



Student Pre-Enrolment Book

RTO Registration code: 22464

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Introduction to Go Workplace Training

Go Workplace Training is a Registered Training Organisation (RTO Registration Code 22464), regulated by the Australian Skills Quality Authority. Go Workplace Training is authorised by WorkSafe to conduct High Risk Licence Training. Further we are authorised by the Elevating Work Platform Association of Australia (EWPA) and the Telescopic Handler Association of Australia (TSHA) to train and assess for Yellow Cards and Gold Cards. Go Workplace Training also conducts training and assessment for Victorian Marine Licences (both Marine Licence Training & PWC licence), under the authority of Safe Transport Victoria.

Go Workplace Training is committed to providing you with a quality training experience and lifelong learning skills within a student-centred, diverse and culturally inclusive environment. As a Registered Training Organisation, we are responsible for your enrolment and for ensuring that the quality of training and assessment in all nationally recognised courses is in accordance with the Outcome Standards for Registered Training Organisations Instrument 2025 and Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Instrument 2025.

Our obligations are the same for all students, including those referred under partnership arrangements with another organisation, and those trained and assessed by a contracted trainer/assessor.

Therefore, it is important that you read the information contained in this student booklet, before you enroll, to ensure you are fully informed of your course options and are aware of our policies, procedures and the services we provide.

Studying with Go Workplace Training provides you with a variety of choices from the nationally recognised licences we are registered to deliver. Access the RTO website <https://www.goworkplacetraining.com.au/> to see the full range of programs Go Workplace Training can deliver for you.

Our offer:

- Prompt and courteous attention
- Dedicated and specialised training facilities
- Staff experience and lifetime involvement in the field
- The convenience of training at one location with all course materials,

Benefits:

- Nationally Recognised Courses
- WorkSafe High Risk Licences
- Competencies gained are industry endorsed
- Enhanced career paths
- Improved employment opportunities

Go Workplace Training Locations

Head office: 16 Kitchen Road, Dandenong South, Vic 3175.

Go Workplace Training can conduct its courses on-site, and has the following delivery locations:

- **Dandenong** - 16 Kitchen Road, Dandenong South, Vic 3175.
- **Williamstown** - Unit 1, 1 Akuna Drive, Williamstown North, Victoria, 3016.

Through partnerships, Go Workplace Training also has the following locations:

- **Campbellfield** – 3B Lara Way, Campbellfield (Action Forklift Training – Paul Cossum)
- **Mildura** – (Red Earth Training – Kelvin Ferry)
- **Onsite**- (Victorian Forklift Assessments- Stuart Wright)

Partnerships

Students may be referred to courses at Go Workplace Training by one of the partner organisations. Please refer to Go Workplace Training website to access information about our [third-party arrangements or partner organisations](#).

When students are referred to Go Workplace Training by one of our partners, they are enrolled with Go Workplace Training (RTO 22464) and we are responsible for the quality of training and assessment, and for issuing you with the relevant certification documents (Statement of Attainment for the unit/s successfully completed).

If you have any questions about our partnership arrangements, do not hesitate to contact Head Office on 1300 82 92 95.

Contents

Introduction to Go Workplace Training	2
Training and Assessment Methods.....	5
Academic Integrity, Intellectual Property, and Responsible Use of Generative AI Tools	7
Evidence of Identity	7
Marine Licencing Identification	9
Visa requirements	9
Booking & Enrolling.....	10
Refund Policy	11
Course cancellation by Go Workplace Training	11
Cancellation due to Language, Literacy or Numeracy and Digital Issues	12
Student Cancellation	13
Onsite booking cancellations	13
Students removed from a Course	13
Re-scheduling courses.....	14
Re-scheduling due to a Medical Condition or Hardship	14
Exceptional Circumstances	14
Student Late Policy	14
Payment of Refunds	15
Refund Complaints Process	15
Courses offered by Go Workplace Training	15
Credit Transfer	20
Recognition of prior learning (RPL).....	20
Statement of Attainment/Licences.....	21
Student Code of Behaviour	23
Cheating and plagiarism	25
Smoking.....	25
Drugs and Alcohol	25
Occupational Health and Safety	26
Student Support Services.....	27
Access to Records	30
Child Safety Policy	30
Privacy Policy	31
Complaints and Appeals Procedure.....	31
Legislation and regulations applicable to your studies at GWPT	32
Parental/Guardian Consent Form (Students under 18)	33

Training and Assessment Methods

Methods of training vary from course to course. It may include practical training, presentations, and discussions. Some training may all be done face-to-face. Other courses may have on-line or homework components, in addition to face-to-face training.

Different courses also may have different assessment methods. Assessments are typically a combination of knowledge tests and practical assessments. After assessment, your competency in a course will be assessed as either Competent or Not Yet Competent. If you are assessed as Not Yet Competent in your course, your Assessor will recommend what additional training you should undertake and will provide details of the re-assessment process. The options involved with re-assessment, and associated costs will vary depending on a student's level of competency. Please talk to your trainer, or contact Head Office for more information.

Some of our courses, such as HRW licences & Marine, have mandated assessment tools that GWPT must use & that cannot be altered in anyway. Details regarding the training and assessment methods for each course is available on our website, and on Course Information Sheets. Your trainer/assessor will also provide you with additional details during the course and be able to answer any questions you may have. To find out the Training and Assessments for your Course, please read the Course Information on our website or contact GWPT Head Office for a Course Information Sheet, or to discuss the requirements.

You are encouraged to discuss your specific learning needs, learning difficulties, existing skills and competencies with GWPT staff or the partnering organisation (where applicable) which will help us determine any changes required to the training duration and offer appropriate support services.

Training and Assessment Equipment and Materials

Where training is conducted at a GWPT facility, all materials and equipment required for training and assessment of the course will be provided by GWPT. For on-site training, all training and assessment materials are provided by GWPT, however all equipment required for training and assessment generally needs to be available at the site. The requirements for on-site training do vary between courses, so if you are considering have GWPT conduct a course at your site, please contact Head Office to discuss.

Language, Literacy, Numeracy and Digital (LLND) skills

All Go Workplace Training's courses are conducted in English. Therefore, students are required to have sufficient language, literacy, numeracy and comprehension (LLN) skills for the course that they are undertaking. Digital skills may include things like accessing confirmation emails on your phone or other smart devices, viewing information from websites, or creating a myWorkSafe account if you're enrolling in a WorkSafe licensing course. Before enrolling, you're welcome to request sample pages from our learner guide and activity book to review the language, literacy, numeracy, and digital skills required for the course. If you encounter difficulties or have limited access to emails or downloading documents, please let us know—we may be able to assist. If you have any learning difficulties, disabilities that may impact your studies, or require LLND (language, literacy, numeracy, and digital) support, it's important to inform us early. We may be able to offer additional tutoring (fees may apply) or recommend a longer-duration course to better support your learning journey. You must complete all course documentation, including the LLND assessment, yourself—no one else should do this on your behalf. If we're not made aware of your support needs, we may be unable to provide appropriate assistance, which could affect your ability to meet course requirements, including completing closed-book assessments in English.

The level of LLND skills that a participant needs to have for a course is discussed at the time of booking, and prospective students may choose to complete the relevant LLND assessment prior to booking. In addition, all students are sent an LLND assessment to complete with their Pre-Enrolment materials, together with instructions. Students must complete this LLND assessment independently, without assistance from another person, technology, or applications such as Google Translator or ChatGPT.

Students are provided with a full refund if they advise GWPT within 24 hours of receiving the assessment that they were unable to complete it, or if they return the completed assessment to GWPT within the 24 hour period, and are assessed by GWPT to not meet the LLN requirement for the course. If students do not advise GWPT or return the assessment within the 24 hour period, and it becomes clear to the trainer during the induction process that the student does not have sufficient language, literacy or numeracy skills to complete the course, then the student will be advised that they cannot continue with their enrolment. In these circumstances, the full course fee (or payment of up to \$1499.00) will not be refunded.

All participants of the EWPA Yellow Card and TSHA Gold Card courses are also required to successfully complete the pre-work assessment or LLN test issued by EWPA on the day of the workshop, under the supervision of the trainer, within the specified timeframe before training can commence. This requires achieving 100% correct answers on the EWPA LLN test within two attempts.

GWPT offers LLN student support via additional training support (including one-on-one training, where practical, by trainers/assessors), verbal assessments (only for knowledge/theory assessments) and use of interpreters (as approved by the regulatory body). Students with support requirements may consider enrolling in courses with extended durations or a greater volume of learning, as practical, such as dedicating one week to training and another to assessment, i.e. attend the training day/s on week 1 and book in for assessment for a later week.

As part of reasonable adjustment, it may be possible for the student to bring an interpreter with them to assist with the training component of the course. This must be discussed with GWPT in advance of the course. For nationally recognised courses, interpreters and use of technology, or applications such as Google Translator or ChatGPT cannot be used for assessment purposes. (Note: Students with a hearing impairment are permitted to use a NAATI qualified AUSLAN interpreter for both training and assessment, however GWPT must be notified in advance of the course. The student is responsible for meeting the cost of the interpreter. For High Risk Work Licences, GWPT is required to advise WorkSafe when a student has requested a NAATI qualified AUSLAN interpreter for assessment).

For students who have difficulties writing English, GWPT offers verbal assessments for the knowledge component of some courses. **Please contact Head Office prior to your course** to discuss whether this would be suitable for you. There is an additional cost of \$150.00 for a verbal assessment.

When a verbal assessment is scheduled; GWPT will limit class sizes, to accommodate for the verbal assessment. IF a verbal assessment is requested once training has commenced & assessment has already been scheduled (without verbal assessment) GWPT may need to reschedule the assessment date, to ensure the verbal assessment can be accommodated. GWPTs policy & fees for rescheduling will apply, if we cannot accommodate the verbal assessment on the original assessment date.

If a student is assessed as not currently having sufficient language, literacy and numeracy skills for a course, it will be suggested that the student undertake a course to develop their skills. For example, English and other courses aimed at improving reading, writing and maths skills are available at AMES Australia (13 AMES), or through a Learn Local organisation (www.learnlocal.org.au).

Academic Integrity, Intellectual Property, and Responsible Use of Generative AI Tools

Students are not permitted to use generative AI tools, including but not limited to ChatGPT and similar applications, when completing activity books, assessment tasks, or LLND assessments unless explicitly authorised by the trainer or assessor. All submitted work must be the student's own work and must demonstrate their individual knowledge, skills, and understanding. Students must also respect and protect the intellectual property of the RTO and must not upload, share, reproduce, or distribute learner guides, assessment materials, activity books, or any other RTO resources to online platforms, including generative AI tools and applications.

Students may use online resources or generative AI tools ethically and responsibly for general learning support only, such as improving their understanding of terminology, concepts, or the meaning of assessment questions. However, these tools must not be used to generate answers or complete assessment tasks on behalf of the student. The required information and answers can be found within the learner guide and training resources provided by the RTO. Students are encouraged to speak with their trainer or assessor if they are experiencing difficulty understanding any learning or assessment material. Any misuse of generative AI tools or unauthorised sharing of RTO materials may be treated as a breach of academic integrity and intellectual property requirements and may result in further action being taken.

Evidence of Identity

For all courses, students must provide one piece of original photographic identification from those listed in **Table 1** below.

For Victorian WorkSafe Licensing Courses ONLY, the Identification Evidence listed in **Table 1** below is accepted.

For HRW Licence Refresher Training, you must show your WorkSafe High Risk Licence.

If you are undertaking other courses, and do not have any identification from the list below, please contact our office to discuss.

Students who are unable to provide suitable Identification will not be allowed to commence the course and will not be entitled to a refund.

Your trainer will take a copy of your identification document, which will be retained on file by Go Workplace Training. For WorkSafe Licensing Courses, WorkSafe may review the copy of your identification held by GWPT.

TABLE 1

Evidence of Identity Document (as a minimum, must have name, signature, photo and DOB)	
☐	<u>Current</u> Australian Driver's Licence or Learner's Permit (with photo) - You must bring your current plastic driver's licence when attending the WorkSafe licence assessments. If you only hold a current digital driver's licence, you must provide your voluntary consent for us to make a copy of it, in line with WorkSafe conditions, prior to attending the assessment. A valid digital driver licence can be accessed directly through the licence issuer's official portal or app on your phone (e.g. myVicRoads app). While we do not recommend sharing screenshots of digital ID, if you choose to do so and provide consent, it is accepted as valid government-issued photo identification. The following licence statuses will not be accepted in accordance with WorkSafe guidelines: • Suspended or cancelled licences. • Expired licences that have been recently renewed but are supported only by an email renewal receipt from VicRoads, without an issued digital or physical licence.
☐	Australian Passport (current or expired within the last two years – not cancelled)
☐	Current International Passport
☐	Current Australian Boat Operator's Licence (with photo)
☐	Current Victorian Firearm Licence (or Interstate Firearm Licence provided it has a photo and is current)
☐	Current Licence to Perform High Risk Work (with photo)
☐	State, Territory or Federal Government Employee ID Card (with photo)
☐	Other Australian Government issued ID card (with photo)
☐	Current Photo Identity Card issued by a Tertiary Education Institution
☐	Current Keypass ID Card (with photo) – A current Keypass issued by Australia Post meets the requirements of acceptable photo identification for the purposes of training and assessment. Please note that, in accordance with Australian government requirements, a Keypass cannot be used as part of the 100 points of ID required to apply for a high risk work licence.
☐	Consumer Affairs Victoria Proof of Age Card (with photo)

Evidence of Change of Name

If an individual has changed their name, and the name on their Evidence of Identity documents are different to the name they want to appear on their Licence/Certificate, they will need to show an original or certified Change of Name document listed in Table 2 below.

TABLE 2

Change of Name document	Status
Australian Marriage Certificate (ceremonial marriage certificates not accepted)	Issued by relevant Registrar of Births, Deaths & Marriages
Australian Civil Partnership/Relationship Certificate	
Australian Change of Name Certificate	
Australian Birth Certificate (amended and/or with notations)	
Divorce papers, Decree Nisi or Absolute (must show the name being reverted to)	Issued by relevant court
Deed Poll	Prior to 01/02/2004

Marine Licencing Identification

Students must bring acceptable forms of ID to Training. Please see GWPTs ML22 Marine Licences ID Requirements which outline what form of ID you must bring.

Students who do not bring correct identification to the course will be unable to complete the assessment, and no refund will be payable.

Visa requirements

An overseas student in Australia on a student visa is permitted to undertake additional study (that is, a course of education or training) at the same time as the principal course for which they hold a student visa. However, any course undertaken by a student visa holder must be registered on CRICOS (or exempted as specified below). GWPT is not a CRICOS provider. In some cases, registered training organisations (RTOs) may enrol students who are temporarily visiting Australia on certain visas, other than study visas. However, some visas include restrictions on training. Further information is available from the Department of Home Affairs. A legislative instrument that came into effect on 29 June 2021 now exempts certain courses from the Education Services for Overseas Students Act 2000 (ESOS Act). This means these supplementary courses can be offered to overseas students without being registered on CRICOS.

GWPT can offer the following courses to students holding student visas (including a later version of, or a superseding unit of the following units) as per the Education Services for Overseas Students (Exempt Courses) Instrument 2021.

- TLILIC0003 Licence to operate a forklift truck
- CPCWHS1001 Prepare to work safely in the construction industry.

If you hold a student visa, we can only enrol and train you in the white card course (CPCWHS1001- Prepare to work safely in the construction industry) and forklift truck training course (TLILIC0003 Licence to operate a forklift truck). If you hold any other visa with study restrictions, we cannot enrol/train/assess you or issue the statement of attainment.

If you hold a visa, please verify any conditions on your visa that limits you from undertaking studies/training with us by accessing information through the Department of Home Affairs' Visa Entitlement Verification Online system (VEVO) before attending the training session. If you are not eligible to attend the training, please contact us immediately and request for a full refund (must be done within 24 hours from GWPT sending out the booking confirmation email or prior to the commencement time of their course (whichever occurs earlier.).

Booking & Enrolling

To book into a course, simply contact Student Administration on 1300 82 92 95.

The enrolment paperwork will be completed on the first day of the course, prior to commencement of the training.

NOTE: Some of our courses have age restrictions, stipulated by the relevant regulators, please contact us for more information, or to obtain individual course brochures, which will identify this requirement.

Candidates undertaking any Basic Rigging licencing; must hold a current HRW Licence to Perform Dogging. Candidates undertaking any Intermediate Rigging licencing; must hold a current HRW Licence to Perform Basic Rigging. Candidates undertaking any open crane licencing course; must hold a current HRW DG licence and C6 or C1 or CT crane licence (must have held them for a minimum of 2 years + possess relevant crane operational experience for 2 years.). Candidates undertaking the Tower Crane course must hold a current HRW DG or crane licence (CN or C2 or C6 or C1 or CO) or relevant crane or dogging licencing unit of competency.

For onsite bookings the below minimum numbers apply to book:

Minimum 5 students	Minimum 6 students	Minimum 7 students	Minimum 10 students
Non- Slewing Crane (CN)	Boom over 11 (WP)	Dogging (DG)	Construction
Slewing Crane up to 60 tonnes (C6)	EWPA- Yellow Card	Basic rigging (RB)	induction
Tower Crane (CT)	TSHA- Gold Card	Intermediate rigging (RI)	Harness Awareness
Non- Slewing telehandler (TV)	Forklift (LF)	Basic scaffolding (SB)	VOC bookings (all)
	Order Picker (LO)	Work Safely at heights	
	Bridge and gantry crane (CB)	Confined Space	
		Shift loads manually	
		Manual handling	

We require full course fee or up to \$1499.00 (whichever is the lesser amount) to be paid per person to secure their place in the course. Any balance of the course fee (for courses over \$1499.00) will be required to be paid on the first day of training.

The fee paid at the time of booking is refundable in accordance with our Refund Policy, as outlined in this Book.

The exact cost of the course is outlined in this document & will be quoted to you prior to you finalising your booking.

Payments can be made in the following ways:

In person using cash, cheque or Credit card:

Go Workplace Training Pty Ltd

16 Kitchen Road, Dandenong South, Vic 3175

OR

EFT

Account Name: Go Workplace Training Pty Ltd

BSB: 063 010 **Account Number:** 1348 4728

Remittance to be sent to: **Email:** accounts@gwpt.com.au

NOTE: For individual students, Go Workplace Training cannot accept pre-paid fees for amounts more than \$1,500.00.

If you attend a training session and schedule your initial unit or competency assessment and/or licence assessment or both assessments for a later date, the gap between the training and assessment must not exceed 60 days. This ensures your knowledge and skills remain current, allowing you to safely operate machinery or perform required tasks as part of assessments. This helps to prevent any skill gap that could impact your safety or the safety of others.

If you already hold a High-Risk Work Unit of Competency Statement of Attainment and have previously attempted the licence assessment, you will be required to complete the entire course again before attending the licence assessment with us if more than 6 months have passed since the NOA issue date. This is for safety reasons and to ensure currency of skills. Especially if your initial training and first HRW licence assessment were completed with another RTO, we do not have first-hand knowledge of your skills, knowledge, or abilities. Requirements may vary depending on the student; and management representatives, including HRW Assessors, may discuss your situation with you to determine the most appropriate course of action based on your individual circumstances.

Refund Policy

Course cancellation by Go Workplace Training

On an occasional basis, Go Workplace Training may have to cancel or re-schedule a course. For example, a trainer or training resources may suddenly become unavailable; there may be an insufficient number of students enrolled in a course etc. In these circumstances Go Workplace Training will advise students as soon as practicable. Unless exceptional circumstances prevent us from doing so, Go Workplace Training will advise students booked into the cancelled/re-scheduled course at least 2 days prior to the course commencement day (e.g. If the course is due to commence on a Friday, Go Workplace Training would advise the student no later than Wednesday).

Where this occurs, participants may elect to either:

- Receive a full refund of fees paid, or;
- Transfer fees paid to an alternate course (provided the alternate course commences no later than one month after the initial course commencement date).

In the event of a course cancellation during a course, participants may elect to:

- Transfer fees paid to an alternate course (provided the alternate course commences no later than one month after the initial course commencement date); or
- Receive a refund calculated at a daily rate, based on the number of days remaining in the course.

In the event that a course is being run by another organisation (who is training/assessing on GWPT's behalf), and that organisation closes or ceases to deliver the course in which the participant is enrolled (this includes cancellations and re-scheduling), participants will be able to transfer fees paid to an alternate course being run by GWPT (provided the alternate course commences no later than one month after the initial course commencement date).

In the event that a participant books into training with GWPT through a GWPT broker or agent, and that broker/agent closes; GWPT will honour any payment towards course fees that the participant has paid to the broker/agent on production of evidence of payment by the participant.

In the unlikely event that Go Workplace Training closes or ceases to deliver a course before the course commences, or mid-way through a course, participants will be entitled to a full refund of fees paid.

Cooling off Period

To book into a course, Students are required to pay the course fee or \$1499.00, whichever is the lesser amount. Once the fee has been paid, the student will receive a confirmation email enclosing:

- Invoice
- Course Information Sheet
- Pre-Enrolment Book
- Other course-related documents

Students are entitled to cancel their booking and obtain a full refund, for any reason within 24 hours from GWPT sending out the booking confirmation email, or prior to the commencement time of their course (whichever occurs earlier). To cancel their booking under this provision, students must speak to one of GWPT's Administration Staff on 1300 82 92 95 within this cooling off period. If students have any questions about their course which would affect their enrolment in the course, these must be asked during the cooling off period to obtain a refund.

Cancellation due to Language, Literacy or Numeracy Skills Issues

Students must have sufficient language, literacy, numeracy and Digital (LLND) skills to do simple calculations, read, write and understand English, and provide verbal responses to questions in English. If the student is unsure as to whether they have suitable English and Maths skills for their particular program, please request an interview with Go Workplace Training staff before booking. Depending on the course, verbal assessments may be possible (for an additional fee).

Attached to all booking confirmations is a copy of our Language, Literacy and Numeracy Test. This Test should be completed and returned to our office within 24 hours from GWPT sending out the booking confirmation email, or prior to the commencement time of their course (whichever occurs earlier). If it is returned during that period and an individual is assessed not having the required LLN skills for their course, they will receive a full refund of fees paid.

If the student does not contact the administration staff regarding the inability to complete the literacy and numeracy assessment and it becomes clear to the trainer during the induction process that the student does not have sufficient LLN skills, the student will be advised that they cannot continue the course. In these circumstances, the course fee (or payment of \$1499.00), will remain payable & will not be refunded.

As per EWPA/TSHA guidelines, if you do not achieve 100% correct answers on the EWPA LLN test within two attempts, you will not be able to continue the course. You will need to rebook the Yellow Card/Gold Card course for another day, with the full course fee applying.

Student Cancellation

In the event that a student (or person responsible for student fees) has made a booking, and subsequently wishes to cancel their booking, except as otherwise provided under this Policy, they will forfeit the course fee (or payment of \$1499.00).

Where students have booked into a three day forklift course, but volunteer to complete the course in two days, they will not be eligible for a refund in the difference in course costs. It is the student's decision to attempt the assessment on the second day of the course and Go Workplace has made facilities and trainers available for the full three days.

If a student withdraws from the course once they have commenced the face-to-face training component, no refund will be given.

Onsite booking cancellations

In the event that a company has made a booking for onsite training, and subsequently wishes to cancel their booking, or training cannot be conducted due to facilities & equipment not being adequate, except as otherwise provided under this Policy, they will forfeit any fees paid.

If a student withdraws from the course once they have commenced the face-to-face training component, no refund will be given.

Students removed from a Course

Any student who is asked to leave the course by a Trainer due to reasons including (but not limited to) bullying, aggression, racism, sexual harassment, or any other serious disruption of the class will not be entitled to a refund. Information about unacceptable behavior is covered in the course induction and our policy is displayed at all training venues.

In some cases, a student may also be withdrawn from a course where it becomes evident that their Language, Literacy, Numeracy and Digital (LLND) skills are not sufficient to meet the requirements of the program. This may include difficulty comprehending essential course information, difficulty communicating with the trainer/assessor, or an inability to complete enrolment or assessment documentation to the required standard, even after initial support and reasonable assistance has been provided by trainers/assessors.

Where enrolment or assessment documentation takes an unusually long time to complete and impacts the progression of training, the trainer may need to review the student's ability to continue in the course. In such situations, the trainer will consult with management and the student before any final decision is made regarding continuation in the program. Therefore, it is important that you discuss any issues, concerns, or learning and support needs with us so that we can provide appropriate assistance and support you to the best of our ability. If a student is withdrawn or removed from the course once they have commenced the face-to-face training component, no refund will be given.

Re-scheduling courses

If a student or company wishes to re-schedule their course or part of their course to an alternative date/s, **one week's notice** prior to the course commencement date and time must be provided. In the event that a student or company wishes to re-schedule after that time:

- The student will forfeit the course fee (or amount up to \$1499.00).
- The company will forfeit the full course fee (or amount up to \$1499.00) for each student booked into the course.

For example, if a course commences at 7.00am on a Monday, a student or company can only re-schedule without forfeiting the course fee if they contact Go Workplace Training prior to 7.00am the Monday before.

GWPT require students rescheduling courses to attend a re-scheduled course within 6 months of the original course booking date. If students do not attend the course within 6 months of their original course booking date; students (or companies) will forfeit any fees that are applicable or paid to GWPT & their booking will be deemed a "new booking", requiring a new course fee (or \$1499.00, whichever is less) to be paid, relevant to the course they are booking into.

Re-scheduling due to a Medical Condition or Hardship

A student may reschedule a course on the grounds of an unforeseen medical condition or hardship. In these circumstances, a Medical Certificate or Statutory Declaration must be received by GWPT within 48 hours of the course commencement date & the student will not be required to re-pay their course fee (or payment up to \$1499.00) to secure their place in a rescheduled course.**. The date on a medical certificate should be before or on the first date the student was first absent from the course. *(for example, if the student was absent from the day 1 of 2 day LF course, the issue date of medical certificate must be dated as day 1's course date or the date before the course, indicating the student cannot attend the dates of the course).*

**NOTE: GWPT will accept up to two (2) re-schedules with a Medical Certificate or Statutory Declaration; if a course is required to be re-scheduled a 3rd time; the student will forfeit fees paid & need to repay the course fee (or \$1499.00, whichever is less) relevant to the course they are booking in; to secure their place.

Exceptional Circumstances

In the event of exceptional circumstances occurring requiring cancellation or re-scheduling of a Course, a full refund may be given. Exceptional circumstances include:

1. Serious long term illness.
2. Death or disability of the student or family members.

Refunds for exceptional circumstances must be approved by the General Manager. Please note that proof must be provided where exceptional circumstances are claimed.

Student Late Policy

Students more than 20 minutes late to the first day of a course will be turned away and the course fee (or payment of \$1499.00) will remain payable. Students that are more than 20 minutes late to subsequent course days may be directed to repeat the day/s and further costs for those days will apply on a pro-rata basis. The initial course hours are equally important, as this is when critical safety considerations, including Safe Work Method Statements (SWMS), are discussed. We also want to reinforce the importance of punctuality, as being on time is a key indicator of professionalism and commitment in the workplace.

You are required to arrive on time on the assessment day for licence courses, as this is in line with regulatory requirements. Please note that late arrival may result in you not being permitted to enter the assessment, and no refunds will apply.

Payment of Refunds

Payment of refunds will be made as follows:

1. Where GWT provides a refund under this policy, the refund will be paid to students within 30 days of the date of cancellation
2. If a Credit Card was used to make a payment, the refund must be paid back into the same Credit Card.

Refund Complaints Process

In the event that a student or company has been rejected by GWPT for a refund, they may make a complaint in accordance with GWPT's Complaints and Appeals Procedure.

Courses offered by Go Workplace Training

***NOTE:** These prices are subject to change without notice. **Reduced rates may apply for Company Bookings, Combined Courses and Group Bookings.** Please contact us for more detailed price information.

All prices listed below are for courses running Monday- Friday.

If your course includes a Saturday; this will be an additional \$50 per Saturday.

If your course includes a Sunday; this will be an additional \$100 per Sunday.

DG / C6 / RI / CO / CT weekend courses over two weekends, \$200.00 extra per person.

Nationally Recognised Training - High Risk Licence Units	Student Fees*	
TLILIC0003 Licence to operate a forklift truck (LF Licence)	3 day course	\$645.00
	2 day course (<i>Mon-Fri</i>)	\$525.00
	2 day course (<i>booked at same time as LO</i>)	\$895.00
	Additional day of training (booked during course)	\$250.00
TLILIC0004 Licence to operate an order picking forklift truck (LO Licence)	2 day course (<i>Mon-Fri</i>)	\$525.00
	2 day course (<i>booked at same time as LF</i>)	\$895.00
	Additional day of training (booked during course)	\$250.00
TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more) (WP Licence)	2 day course	\$575.00
TLILIC0040 Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity) (CN Licence)	4 day course	\$2300.00
	4 day weekend course	\$2500.00

TLILIC0023 Licence to operate a slewing mobile crane (up to 60 tonnes) (C6 Licence)	4 day course	\$2600.00
	4 day weekend course	\$2800.00
TLILIC0020 Licence to operate a slewing mobile crane (over 100 Tonnes) CO Licence <u>(STUDENTS MUST HAVE HELD CURRENT HRW LICENCES TO PERFORM DOGGING AND C6 or C1 or CT CRANE OPERATIONS FOR A MINIMUM OF 2 YEARS + POSSESS RELEVANT CRANE OPERATIONAL EXPERIENCE FOR 2 YEARS)</u>	4 day course	\$3000.00
	4 day weekend course	\$3200.00
	5 day course	\$3400.00
CPCCLTC4001 Licence to operate a tower crane <u>(STUDENTS MUST HAVE A CURRENT HRW DG LICENCE (LICENCE TO PERFORM DOGGING) OR CURRENT HRW LICENCE TO OPERATE A NON-SLEWING MOBILE CRANE (CN LICENCE) OR SLEWING MOBILE CRANE OF ANY CAPACITY (C2, C6, C1, CO LICENCE) OR RELATED CRANE LICENCE UNIT OR THE LICENCE TO PERFORM DOGGING UNIT STATEMENT OF ATTAINMENT.</u>	4 day course	\$2,800.00
TLILIC0016 Licence to operate a bridge and gantry crane	4 day course	\$2,800.00
11249NAT Course in Licensing for Non-Slewing Telehandler Operations with a Rated Capacity Over 3 Tonnes.	3-day course	\$1499.00
TLILIC0011 Licence to operate a reach stacker (greater than 3 tonnes capacity) (RS licence)	3 day course	\$2000.00
CPCCLDG3001 Licence to perform dogging (DG Licence)	5 day course	\$1499.00
	4 day weekend course	\$1700.00
CPCCLRG3001 Licence to perform rigging basic level <u>(STUDENTS MUST HOLD A CURRENT HRW LICENCE TO PERFORM DOGGING)</u>	5 day course	\$1499.00
	4 day weekend course	\$1700.00
CPCCLRG3002 Licence to perform rigging intermediate level <u>(STUDENTS MUST HOLD A CURRENT HRW LICENCE TO PERFORM BASIC RIGGING)</u>	4 day course	\$1400.00
	4 day weekend course	\$1600.00
CPCCLSF2001 Licence to erect, alter and dismantle scaffolding basic level	5 day course	\$1499.00
Nationally Recognised Training – Other Units of Competency	Student Fees*	
CPCWHS1001 Prepare to work safely in the construction industry	\$199.00	
RIIWHS202E Enter and work in confined spaces	\$295.00	
RIIWHS204E Work safely at heights	\$295.00	

EWPA/TSHA Courses (Non-Accredited Courses)	Student Fees*
EWPA - Yellow Card (including scissor lift, boom lift, vertical lift and/or trailer mounted boom)	\$285.00 for one EWP type, \$50.00 for each extra EWP type
Telescopic Handler Association of Australia - Gold Card	\$445.00 Fork arms only \$100.00 Jib component \$100.00 Bucket component

Other Non-accredited Courses	Fees (plus GST)*
Marine Licence Training OR Marine Licence Training with PWC endorsement	\$120.00
PWC only (if hold current Marine Licence)	\$80.00
Harness Awareness	\$150.00
Verification of Competency	\$275.00
Shift Loads using manually operated equipment	\$245.00
Manual Handling	\$245.00
Forklift Truck Refresher Course; or Order Picking Forklift Truck Refresher Course; or Boom-type EWP (boom over 11 metres) Refresher Course	\$375.00 (8 hours) (Cost of shorter courses available on request)
Safe operation and use of pallet racking	\$245.00

Other fees	Fee
Verbal Assessment (additional fee) <i>(this should be scheduled at the time of booking)</i>	\$150.00
Reassessment (Resit) Fee (except CN, C6, CO, CT, CB, SB, RB, RI, DG, TV & RS)	\$150.00 for one component/\$250.00 for theory & practical Calculations only - \$75.00
Reassessment (Resit) Fee – DG, CN, C6, CO, CT, CB, RB, RI, SB, TV	\$300.00 per component Calculations only - \$150.00
Reassessment (Resit) Fee – RS	\$300.00 per component
Reassessment Fee (Marine/PWC only)	\$50.00 (plus GST)
Re-issue of Statement of Attainment/Certificate/Student Card/NOA	\$50.00 (plus GST)
Re-issue of Marine/PWC Certificate	\$30.00 (incl. GST)
Additional training sessions or tutoring	\$300.00 Per Day

The fees specified on the previous pages for High Risk Licence Courses and Marine Licensing do not include the Fees charged by WorkSafe or Safe Transport Victoria. The cost of applying for a HRW Licence/Marine Licence are as follows:

Licence fees Charged by WorkSafe	Fee
Application for High Risk Licence (per class) – Victoria	Please check the WorkSafe Victoria website for details.

VicRoads Marine Licence fees	Fee
Marine licence	Please check the VicRoads website for details.
Marine licence with PWC endorsement	
Restricted marine licence	
<i>IMPORTANT: Marine licences can be issued and renewed for a period of one year or five years.</i>	

Access and Equity

Go Workplace Training is committed to equitable access to vocational education by all groups in society. As far as possible, GWPT strives to be responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level or unemployment may present a barrier to accessing, participating in, and achieving suitable outcomes in GWPT courses. Our objective is to strive to achieve equal educational and vocational outcomes for all students. We encourage applications from First Nations peoples and individuals from all culturally and linguistically diverse backgrounds. Where appropriate, we will collaborate with youth support networks, local First Nations organisations, communities, and cultural associations to provide culturally relevant support.

We encourage you to discuss with us at the time of booking any particular adjustments to the course that you may need to undertake and complete the course. We also encourage you to speak with your trainer prior to the commencement of your course. All personal information will be handled confidentially. Changes can be made to the way training or assessment is undertaken to account for a student's individual needs, provided that the changes do not undermine the integrity and outcomes required of the course. This is called making reasonable adjustment. Reasonable adjustments may include: providing materials in alternative formats, extra time for assessments, use of assistive technology, additional resources. Additional fees may be payable (please contact Head Office to discuss)

By discussing your individual needs with you at the time of booking, we can assess whether, with allowed changes, you will be able to achieve a successful outcome in your course. If, after discussion, it is assessed that even with modifications you will be unable to be trained in a safe manner (due to the physical requirements of the course), and/or unable to achieve competency in the course, then this will be discussed with you prior to course commencement.

It is important to note that some units require a certain level of physical ability to meet the evidence requirements for training and assessment (e.g., climbing up or down a ladder or machinery, working at heights, wearing appropriate safety harnesses and fall arrest systems, entering confined spaces, and having the ability to see colours, hear adequately, and proper eyesight). Some of the tools and equipment we use for training and assessment also have maximum capacity limits. If your weight or size exceeds a specific limit (e.g., if your weight exceeds 140 kg for a course requiring harnesses for practical training, and if the harness doesn't fit or the lanyard can't hold that weight), we will not be able to provide the necessary training and assessment.

If you have a fear of confined spaces or heights, or if you experience any behavioural or mood issues, such as panic attacks, when in confined spaces or at heights, please talk to the Administration team or your trainer before enrolling in the course. Additionally, seek appropriate support and guidance from your GP if needed, to manage these fears, health issues, disabilities, or special needs.

We will not discriminate against you based on these fears, health issues, disabilities, your body physique, or special needs and will make every effort to support you within our capabilities, as per any written directions from your GP, where practical. Please note that some reasonable adjustments we may make will require written approval from WorkSafe. Therefore, it is important to discuss your situation with us before booking the course.

Go Workplace Training Obligations to Students

Go Workplace Training is committed to providing you with a quality training experience and lifelong learning skills within a student-centred, diverse and culturally inclusive environment. As a Registered Training Organisation, we are responsible for your enrolment and for ensuring that the quality of training and assessment in all nationally recognised courses is in accordance with the Outcome Standards for Registered Training Organisations Instrument 2025 and Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Instrument 2025. Our obligations are the same for all students, including those referred under partnership arrangements with another organisation, and those trained and assessed by a contracted trainer/assessor.

Feedback

Go Workplace Training is also committed to listening and responding to what students and employers have to say about their experience with us so that we can continuously improve our services to you. There are several ways to provide feedback:

- Speak directly to the Trainer/Assessor conducting the course
- Email your feedback to compliance@gwpt.com.au
- All students are given the opportunity to complete a feedback sheet at the end of their course
- When booking employees into a course, all employers will receive a feedback sheet that can be completed at the end of their employees' training, and returned to compliance@gwpt.com.au
- Contact Head Office on 1300 82 92 95 to provide feedback

All feedback will be treated confidentially, and with respect. Feedback received is reviewed by management on a regular basis to improve our services and ensure students are being taught the most relevant information during their course.

Work Experience/Job-Finding

Go Workplace Training does not provide work experience as part of any course. Unfortunately, we are also unable to assist students in finding work.

Credit Transfer

VET students who have completed an equivalent training product are supported to obtain a credit transfer. (unless licensing or regulatory requirements prevent this). Please talk to GWPT administration staff for further information, relevant policy and applicable forms.

CT is simply recognition that a student has completed an equivalent unit previously, through VET or higher education (equivalent superseded units). If units are partially equivalent in content or outcome, gap training and assessment is needed and RPL may be the appropriate credit pathway.

Recognition of prior learning (RPL)

Recognition of Prior Learning is an assessment process that assesses the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the relevant Unit of Competency.

- 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);
- 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

- 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).

Candidates who apply to have their current competency recognised must be able to provide documentation which demonstrates the candidate has completed the content of the course for which they are seeking recognition. This could be in the form of a course transcript, unit of competency, professional development evidence, other documentation that provides evidence that the candidate has undertaken satisfactory training/assessment, declarations from a student's employer, and/or a copy of student records provided by ASQA/VRQA/TAC. The RTO assessor will contact their state or territory WHS regulator to discuss applications from students with evidence submitted from other states, territories or countries and determine if evidence the candidate has provided to support the RPL application can be accepted or not. Please talk to GWPT administration staff for further information, relevant policy and applicable forms. Please note that RPL is not available for WorkSafe Licensing component unless permitted by WorkSafe Victoria.

Statement of Attainment/Licences

On successful completion of the assessment requirements for each Nationally Recognised Unit of Competency, Go Workplace Training is responsible for issuing a Statement of Attainment to the student within 30 days of the course completion date.

The high-risk work courses we offer are divided into two sections. There are also two separate assessments that must be completed:

- Training and assessment for the unit of competency – covering the requirements of the training product, using Go Workplace Training's Activity Book and associated handouts such as calculation questions (as applicable to the course), and
- The final WorkSafe Victoria high risk work licence assessment, using the National Assessment Instruments.

Training and assessment for the unit of competency – covering the requirements of the training product:

- You must demonstrate competency in the training product requirements (unit of competency expectations) before proceeding to the final high risk work licence assessment.
- You must successfully complete all parts of Go Workplace Training's Activity Book and associated handouts (as applicable to the course) to achieve the unit of competency. You will only be able to proceed to the licence assessment and be issued with a Statement of Attainment once you have successfully completed all training and assessment requirements for the unit.
- Once the assessor signs the assessment summary sheet in the Activity Book, students become eligible to receive the Statement of Attainment for the unit of competency, issued by Go Workplace Training (subject to full fee payment, submission of the completed and marked Activity Book and associated handouts, and verification of the USI number).

The final WorkSafe Victoria high risk work licence assessment – using the National Assessment Instruments:

- Once students are marked as competent in the unit of competency, they can proceed with the high-risk work licence assessment for the applicable class. High-Risk Work Licence Assessments must be completed without any assistance from training materials, prompting, or guidance questions from trainers and assessors. This is a WorkSafe requirement. Students must demonstrate understanding and retention of information (remember the information) when completing knowledge tests, calculations, and practical assessments. Knowledge assessments (written questions) are closed book and require 95% to pass. A simple calculator can be used for calculations. 100% competency is required to pass the calculation assessment (closed book). All parts of the practical tasks must be completed without any support or prompting from assessors. There are several parts to the practical assessment for High Risk Work Licence courses. If you fail to demonstrate Task 1, you will not be allowed to continue to Task 2. Similarly, if you fail any step during a task, the assessor may give you some time to remember and continue with the required steps. If you are unable to proceed, assessors cannot prompt, or guide you. The assessment will stop, and you will need to be retrained or rebooked for the assessment.
- Once the assessor signs the assessment summary sheet in the National Assessment Instrument (licence test) and lodges the Notice of Assessment through the myWorkSafe portal, students will receive a copy of the Notice of Assessment from WorkSafe via their myWorkSafe portal. They can then proceed to apply for the high risk work licence from WorkSafe for the relevant licence class.

On successful completion of a High Risk Work Licence assessment, students will also receive an email from WorkSafe Victoria with a link to create a “myworksafe account”. The link will contain the Notice of Assessment (NOA), which acts as a temporary licence for 60 days. Students need to complete the application for their High Risk work Licence within 60 days of initial assessment. The student should receive an email within 72 hours from WorkSafe. This email will provide them with a link to access their Notice of Assessment, 'Training Number,' and enable them to apply for their licence. Students must check their inbox/spam/junk folder and contact WorkSafe if they haven't received this email with 72 hours. **If the student does not apply for their licence within 60 days from the successful completion of the Assessment event, the NOA will expire, and the student will need to complete all parts of the WorkSafe licence assessment again.**

In Victoria, to obtain their ongoing Worksafe High Risk Licence, students must apply online by going to: www.myworksafe.vic.gov.au & complete their identity check & payment, the licence will be available electronically on the students “myworksafe portal” OR show 100 points of identification and lodge paperwork at the post office, to receive their licence via mail. Students must complete one of the above processes, within 60 days of successfully completing their assessment.

On successful completion of Construction induction or white card course, students will receive a Statement of Attainment on the day that you complete the construction induction training and assessment. Your White Card is issued by WorkSafe Victoria. The statement of attainment, which is valid for 60 days after training is completed, allows you to perform construction work whilst your construction induction card is being processed by WorkSafe. GWPT have access to a secure online system that can register training participant details, keep records of course participants, issue and pay invoices and process construction induction cards.

On successful completion of Yellow Card and Gold Card courses, students will receive a digital operator card to operate the relevant equipment. You must apply to EWPA/TSHA for the physical Yellow Card or Gold Card, if required (fees apply). For Yellow Card, the Elevating Work Platform Association (“EWPA”) is responsible for issuing the ongoing Card. For Gold Card, the Telescopic Handler Association of Australia (“TSHA”) is responsible for issuing the ongoing Card.

On successful completion of our Marine Course, students will receive a Safe Transport Victoria (ST Vic) Certificate. This must be taken to VicRoads within 12 months of completing the course to obtain a marine licence. Only course completion certificates approved by ST Vic will exempt you from sitting the marine licence test at a VicRoads office.

On successful completion of non-accredited courses, students will receive a Certificate of Participation. Should students require a replacement Statement of Attainment/Certificate of Participation or student card, there is a fee of \$50.00 plus GST. To obtain a replacement, please contact our office on 1300 82 92 95 or email info@gwpt.com.au. You will be required to provide proof of identity.

Unique Student Identifier (USI)

Since 1 January 2015, Go Workplace Training is unable to assess you for a High-Risk Licence or issue with a Statement of Attainment for nationally accredited training if you do not have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

If you do not have a USI, you can easily create one by going to: <https://www.usi.gov.au/students/create-your-usi> Please bring your USI with you to the first day of your course.

More information about USIs can be obtained here: www.usi.gov.au/students

Student Code of Behaviour

Students and staff associated with Go Workplace Training have a right to work and study in an environment free from harassment, discrimination or threatening behaviour. This is accompanied by everyone’s responsibility to:

- respect difference and diversity
- respect people’s rights to privacy and confidentiality

The right to have your say is balanced with the responsibility to listen to others.

At Go Workplace Training we value:

- difference and diversity
- cooperation
- respect
- tolerance
- academic debate
- freedom of expression balanced with social responsibility.

While training with us, all students, staff, contractors, agents and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public. Discrimination, harassment and bullying of any kind – by GWPT staff, GWPT agents, students or visitors – is not tolerated.

Go Workplace Training aims to provide a high quality education and training service in which all students are encouraged to strive for excellence and fulfill their potential. Unacceptable behavior can hinder the academic progress or work performance of others. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

If you experience discriminatory behaviour, harassment or bullying, or see someone else experiencing it please talk to your trainer, or contact the General Manager, Faye Wang (0402 553 964) or CEO, Dean Lewington (0409 026 743); or email in confidence compliance@gwpt.com.au.

High Risk Work assessors have an obligation to ensure assessments are not affected by bias, collusion or undue influence, including ensuring that gifts, benefits, favours, bribes or payments (other than the cost of the Assessment) are not sought or accepted by any person involved in an assessment. Any attempt to unduly influence a High-Risk Work Assessment will be reported to WorkSafe by GWPT.

Aggressive or abusive behaviour

Go Workplace Training has a Zero Tolerance policy relating to aggressive or abusive behaviour towards its staff and students. Violent, aggressive, and abusive behaviours include actions or conduct characterised by the use of physical force, hostility, negative attitudes, or harmful treatment directed towards others. These behaviours may take on different forms, such as physical violence, verbal aggression, emotional abuse, intimidation, including yelling, swearing, and name-calling. Such unacceptable conduct can detrimentally affect the physical and mental well-being of individuals. We kindly request that all staff, students, and other individuals be treated with respect and consideration.

Where behaviour is disruptive or unacceptable, disciplinary action may be taken. A Trainer may refuse entry to a classroom if behaviour is disruptive or dangerous or if behaviour threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens property.

If this behaviour occurs during a Training Program:

- The Training Program will be suspended immediately
- The Trainer/Assessor will immediately contact the Go Workplace Training's Head Office
- The offender will be asked to leave the course immediately with no refund of fees paid, and will not be enrolled in any other courses at Go Workplace Training in the future
- If needed, other attendees will be contacted by telephone and re-scheduled into alternate courses at a later date
- Police attendance will be requested to help with locking and securing the site

All complaints regarding this process should be handled in accordance with the Complaints Procedure outlined in this document. Students may contact Head Office to have a copy of the Complaints Procedure and Form sent/emailed to them.

If you have a question about this policy, or believe this policy has been breached, please contact the General Manager, Faye Wang (0402 553 964) or CEO, Dean Lewington (0409 026 743); or email in confidence compliance@gwpt.com.au.

Cheating and plagiarism

Cheating is acting dishonestly or unfairly to gain an advantage. This may include:

- Copying someone else's work
- Accessing study materials or notes during closed book test conditions
- Asking someone else for the answer during a test
- Misusing the National Assessment Instrument in attempt to gain an advantage during assessment

If students are discovered to be cheating they will be asked to leave. As cheating is a form of misconduct they will be dismissed from the course and not entitled to a refund of any fees paid.

Smoking

Go Workplace Training aims to provide its employees and subcontractors with a healthy work environment and to protect Go Workplace Training employees, subcontractors and students from the effects of passive smoking. For the purposes of this Policy, 'Smoking' includes use of:

- All tobacco products
- Cigarettes
- Pipes
- E-cigarettes (devices that heat and vaporise a liquid that is then smoked) – this includes e-cigarettes that use both nicotine and non-nicotine products.

It is law under the Tobacco Act 1987 that smoking in enclosed workplaces is prohibited, and fines may apply if this occurs.

Smoking is prohibited at Go Workplace Training in all enclosed areas of the workplace. This includes:

- | | |
|------------------------------|---------------------|
| • Offices | • Foyers |
| • Corridors | • Kitchens |
| • Lunchrooms/other amenities | • Restrooms |
| • Workshops/Factory | • Plant & Equipment |
| • Vehicles | |

Trainers will ensure that all students understand and comply with Go Workplace's Smoking Policy.

Drugs and Alcohol

Drugs and alcohol includes:

1. Alcohol, cannabis, amphetamines and other illegal substances and illegal drugs.
2. Prescription medication when not prescribed by a doctor.
3. Legally obtained drugs that are:
 - i) Misused.
 - ii) Used contrary to the manufacturer's instruction or recommended dosage.
 - iii) More than the manufacturers instruction or recommended dosage.
4. Decriminalised drugs and substances.

The use, sale, solicitation or distribution of any type of drugs on Go Workplace Training work sites at any time is prohibited. The possession of any illegal substances or prescription medication not prescribed by a doctor on Go Workplace Training work sites is prohibited at all times.

You must not consume alcohol or drugs, including non-medically prescribed drugs, while at Go Workplace Training. You must advise your trainer prior to commencing training if you are taking or have taken any drugs (including legally obtained prescription medication) that may affect your ability to safely undertake training and/or assessment, including the operation of equipment. You must not undertake training if your ability to train safely and competently is impaired by drugs or alcohol (whether or not prescribed)

If you are observed to be affected in any way by alcohol or non-medically prescribed drugs, you will be asked to leave the course, and you will not be entitled to a refund of fees paid.

Notify your supervisor/trainer if you believe you or a co-worker/another student presents a threat to health and safety.

Occupational Health and Safety

Go Workplace Training is committed to ensuring excellence in handling occupational health, safety and welfare issues affecting our staff and students. You have a legal duty to take care and protect your own health and safety and to avoid adversely affecting the health and safety of others.

You are responsible for:

- not intentionally or recklessly interfering with or misusing anything provided by Go Workplace Training in the interests of health, safety or welfare
- cooperating with any health and safety directives given by staff
- ensuring that you are not under the influence of alcohol or drugs, or in such a state as to endanger your health and safety at work or the health and safety of others at work
- knowing the location of emergency exits and following evacuation procedures as required
- ensuring responsible management of your personal health and medical conditions
- wearing personal protective equipment, as directed by your trainer
- Ensuring you are not attending a course if you are fatigued. (ie: attending a course immediately after working nightshift)

****NOTE** Students attending courses fatigued, or that may otherwise represent an occupational health & safety issue, will be turned away by the Trainer. No refund will be given & the course cancellation policy will apply.**

Students are requested not to attend work or the training session if unwell.

Students who are unwell may be asked to leave GWPT premises (at trainer's/assessor's discretion).

RTO operating hours may vary. Changes to course commencement times may be made if mutually agreed upon by the learners and trainers on workshop days.

Student Support Services

Go Workplace Training does not employ anyone providing specialist educational support services or personal support services. However, if students are facing an issue that is affecting their ability to study and complete their course, we can provide them with a list of outside agencies who provide these services. GWPT aims to ensure that students are aware of actions they can take, organisations they can contact, and services available to support their wellbeing and progression. GWPT ensures students are made aware of these external support services through this Student Pre-enrolment Book, pre-course communications, and induction sessions. Trainers verbally remind students of support pathways at the start of each course. Please talk to your trainer or call Head Office.

GWPT does not deliver qualifications. The duration of courses delivered by GWPT varies from 1 – 5 days. Hence, GWPT does not provide student services other than administrative support, trainer/assessor support, (including additional tutoring or training sessions) and reasonable adjustments (as approved by WorkSafe, where applicable.).

GWPT staff will provide students with any information and communications technology support the student requires to create a Unique Student Identifier (USI) number and clarify students' concerns about accessing study materials or student records. Any administrative support offered by GWPT does not incur additional fees.

If you have difficulties in achieving learning goals, you must talk to your trainer/assessor about this. The trainer will discuss ways to address the learning goals and support you where practical (if you need support from trainers) by organising additional training sessions, providing alternate training materials, simplifying training materials, (if required) and changing teaching styles prior to undertaking assessments. All students identified by the trainer/assessor as requiring additional training must be offered tutoring sessions. Students are required to pay additional fees for these tutoring/training sessions. Students are required to liaise with their trainers or GWPT administration staff to gather information about additional tutoring sessions and days.

Where practical, reasonable temporary modification of equipment/plant may be undertaken by GWPT, in consultation with WorkSafe to meet the requirements of a person with a disability. GWPT offers an anti-discriminatory and accessible environment for people from diverse backgrounds.

GWPT will work closely with students and support them in achieving their learning outcomes. Being aware of students' mental health needs and safeguarding their well-being is vital to this role. In practice, this means not only responding to students who require mental health support but also actively promoting a positive culture that openly supports students facing mental health issues.

You are encouraged to openly discuss your support needs, emotional/mental health/wellbeing requirements, concerns and doubts with us so that we can contribute to effective outcomes for all students. Barriers to course completion can present at any time during a student's time with the RTO. You may consider discussing a change in your circumstances or priorities or needs with your trainer or GWPT administration staff. Our trainers and administration staff will work with students, as practical, to identify issues early and provide the support needed for students to maintain their course progress.

If you require counselling and other welfare/support services, you will need to seek help from your General Practitioner or relevant community organisations. GWPT trainers/administration staff are not trained to assist students with counselling or provide explicit mental health/emotional support or wellbeing services. However, GWPT staff can support and assist you to the limit of their training, and in the event that further action is required, they will refer you on to the appropriate external service or to your General Practitioner.

GWPT will also consider involving family/parents/guardians in supporting people with specific support requirements, learning needs, children and young people (students), where practical.

Before enrolling, it's essential to understand modern slavery and its implications. Modern slavery encompasses various forms of exploitation, including forced labor, human trafficking, and debt bondage. Victims may experience restricted freedom, physical or psychological coercion, and exploitation in different industries and settings. If you suspect any instances of modern slavery, please report them to the appropriate authorities or hotlines and/or GWPT staff.

Where support and intervention aren't enough for students to complete their course, we will work with them to realign their expectations and reach the best possible outcome. This could mean:

- Changing the course to one more suited to their circumstances.
- Transferring to another suitable course location/RTO delivery site.
- Allocating another trainer/assessor to support the student, where practical.

GWPT addresses financial wellbeing by ensuring students are informed of available support services and options to manage financial challenges. Our administration staff can provide students with information about external organisations that offer free or low-cost financial counselling and assistance. GWPT may also offer payment plans or discounts for some courses, subject to availability. This helps students at risk of discontinuing their training due to financial hardship access appropriate support, maintain their wellbeing, and continue their course successfully. Students are encouraged to speak with the GWPT administration team for guidance and support.

Please be informed of support options, including, but not limited to:

- Study skills support:
 - [Gloo](https://gloo.com.au/) can help people read faster, remember more, and study more effectively through memory, speed reading, and study skills training. They offer both public and private courses. <https://gloo.com.au/>
 - [Learn Local](https://learnlocal.org.au/about/): Learn Local are not-for-profit community organisations registered and funded by the Victorian Government. There are over 200 Learn Local locations across Melbourne and Regional Victoria offering a wide range of courses. Learn Local courses are flexible and can be tailored specifically to suit your needs. You can learn in a classroom, online or a bit of both, at the pace that you choose. Class sizes are often small, with training delivered by highly experienced professionals in a relaxed environment. <https://learnlocal.org.au/about/>
 - If you are studying a course with TAFE, you can access many study support options and short courses, including assistance from relevant TAFE departments.

- Financial wellbeing support:
 - [Anglicare Victoria](#): Offers financial counselling services to review financial situations and provide information and options for better decision-making.
 - Financial Counselling Victoria (FCVic): FcVic is the peak body for financial counsellors in Victoria, offering free, confidential, and independent financial counselling services through a network of community-based organisations. They offer services such as assistance with managing debts, understanding bills and loans, negotiating with creditors, and accessing government assistance. <https://fcvic.org.au/>
 - Good Shepherd offers a free, non-judgmental, and confidential service to build money management skills and confidence. <https://goodshep.org.au/>
- Counselling, stress support mental health resources:
 - *Better Health Channel*: Provides information on mental health support services available throughout Victoria, 24 hours a day, seven days a week. <https://www.betterhealth.vic.gov.au/servicesandsupport/mental-health-services>
 - Call the Kids Help Line on 1800 55 1800 for free counselling for children, teenagers and young people up to the age of 25.
 - Get help for mental illness in regional and rural Victoria through your local doctor, telephone helplines, support websites, psychologists and local mental health nurses.
 - [Orygen](#): Orygen helps young people stay mentally healthy by providing support, advice, and early help. They also create programs and resources to help young people get well and stay well.
 - Headspace – mental health, physical health, work and study support for 12–25-year-olds. <https://headspace.org.au/>
 - Lifeline – 24/7 crisis support, emotional distress management and suicide prevention. <https://www.lifeline.org.au/>
 - Beyond Blue – support for depression, anxiety, and mental wellbeing. <https://www.beyondblue.org.au/>
- Culture-specific or demographic-specific supports:
 - [Relationships Australia Victoria](#): Coordinates workshops, forums, meetings, networks, and support groups to meet the growing needs of Victoria's multicultural communities.
 - Victorian Aboriginal Child Care Agency (VACCA) – support for Aboriginal and Torres Strait Islander students. <https://www.vacca.org/>
 - The Healing Foundation is a national organisation supporting Aboriginal and Torres Strait Islander Stolen Generations survivors and their families. It provides a safe space for them to share their stories, speak for themselves, and lead their own healing. <https://healingfoundation.org.au/>
 - AMES Australia (13 AMES) helps migrants, refugees, and asylum seekers settle in Australia, offering English classes, job support, and community services. <https://www.ames.net.au/>
- Support for abuse, harassment, or violence:
 - [Safe Steps](#): Victoria's 24/7 family violence response centre, providing support for individuals experiencing family violence. Safe Steps is a free service for all people experiencing family and domestic violence. You do not need a referral to use this service.
 - 1800RESPECT – national sexual assault, domestic and family violence counselling service. <https://www.1800respect.org.au/>
 - Child Sexual Abuse Prevention Program Inc (CSAPP) website <https://www.csapp.org.au/>

These are examples of external organisations. Please note that GO has no formal agreements with these organisations. Most of them provide free services; however, if you contact them, please check whether any costs apply for accessing their services.

Tea and coffee are provided at our sites. Students should bring their own lunch (for courses extending past lunch time).

Access to Records

Go Workplace Training keeps complete and accurate records of student attendance, progress and results. Financial records, including payments and charges and balance due, are also maintained. Copies of these records are available to students on request, by contacting Head Office. If a student is seeking a duplicate copy of their Statement of Attainment, Certificate of Participation, Notice of Assessment or Student Card, charges do apply.

Go Workplace Training may release information concerning your attendance, progress and results to the following parties:

- Your employer (If payment for the course was made by your employer)
- Your Employment Service Provider (if payment for the course was made by the ESP)
- Your parent or guardian (if you are under 18 years of age)
- A third party provider that has booked you into our course (when you give permission on enrolment)

For more information regarding access to records, see Go Workplace Training's Privacy Policy.

Child Safety Policy

Go Workplace Training is committed to child safety. All students under eighteen (18) years of age who are supported by Go Workplace Training have a right to feel and be safe. We want children to be safe, happy and empowered. We support and respect all children. We are committed to the safety, participation and empowerment of all children.

We promote diversity and tolerance, and people from all walks of life and cultural backgrounds are welcome. We:

- Promote the cultural safety, participation and empowerment of Aboriginal children;
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that children with a disability are safe and can participate equally.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

Go Workplace Training is committed to preventing child abuse and identifying risks early and removing and reducing these risks. We have robust human resources and recruitment practices for all personnel and committed to regularly training and education our personnel on child abuse risks.

Children and young people have a right to be safe when undertaking training at Go Workplace Training. GWPT has a responsibility to protect children and young people from harm.

For more information, see GWPT's Child Safety Policy, Child Safety Code of Conduct and other relevant information, available on our website (www.goworkplacetraining.com.au) or call Head Office for a copy.

If you are concerned that Go Workplace Training is not keeping children and young people safe or is not meeting the Child Safe Standards, you must raise your safety concerns with Go Workplace Training management and relevant authorities such as the Commission for Children and Young People on (03) 8601 5281.

Access more information about sexual abuse prevention programs at:

- Child Sexual Abuse Prevention Program Inc (CSAPP) website <https://www.csapp.org.au/>
- 1800RESPECT Telephone and online counselling website <https://www.1800respect.org.au/help-and-support/telephone-and-online-counselling>

Privacy Policy

Go Workplace Training Pty Ltd ("GWPT") is committed to maintaining the privacy and confidentiality of its RTO personnel and participant records. GWPT complies with the *Privacy Act 1988 including the 13 Australian Privacy Principles (APPs)* as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Privacy and Other Legislation Amendment Act 2024*.

Providing an overall framework for our privacy practices, GWPT has developed and implemented a Privacy Policy. GWPT manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures and system we outline in this policy, that ensure our compliance with the APPs, and provide suitable procedures for GWPT personnel to be able to deal with related inquiries and complaints that may be received from time to time. For a full copy of GWPT's Privacy Policy, please go to our website at www.goworkplacetraining.com.au or contact Head Office.

Complaints and Appeals Procedure

GWPT will manage and respond to complaints and appeals. Any student who is dissatisfied with an assessment outcome, assessment process, with trainers, assessors or other aspects of their learning at GWPT or partnering organisations may lodge a complaint. Students are encouraged to firstly approach their assessor/trainer informally and discuss the issue with them. If the matter cannot be resolved, the student can make a formal complaint in writing.

A copy of the Complaints and Appeals Procedure, an 028 Complaints and Appeals Form is available on GWPT's website at www.goworkplacetraining.com.au, or can be obtained by contacting Head Office on 1300 82 92 95.

Legislation and regulations applicable to your studies at GWPT

In addition to the OHS/WHs Acts, OHS/WHs Regulations, Privacy legislation, Child Safe Standards, National Vocational Education and Training Regulator Act 2011 and other pieces of legislation specified in this document, the following legislative instruments apply to your studies at GWPT (including, but not limited to):

- **National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 and National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025**
- **Copyright Act 1968** (Commonwealth): GWPT recognises its obligations under the Act and will maintain licence agreements for any external material utilised within its operations and where appropriate acknowledge the original source of external material.
- **Worker Screening Act 2020** (Victoria): GWPT complies with the Act by ensuring that all staff including trainers, assessors and managers have current Working with Children checks and police checks.
- **Sex Discrimination Act 1984** (Commonwealth); **Racial Discrimination Act 1975** (Commonwealth); **Disability Discrimination Act 1992** (Commonwealth) and **Equal Opportunity Act 2010** (Victoria). Within the spirit of the legislation, GWPT promotes an inclusive training environment and recognises that diversity is an opportunity to enrich and extend opportunities for all. GWPT recognises and values the individual differences of its students, staff and industry stakeholders.
- **Student Identifiers Act 2014** (Commonwealth): GWPT recognises its obligations under the Act and will collect, verify and report on the Unique Student Identifier (USI) of each student enrolled in nationally recognised VET qualifications, accredited courses and units of competency.

Parental/Guardian Consent Form (Students under 18)

Go Workplace Training offers courses that may be completed by a person under the age of 18 years old. For students under the age of 18 years old we require the parent or guardian to consent to the student to attend a course. The section at the bottom of this letter is to be signed by such a person and returned to info@gwpt.com.au or provided to the trainer at the beginning of a course.

I hereby grant permission for _____
(PRINT Student's full name AND underline family name)

to be provided training and assessment by Go Workplace Training.

PRINT Name of parent/guardian/responsible adult: _____

Signature of parent/guardian/responsible adult: _____

Relationship to the student: _____ Date: _____