.

Access and correction

- If requested, Connection Group Australia shall give individuals access to and correction of their personal and sensitive information held by this organisation. A copy of the policy and

accompanying information will be available for perusal. When requesting access to personal and sensitive information, individuals shall:

- Complete a Client Records Request to access their personal and sensitive information
- Provide two (2) acceptable forms to prove their identity or provide identification over the phone by responding to a series of questions by Connection Group Australia Administration
- Advise in what format they require the information
- Provide data storage, if necessary
- Pay any reasonable associated fees in accordance with the Fees and Charges Schedule
- Allow 72 hours for processing
- Charges associated with copying of documents is included in the Fees and Charges Schedule.
- Should fees apply, they shall not be excessive, nor shall they apply to lodging a request and learners are to be advised of the costs prior to arrangements for access being commenced.

Identifiers

Connection Group Australia shall not assume, as its own identifier of a person, an identifier that has been assigned by a Government agency or agent or a contracted service provider for a Commonwealth Contract. Note: A person's name or ABN number is not considered to be an identifier.

Anonymity

Persons will be given the option to interact anonymously with Connection Group Australia whenever it is lawful and practicable to do so.

Sensitive and health information

Connection Group Australia shall not collect information that is of a sensitive nature unless prior permission has been sought from the individual.

A person has the right to inquire about their personal and sensitive information being held by Connection Group Australia. In the event that a person is not satisfied with Connection Group Australia response in revealing/ disclosing this information, the person has the following recourse:

- The person has the right to request, and Connection Group Australia's required to provide, information on the grounds for partial or non-disclosure.
- If unsatisfied with the grounds for partial or non-disclosure, the person has 60 days to write to Connection Group Australia explaining why the person is disputing the partial or non-disclosure;
- If, on receiving this correspondence, Connection Group Australia's position remains, the person can request that the matter be referred to the Office of the Federal Privacy Commissioner for review.

This policy applies to all individuals who provide personal and sensitive information to Connection Group Australia for the primary purpose of education delivery and associated government requirements and is interpreted to conform to the requirements of the Privacy Amendments Act 2012 and the Privacy Regulations 2013.

1. Collection and use of information

The information that an individual provides to Connection Group Australia may be shared with the Commonwealth, State Governments and designated bodies only as required by legislation, including the Data Provision Requirements of the VET Quality Framework.

Some sensitive information (i.e. health, LL&N levels) is required to help our duty of care to learners and staff with all information being solicited for the intended purpose. We do not receive unsolicited information. Anonymity of, and use of pseudonymity by, the individual is not permitted as it is impracticable for Connection Group Australia to deal with individuals who have not identified themselves or who have used a pseudonym.

Connection Group Australia will not disclose an individual's personal and sensitive information to an individual or an organisation other than:

- as required by legislation
- where written consent has been provided by the individual to disclose personal and sensitive information to another person
- Connection Group Australia believes there are reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual or of another person
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty
- for the purpose of the protection of the public revenue.

2. Australian Privacy Principles

Connection Group Australia adheres to the requirements of the 13 Australian Privacy Principles from Schedule 1 of the Privacy Amendment Act 2012, a copy of this can be downloaded from www.oaic.gov.au being the site of the Office of the Australian Information Commissioner.

All information is held in individual learner files as hard copies and electronic files. Staff information is held by the CEO. All information is disposed of when no longer required – Refer to the Records Management Procedure.

3. Learner access to records

Learners are entitled to have access to their records on request and there is no charge for this access. To facilitate this, learners who request to access their records are to be provided with this access at the earliest opportunity. Learner records may not be removed from GATs premises. Learners are entitled to copies of their records at a nominal charge as specified in the Information Handbook.

4. USI

USI legislation requires that we keep all records concerning a USI protected from misuse, interference and loss, unauthorised access, modification and disclose. It also provides for the Australian Information Commissioner to investigate any breach of the USI confidentially initiate as if it is an interference with the privacy of an individual for the purpose of the Commonwealth Privacy Act.

A USI must not be used for any purpose other than those specifically allowed under than the legislation. Refer to the Unique Student Identifier Policy and Procedure for more information.

5. Data provision requirements

We collect information that is needed under the VET Quality Framework. This data includes but is not limited to Total VET activity data (AVETMISS), reported to NCVET and the Quality Indicator data (report to ASQA).

For more information visit the <http://www.oaic.gov.au/> and www.ipc.nsw.gov.au.

Privacy Notice

In signing below, you give permission for Connection Group Australia to apply for a USI on your behalf and you agree that you understand and consent that the personal information you provide in connection with an application for a USI:

- *Is collected by the Student Identifiers Registrar for the purposes of:*
 - *Applying for, verifying and giving a USI;*
 - *Resolving problems with a USI; and*
 - *Creating authenticated vocational education and training (VET) transcripts;*
- *May be disclosed to:*
 - *Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:*
 - *The purpose of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;*
 - *Education related policy and research purposes; and*
 - *To assist in determining eligibility for training subsidies;*
 - *VET Regulators to enable them to perform their VET regulatory functions;*
 - *VET Admission Bodies for the purposes of administering VET and VET programs;*
 - *Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;*
 - *Schools for the purposes of delivering VET courses to the individual and reporting on these courses;*
 - *The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;*
 - *Researchers for education and training related research purposes;*
 - *Any other person or agency that may be authorised or required by law to access the information;*
 - *Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and*
- *Will not otherwise be disclosed without your consent unless authorised or required by or under law.*



Applying for a High-risk Work Licence

High risk work (HRW) licences are renewable, photographic and recognised nationally.

To get your HRW licence you must complete:

- formal training - classroom training provided by a registered training organisation (RTO) with approval to deliver the particular course; and
- informal learning – eg: workplace training with a supervisor who holds the relevant HRW licence.

High risk work (HRW) licence application process

1. Learners to complete training and assessment
2. Upon successful completion of the course, learners will receive a Statement of Attainment (SOA) and assessment summary (AS1)
3. Learners must complete the online application for a new Queensland HRW Licence within 60 days of successfully completing the course. Follow this link for further information <https://www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-licences/apply-renew-or-replace-licences/apply-for-a-high-risk-work-licence>.

You will require the following information to undertake the high risk work licence application process:

- LHRW Assessment Summary - AS1 form/s issued by a Queensland Accredited Assessor.
- Details of your QGov/Google/Microsoft account. If you do not have one of these accounts you can register for a QGov account during the application process.
- A valid email address.
- The customer reference number (CRN) from one of the following Department of Transport and Main Roads issued licence cards i.e. Driver's Licence, Proof of age card, Marine licence indicator card or Industry authority card. If you do not hold one of these cards you can still lodge your application; Workplace Health and Safety Queensland (WHSQ) will contact you to provide information about how to obtain a Department of Transport and Main Roads CRN.
- Details of any photographic HRW licences you hold that were issued by another state, territory or the Commonwealth.
- A credit or debit visa card to pay the relevant fee.

Please Note: Digital photographs and signatures held by Department of Transport and Main Roads (that meet a certain criteria) are used for the purposes of printing a HRW licence. You may be required to visit a Department of Transport and Main Roads counter to create a Department of Transport and Main Roads account or provide a new photograph and signature.

If you have already submitted an application and need to provide your Department of Transport and Main Roads CRN click cancel and use the Update application with Department of Transport and Main Roads customer reference number service. For any other amendments to an existing application call WHSQ Licensing on 1300 631 948.

4. Learners must retain their AS1 form and proof of payment as evidence that they can lawfully perform high risk work in the relevant class while awaiting the decision on the licence application.

CONTACTING CGA

Contact us via email at: admin@cga.edu.au
Contact us by phone on: 1800 161 309