



**Australia Wide Forklift Training Centre Pty Ltd**

(also trading as Advanced Heavy Vehicle Driver Training Centre)

ABN: 871 0929 9185 RTO NO: 21784

E: [australiawideforks@bigpond.com](mailto:australiawideforks@bigpond.com)

W: [www.australiawideforks.com.au](http://www.australiawideforks.com.au)

**Head Office:** Unit 1, 4-8 Maren Road, Tullamarine VIC 3043

Ph: 03 9330 2789 | Fx: 03 9330 2710

**Campbellfield:** 44 Fordson Road, Campbellfield, VIC 3061

Ph: (03) 9357 4700 | Fx: (03) 9357 2809

# Scissor Lift Course

## RIIHAN301D Operate elevating work platform

### Section 1 –Course Overview

When completing one of the following course you will be eligible for an Operators Card and a Statement of Attainment for the unit of competency RIIHAN301D Operate an elevating work platform

This course covers the ability to plan work, work safely with others in industry, conduct routine checks on workplace equipment and facilities, shift loads in a safe manner, shut down and secure the equipment after the completion of operations.

### Section 2 – Eligibility

1. Must be over 18 years old
2. Basic English, literacy and numeracy skills at a level sufficient to read and interpret workplace documentation (tested on enrolment)
3. Wear appropriate clothing and steel toed boots or similar appropriate footwear. Other PPE (high visibility vest will be provided for use in the course).

### Section 3 –Course Study Requirements

Learner Guide must be completed (approx. 20 hours) after enrolment but prior to commencing the course to ensure the course can be completed in a day.

### Section 4 – Course Cost and Payment Options

Course costs are inclusive of a \$50 administration fee.

Full payment is required at the time of booking or 24 hours from initial booking to secure your course.

Full payment must be made by the due date. If payment by the due date does not occur, your booking will be automatically deleted from the course and the AWFTC cancellation policy will apply.

#### Payment Options Include:

CASH / CHEQUE / CREDIT CARD / ELECTRONIC DIRECT DEBIT / EFTPOS

#### Bank Details:

Commonwealth Bank

Account name: Australia Wide Forklift Training Centre Pty

Account No: 1019 4940 BSB: 063 242

### Section 5 – Refund and Cancellation Policy

AWFTC requires 7 working days' notice of cancellation for a full refund minus the \$50 administration fee.

If you cancel between 2 and 7 working days before your course, you will forfeit your deposit and be charged 75% of course cost.

If you cancel within 1 working day or fail to appear (at start time) on the day of the course you will be billed and held responsible for the full course fee.

Refund of course costs will NOT be issued once course starts.

All refunds must be requested in writing with name, address, contact details, course details, date and reason for requesting a refund.



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### Section 6 – Assessment and Recognition of Prior Learning

The Assessment Tasks to complete this unit are;

1. Written theory test: Closed book, 60 minute test where the student must answer correctly 29 questions.
2. 1 Practical Assessment comprising of 4 tasks:
  - Confirm details of EWP operations
  - Inspect and prepare the work area
  - 2 x Operate the EWP including, shutting down and maintenance checks

If you are deemed not yet competent after the first attempt at each assessment you will be re-assessed at no cost. If after further assessment you are still not yet competent you will be enrolled in another course and full course fees will apply.

#### RPL Assessment:

Recognition of Prior Learning is a process by which a prospective student can demonstrate knowledge and competencies currently held, as a result of past experience or training, and through this, possibly gain credit towards a qualification. An RPL Application is available and will be used to assess an individual's prior learning. RPL is charged at 50% of the course fee. To apply for RPL complete the enrolment form, indicating RPL is requested by ticking the box and hand to the General Manager.

### Section 7 – Benefits of this Training

AWFTC is an ASQA Registered Training Organisation and as such maintains its compliance with the VET Quality Framework. This enables you to obtain a Nationally Recognised Statement of Attainment on successful completion of this course. This is an entry level credential and it can be used to contribute to other nationally recognised qualifications.

### Section 8 – National Recognition and Credit Transfer

As a RTO, AWFTC will Nationally Recognise credentials issued by any other RTO in any State/Territory of Australia. If you can demonstrate that you have completed, or partially completed, relevant qualifications, statements of attainment or other formal learning AWFTC will recognise and grant credit transfer for all relevant prior learning encompassed in these. Contact the General Manager for further information. National Recognition and Credit transfer will be done at no cost to the student and will not require any further assessment.

### Section 9 – Access, Equity and Privacy

AWFTC and its employees embrace the principles of Occupational Health and Safety and strive to ensure that all potential and current students receive Access and Equity into, and throughout all courses. AWFTC wishes to ensure that any person who meets the entrance requirements has appropriate access to staff, equipment and facilities to ensure they have the best chance to achieve a positive outcome. AWFTC also respects individual's right to Privacy and will meet all requirements of the Privacy Legislation when dealing with Student information and records.

### Section 10 – Student Welfare and Safety

If you have any difficulties during your course we encourage you to talk to your trainer. Students will not be expected to attend classes for more than 8 hours a day. Classes maybe held outside business hours on any day where specific employer or student needs are identified.



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Student participation and progress will be monitored by AWFTC trainer/assessors. Students are encouraged to talk to their trainer to gain access to this information.

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### Section 11 – Student Records:

Should individuals require access to their student files they must apply in writing to the General Manager. If a student should require a re-print of a Statement of Attainment there is a Certificate Reprint procedure, this will incur a cost of \$20 and the appropriate form is available from AWFTC website or call AWFTC.

### Section 12 – Continuous Improvement

AWFTC is committed to continuous improvement of its operations and will therefore require you (and your employer if applicable) to complete feedback questionnaires during the training. These will be simple and short and we encourage honesty in your comments so that we have opportunity to improve our training services.

### Section 13 – Student Conduct, Cheating and Plagiarism

AWFTC is committed to ensuring a safe and productive educational environment. Students will be required to behave in a safe, mature and respectful manner. Students are expected to cooperate with all RTO Staff and Trainers and abide by the RTO Operating procedures.

Cheating and plagiarism is not acceptable at AWFTC. If cheating or plagiarism is identified consequences will occur. Details of these consequences are available by contacting the RTO however a repeated offense will result in the student being expelled from the AWFTC with NO REFUND.

### Section 14 – Complaints and Appeals

If you wish to make a complaint about anything related to AWFTC or appeal any decisions made by AWFTC (including assessments) while undertaking the course, an informal resolution is recommended so in the first instance talk to your trainer. Should the Complaint or Appeal not be resolved satisfactorily AWFTC has a formal Complaints and Appeals procedure and form which is available from your trainer, the AWFTC tearoom or contact AWFTC. After exhausting the AWFTC procedures you can contact the National Training Complaints Hotline – 13 38 73 if you are still not happy with the outcome.

### Section 15 – Unique Student Identifier

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). The USI gives you access to your online USI account which looks something like this: 3AW88YH9U5. A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime. To get your USI follow these steps.

**Step 1:** Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card
- Visa (with Non-Australian Passport) for international students

**IMPORTANT:** To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.



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If you do not have proof of ID from the list above, use one of the forms of USI contact details below.

**Step 2:** Have your personal contact details ready (e.g. email address, or mobile number, or address).

**Step 3:** Visit the USI website at: [usi.gov.au](http://usi.gov.au).

**Step 4:** Select the 'Create a USI' link and follow the steps.

**Step 5:** Agree to the Terms and Conditions.

**Step 6:** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7:** You should then write down the USI and keep it somewhere handy and safe.

Note: In the case where a student is granted an exemption form having a USI the result of their training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

For more information please visit: [usi.gov.au](http://usi.gov.au), email: [usi@industry.gov.au](mailto:usi@industry.gov.au) or phone the Skilling Australia Information line on 13 38 73