

ENROLMENT INFORMATION

If you would like to book into one of our courses, please read this information:

Payments:

We accept payments by cash, Direct Deposit, EFTPOS, Mastercard & Visa.

As we are a fee-for-service Registered Training Organisation (RTO) that receives no Government Funding, our payment terms are as follows:

Course fees are to be paid in full on booking for the following courses:

- Construction Induction OHS (White) Card
- First Aid
- CPR/Defibrillation
- Assessments Only
- Re-assessments
- Workplace Competency Assessments

Course fees are to be paid 50% deposit on booking, and the remaining balance due 7 days prior to course date for the following courses:

- All machinery/equipment courses
- On-site training and/or assessments

Please note that if you are booking in for a course with less than 7 days to the course date, the course fee will be required to be paid in full on booking.

Purchase Orders may be accepted by registered businesses only. Our Purchase Order terms are strictly 14 days.

Our quotes are valid for 30 days.

All courses or assessments (but excluding re-assessments) must be undertaken within 90 days of the booking date.

How to book a course:

Please contact us on **1300 368 024** if you would like to book a course or register your interest.

Information Handbook:

Please read our Information Handbook (available on our website, or from our office). This handbook contains general course information, our policies & procedures, and also student responsibilities. (e.g. cancellations, non-attendances, refunds, photo ID requirements).

On the day of the course, participants will be asked to sign their Enrolment Form. By signing this form, you are acknowledging that you have read and understood this Information Handbook.

Photo ID:

All of our courses require participants to provide Photo ID (e.g. Australian Driver's Licence, current passport, Proof of Age Card, KeyPass).

If you do not have a **Australian** Driver's Licence, then you will need to bring your photo ID (e.g. non-Australian passport, non-Australian Driver's Licence) and also an official document stating your current Australian residential address e.g. bank account statement (with sensitive information blanked out), rent receipt, utility bill, Centrelink Card, etc.

If you are unsure, please contact our office before the course date.

If you would like to enrol in one of non-machinery courses (First Aid, CPR/Defibrillation, Construction Induction OHS (White) Card, or Chainsaw) and **you are under the age of 18**, and do not have a licence (with photo) issued by VicRoads, please contact our office for other ID options.

All Skills Services will take a copy of your photo ID and any other licences/cards that you bring to the course as part of our compliance requirements.

People who do not want to provide the required Photo ID will not be permitted to enrol in our courses.

Enrolment Form:

We ask that participants please complete either an emailed Enrolment Form or a hard copy Enrolment Form.

The emailed Enrolment Form is in a fillable PDF format. We ask participants to complete this form by filling in the green fields (some are text fields & some are tick boxes) on a computer, save it, and email it back to us before the due date before the course date, for processing.

When entering your information, please enter your full name (including middle names) as it is listed on your photo ID. However, if your photo ID only lists an initial for your middle name, we will require the whole name to be entered not just the initial.

Please DO NOT try to print the Enrolment Form. It is NOT PRINTABLE due to the security added into it.

You MUST have Adobe Acrobat Reader installed on your computer to open & complete our Enrolment Form. Mac users may need to install Adobe Acrobat Reader. Mac Preview WILL NOT work with fillable PDF forms (i.e. our enrolment form).

If you do not have access to a computer or email, please contact our office for a hard copy of the enrolment form.

UNIQUE STUDENT IDENTIFIER (USI):

From 1 January 2015, all students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters.

A USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account in 2016.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Students are encouraged to apply online for their own USI and supply it to the registered training organisation in order to be issued with a nationally recognised qualification or Statement of Attainment.

If you have any concerns regarding your USI, please contact us to discuss these concerns.

For more information on the USI or how to apply online for one, please read our [Unique Student Identifier \(USI\)](#) fact sheet.

LLN:

All participants are required to complete a Language, Literacy & Numeracy (LLN) activity on the day. This involves basic writing, comprehension & mathematical skills.

Knowledge of any Language, Literacy, or Numeracy (LLN) issues that you may have would enable the training/assessments to incorporate these issues without isolating and making you feel uncomfortable. There is a lot of writing to be done in completing the required paperwork e.g. enrolment form, LLN activities, Activity Book, Review Questions, written assessment. Please contact our office if you have any concerns or require assistance.

We are here to help, but if we do not know of your concerns before the date of the course you wish to attend, we cannot assist you. If it becomes obvious that you have concerns but have not informed us before the course, then you may be asked to re-schedule to another course date so that we can put some assistance in place for you.

Verbal Assessment:

We can offer verbal assessments if needed for an extra cost. This is adult learning and we are here to help.

A verbal assessment is a 1-on-1 process where the assessor will ask the participant the assessment question, and write down the participant's answer word for word. This verbal assessment will also be recorded for audit purposes. Once all the questions have been answered, the participant will be required to initial next to each written answer confirming it is what they answered to the question, and also sign at the end of the whole assessment.

Participants are asked to let us know either on booking or after they have received the study material if they have concerns or require any assistance. The trainer/assessor will need to know BEFORE the course in order to help. If you have concerns and do not tell us before the course, you will be asked to re-schedule to a later course so that we can put assistance in place.

Study Material:

Most of our courses include a Study Guide that participants are required to study prior the course. This puts everyone attending the course on the same base level of knowledge.

Participants are required to bring their Study Guide to the first day of the course as there will be revision of it to ensure that everyone has the same base level of knowledge.

Activity Book/Quiz Questions/Learner Workbook/Review Questions:

Most of our courses also require participants to complete some Review Questions prior to the course and after studying the Study Guide. Honest answers will indicate if there are any particular areas that need to be covered in more detail during the course.

Participants are required to bring their completed Review Questions (may also be called Activity Book, Quiz Questions, or Learner Workbook) to the first day of the course.

Workwear & PPE:

All participants of our machinery or equipment courses are required to wear sensible work clothes (long sleeved shirts) and steel capped boots, bring a filled water bottle for hydration, and **dress according to the weather** (e.g. sunscreen (if sunny or windy), hat (if sunny), warm wet weather gear (if raining)).

All other required PPE will be supplied by All Skills Services during the course.

Participants of our First Aid and CPR/Defibrillation Courses are required to wear comfortable clothes as they will be required to demonstrate CPR & Defibrillation techniques on the floor.

Lateness:

The first 15 minutes of a course are often the most critical, since this is when the trainer shares important administrative information, explains the day's agenda, describes the content of the course, connects to the people in the class, and so forth.

When students arrive late to the course, it disrupts the flow of the training, distracts other students, impedes learning, and generally erodes class morale.

It is unfair to the other course participants to expect the trainer to have the time to go over this information once again for latecomers. Because of the disruption lateness causes, please note that if you do arrive to this course more than 15 minutes late without notifying our office, you will be asked to re-schedule to another course date.

High Risk Work Licences issued by WorkSafe Victoria:

Please read the **[Requirements for applying for a High Risk Licence from WorkSafe Victoria booklet](#)** if attending a High Risk Licence Course.

Statements of Attainment:

All nationally accredited courses (these have the NRT logo on the course page) are recognised Australia wide.

After successful completion of these courses/assessments, participants will be issued with a Statement of Attainment, and a photo Qualification Card.

Certificates of Completion or Workplace Competency:

If the course is **not** a nationally accredited course, then it is a non-accredited course. These courses are proof of training for competency or Workplace specific tasks on a specific machine on a specific date.

Although these courses are not nationally recognised, they cover the proof of training requirements for employers as per the Victorian OHS Act 2004)

(Excerpt from the Occupational Health and Safety Act 2004)

Section 21. Duties of employers to employees

(1) An employer must, so far as is reasonably practicable, provide and maintain for employees of the employer a working environment that is safe and without risks to health.

(2) Without limiting sub-section (1), an employer contravenes that sub-section if the employer fails to do any of the following—

(e) provide such information, instruction, training or supervision to employees of the employer as is necessary to enable those persons to perform their work in a way that is safe and without risks to health.

After successful completion of these courses/assessments, participants will be issued with a Certificate of Completion or Workplace Competency, and a photo Competency Card.

Photo Qualification and Competency Cards:

We issue photo Qualification and/or Competency Cards to successful participants for most of our courses.

Please note that in order to provide these cards, we will take a digital photo of your face to put on these cards. This photo will be taken at the start of your course, and stored into our Student Management System as per our Privacy Statement listed in our Information Handbook.