



# Trainee Information Booklet

1300 374 828  
[www.ergt.com.au](http://www.ergt.com.au)

Copyright © 2014 ERGT Australia - All rights reserved.

The content in this Trainee Information Booklet is subject to copyright.

Except as permitted by the Copyright Act 1968, no part of it may in any form or by any electronic, mechanical, photocopying, recording, or any other means be reproduced, stored in a retrieval system or be broadcast or transmitted without prior permission of the publisher, ERGT Australia.

Wellparks Holdings Pty Ltd (CAN 075 071 993) as Trustee for the ERG Unit Trust trading as ERGT Australia.

Course Information Booklet\_V10.0

# Contents

Welcome .....	1
OPITO Partnership.....	2
ERGT Australia.....	3
How ERGT Australia Demonstrates Quality .....	3
Hazard, Near Miss and Incident Reporting .....	3
Safety.....	3
Governing Legislation and Standards .....	4
Unique Student Identifier (USI).....	4
AVETMISS .....	5
Induction Requirements .....	5
Participation in Training Activities and Practical Exercises.....	5
Injury .....	5
Alcohol and Other Drugs.....	5
Sign In/Out .....	6
Emergency Evacuation Procedure .....	6
Personal Protective Equipment and Clothing (PPEC) .....	6
Demarcated Areas.....	6
Catering.....	6
Specific Dietary Requirements.....	6
Smoking on ERGT Premises.....	7
Bullying, Harassment & Discrimination .....	7
Enrolments.....	7
Cancellations & Refunds .....	7
Recognition of Non ERGT RTO Courses .....	8
Recognition of Prior Learning .....	8
Competency Assessment .....	8
Appeals.....	8
Complaints and Dispute Resolution.....	8
Language, Literacy & Numeracy .....	9
Services Brochure.....	9
Website .....	9
Confidentiality.....	9
Access to Training Records .....	9
Access and Equity.....	10
Training Guarantee .....	10
Code of Practice .....	11
Privacy & Freedom of Information .....	12

## **Welcome**

This Trainee Information Booklet has been compiled to provide you with an overview of information regarding your participation in the ERGT course that you are attending. ERGT wish to make you aware of the various policies and procedures that have been implemented in order to ensure your safety whilst on premises.

It is strongly recommended that you read and understand the content of this booklet. As a necessity, this booklet is only an overview and full copies of policies and procedures can be provided (if you require them).

If you have any questions or concerns in regard to any aspect of your training, please do not hesitate to speak with the trainer of your course. I would like to stress that your safety and wellbeing is of paramount importance to us, so if at any time you have concerns or questions please raise them immediately.

I would also like to take this opportunity to wish you an enjoyable and successful course and look forward to your return in the future.



Shane Addis  
Managing Director

ERGT Australia

## **OPITO Partnership**

For all trainees attending an OPITO approved course, OPITO in partnership with ERGT Australia will:

- To ensure that delegate safety and well-being remains the highest priority at all times
- To ensure all training is conducted in a safe and controlled environment by qualified instructors
- To ensure all personnel receiving OPITO training, are aware that ERGT Australia have the responsibility and right to intervene and stop training, when it is safe to do so, should they observe a delegate in distress or their health and safety is at risk
- To ensure all delegates understand their rights when receiving OPITO training, including the right to demand to stop training if they are in distress or their health and safety is at risk
- To be treated in a courteous manner at all times
- To ensure delegate competence is assessed by trained and qualified Assessors (where applicable)
- To ensure training events are limited to a maximum number of delegates as defined within the OPITO standards

Only those organisations holding OPITO approval status can issue OPITO training certificates and have the training achievements recorded within the OPITO central recording system (Vantage).

The central recording system is at the core of the OPITO approval system ensuring the integrity and validity of training certification. To ensure that the training and assessment requirements of the OPITO standards are delivered as specified, OPITO implements a robust and thorough system of approval for those organisations with a desire to deliver training to the oil and gas industry employees.

**If you have any questions, queries or comments with regard to OPITO training standards or courses, please contact OPITO - Asia Pacific:**

OPITO Asia Pacific Sdn Bhd  
10<sup>th</sup> Floor, UBN tower  
10 Jalan P Ramlee  
50250 Kuala Lumpur  
Malaysia

Fax: +6 (03) 2072 7355  
Tel: +6 (03) 2072 7350  
Email : [zulieka.dewind@opito.com](mailto:zulieka.dewind@opito.com)



Website : [www.opito.com](http://www.opito.com)

## ***ERGT Australia***

ERGT Australia is the leading commercial provider of emergency response and safety training to the oil and gas, chemical processing, mining, maritime and aviation industries.

Quality at ERGT Australia:

- Competitive pricing and flexibility of bookings
- Friendly and knowledgeable service
- Comprehensive training courses
- High level of vocational competence amongst trainers
- Facilitated learning environment
- Realistic scenarios (designed with industry input)
- Innovative training solutions to meet customer needs
- Management systems that ensure continuity of service to customers
- World class training facilities

### ***How ERGT Australia Demonstrates Quality***

As a Registered Training Organisation (RTO) since 1997, ERGT demonstrates quality through its design and high fidelity delivery of industry focused training and assessment. ERGT receives feedback from every trainee through continuous improvement forms. Our trainers and internal staff contribute through our quality card and QHSE systems, all of which contribute to ensuring quality and standards are maintained or enhanced.

### ***Hazard, Near Miss and Incident Reporting***

As required by Duty of Care legislation you are required to report any accidents, incidents, hazards and near misses to your course trainer or any ERGT employee prior to leaving the training facility, or as soon as possible thereafter. As part of the reporting process, you will be required to make a written statement.

### ***Safety***

ERGT Australia places the highest possible emphasis on your safety. The trainer of your course has the responsibility to withdraw any person from practical training if they have any concerns regarding that person's health or safety, including recent injury or illness, or the effects of alcohol/drugs.

## ***Governing Legislation and Standards***

ERGT Australia operates in accordance with:

### Western Australia

- Occupational Safety and Health Act (WA) 1984
- Occupational Safety and Health Regulations (WA) 1996
- Privacy Act 2001 & Freedom of Information 1982
- National Vocational Education and Training Regulator Act 2011

### Victoria

- Occupational Health and Safety Act (VIC) 2004
- Occupational Health and Safety Regulations (VIC) 2007
- Freedom of Information Act 1982
- Education and Training Reform Regulations 2007
- Education and Training Reform Amendment (Skills) Act 2010

### Northern Territory

- Work Health and Safety (National Uniform Legislation) Act
- Work Health and Safety (National Uniform Legislation) Regulations
- Information Act 2002 (NT)
- National Vocational Education and Training Regulator Act 2011

### National

- AS/NZS ISO 9001 Quality Management Systems
- AS/NZS ISO 4001 Environmental Management Systems
- OHSAS 18001 Occupational Health and Safety Management Systems
- Applicable legislation and standards for all courses

## ***Unique Student Identifier (USI)***

All students studying nationally recognised Vocational Education and Training courses in Australia from 1 January 2015 must have a USI. Trainees must give ERGT their USI when they enrol for Nationally Recognised Training (NRT) to be delivered from 1 January 2015, and ERGT is required to verify that their USI is correct.

ERGT is prohibited by law to issue your Statement of Attainment or Qualification for NRT unless your USI has been verified as correct.

Trainees may also choose to provide ERGT with access to their USI account. With this permission ERGT will be able to confirm pre-requisite training (for training completed from 2015), assist with updating trainee details, and retrieve a trainee's USI if forgotten. Access can be granted to ERGT by logging into your account at <http://www.usi.gov.au>.

## **AVETMISS**

As a nationally registered training organisation, ERGT is required to collect and report trainee data to the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). This information is collected using the Standard Enrolment Questions and training records from our bookings database.

All trainees enrolling for nationally recognised training need to complete the Standard Enrolment Questions once per calendar year at their first enrolment for the year. This includes all onsite NRT training. The data is used by the government and industry to improve the standard and flexibility of training within Australia. The information provided is confidential and only provided to the Government regulator.

### ***Induction Requirements***

Safety induction training relevant to the course you are attending will be provided at the commencement of your course. This induction shall include a site-specific safety induction.

When training is conducted at a client or external venue, a safety induction briefing will be delivered relevant to the venue.

### ***Participation in Training Activities and Practical Exercises***

Some training activities and practical exercises conducted by ERGT are potentially hazardous. You should ensure that you understand each and every risk relating to, associated with, or arising from, your participation in such activities or practical exercises.

You may choose, for any reason, not to participate in a given activity. However, it must be understood that in making such a decision, you may not satisfy mandatory course competency requirements for certification and not be issued with a Statement of Attainment. In these instances other arrangements for assessment of the missed competency requirements may be made upon consultation with Product Development and Operations management.

### ***Injury***

In the event that you are injured during a practical exercise (no matter how minor), you must inform your trainer immediately after the injury occurrence. Depending on the severity of the injury, ERGT staff will provide first aid treatment/call an ambulance on your behalf. In the case of any injury, ERGT is obliged to record a written statement from yourself and witnesses. Failure to do so will mean that ERGT has no record that an injury occurred. As a result of injury, you may be removed from further training until appropriate medical clearance is obtained.

### ***Alcohol and Other Drugs***

As per ERGT's Drug and Alcohol Policy, Trainees are not permitted to train with a Blood Alcohol Level greater than 0.00 or under the influence of illicit drugs. If Trainees are suspected to be affected by alcohol or drugs they shall be given the choice of re-scheduling or proving they are fit to train by undergoing a drug and alcohol test and returning a negative result.



## ***Sign In/Out***

Although a booking may be confirmed, your attendance on each day of the course cannot be assumed even if you have attended previous training days. Therefore, for your safety, you are required to report to reception and sign in each day prior to proceeding to your classroom, even if you are late for your class. Before leaving the premises at the end of each day you are required to sign out at reception.

## ***Emergency Evacuation Procedure***

You will be advised by your trainer at all times during an emergency. Trainers for courses act as the Muster Warden for their specific course. You must listen for instructions from your trainer during an emergency and from the Chief Warden at the muster point.

- Jandakot Training Centre - ERGT's muster point is located in the main car park adjacent to the front gates and Compass Road (south east of the Administration Block)
- Melbourne Training Centre – ERGT's muster point is located at the Emergency Assembly point at the main gate on Burns Road
- Darwin Training Centre - ERGT's muster point is located outside the main gate on Mendis Road

## ***Personal Protective Equipment and Clothing (PPEC)***

All personnel that enter an ERGT contracted site must wear attire suitable for a safety controlled worksite. It is mandatory that this attire include enclosed shoes (steel capped), long sleeve shirt and long trousers.

High heels, open shoes, soft flat shoes and singlets are not permitted on site.

## ***Demarcated Areas***

Yellow and black-hashed lines (painted on the ground) indicate all demarcated areas within ERGT premises. Access to demarcated areas shall only be permitted if the required PPEC is being worn and you are under the supervision of a trainer.

## ***Catering***

Light lunch is provided for all trainees. Your trainer will escort you to the canteen when your lunch break commences. Fruit, tea, coffee, and biscuits are available in the canteen for you to help yourself throughout the day.

## ***Specific Dietary Requirements***

If you have any specific dietary requirements, please advise the Customer Service staff when making the booking, or on day 1 at registration, so that your special diet can be accommodated.

## ***Smoking on ERGT Premises***

ERGT Australia has provided one area that can be used by smokers. Lighting device will be provided for you in this area. No personal device should be used while at the training facility. All cigarette butts in this area must be disposed of properly. Smoking and the disposal of cigarette butts anywhere but the designated smoking area is not permitted.

## ***Bullying, Harassment & Discrimination***

ERGT considers workplace bullying unacceptable and will not tolerate it under any circumstances. Workplace bullying is behaviour that harms, intimidates, offends, degrades or humiliates an employee, customer or trainee, either privately or in front of other employees, customers or trainees. ERGT has a complaints and dispute resolution procedure to deal with workplace bullying. Any reports of workplace bullying will be treated seriously and investigated promptly, confidentially and impartially.

## ***Enrolments***

To ensure that a course booking is confirmed, a signed booking form and payment details or a company purchase order must be supplied. Certification will not be issued until payment is received. If paying by credit card, your card will be pre-authorised or full payment of training will be taken 2 business days prior to commencement of training. ***A surcharge of 1% Visa and MasterCard and 1.5% AMEX applies to all payments made by credit card.***

## ***Cancellations & Refunds***

The following cancellations & refunds policy applies unless stated otherwise in an agreed contract between a Client and ERGT Australia.

- Registrations may be cancelled up to **2 business days prior** to the date of the course without incurring penalties.
- Cancellations received **less than 2 business days** prior to the course will incur a cancellation fee of 25% (inc GST) of the training fees.
- Cancellations received **less than 1 business day** prior to the course will incur a cancellation fee of 50% (inc GST) of the training fees.
- Non attendance on the day of the course will incur a non-attendance fee equivalent to the full training fee (inc GST).

If a trainee arrives at a course without a confirmed booking, they will only be permitted to attend the training if payment has been accepted and a position is available.

A fee of \$33 each (inc GST) applies to provision of replacements certificates and cards.

## ***Recognition of Non ERGT RTO Courses***

As a Registered Training Organisation (RTO) under the AQF, ERGT shall accept and recognise certificates issued by all nationally recognised training organisations without exception.

## ***Recognition of Prior Learning***

Course trainees may seek to have ERGT recognise prior learning (RPL). RPL allows for recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the VET Quality Framework, competencies may be attained in a number of ways including formal or informal training, education, work experience and/or general life experience.

ERGT will consider any request for RPL as long as the appropriate evidence of prior learning can be presented and that any legislated certification period has not been exceeded. A fee will be charged for RPL applications, based on a case-by-case basis.

Please note that OPITO only recognise their own courses for RPL.

## ***Competency Assessment***

Competency Assessment is the collection of evidence by the RTO, demonstrating that a trainee can perform to the standard expected in the workplace as expressed in the relevant, endorsed industry competency standard. As a trainee on a competency based training course, you will be required to complete some, or all of the following methods of evidence collection:

**Oral/Written Assessment:** One or more of these methods may be used to assess the trainee's understanding of the theoretical aspects of course material.

**Practical demonstration:** Used to record the correct demonstration of skills described in the learning outcomes within units of competency. The assessment takes place either during formative or holistic skill demonstrations based on likely workplace scenarios.

## ***Appeals***

Trainees who find themselves deemed to be Not Yet Competent (NYC) by their trainer have the right to appeal that decision. All appeals shall be directed in writing to the General Manager Product Development. The appeal must meet one, or both of the criteria listed below:

- The judgement as to whether competence has been achieved and demonstrated was made incorrectly
- The judgement was not made in accordance with the Assessment Plan

Where no satisfactory solution can be found, provision will be made for reassessment with another Trainer.

## ***Complaints and Dispute Resolution***

Every complaint will be treated seriously and handled with fairness, sensitivity, impartiality and confidentiality. Complaints should be made to the Customer Service Team Leader who will inform you of your options, rights and process for resolution.

## ***Language, Literacy & Numeracy***

Should you have any difficulty understanding any assessment method, you should approach your trainer as soon as possible. If you have literacy or numeracy difficulties, then alternative assessment processes can be implemented.

## ***Services Brochure***

A services brochure that outlines our courses is available from the Customer Service staff.

## ***Website***

Our website provides information about ERGT and the courses we offer - [www.ergt.com.au](http://www.ergt.com.au)

## ***Confidentiality***

All personal information collected is confidential and will not be disclosed to a third party unless written permission from you is obtained.

Your course results and the reporting of incidents/injuries may be divulged to your employer if they have sponsored your course.

## ***Access to Training Records***

All course training records are retained by ERGT as per legislative and licensing requirements. Trainees can access records and/or request duplicate certificates at any time. In order to do this a trainee must provide accurate dates for the course/s requested and provide:

- Full name
- Date of birth
- Postal address
- Email address
- Employer (if applicable)

## ***Access and Equity***

The ERGT Trainee Support Procedure has been developed and implemented to ensure that no trainee, visitor or employee is disadvantaged whilst attending an ERGT premises or attending an ERGT Australia course on site.

To demonstrate that ERGT provides a fair and equitable workplace and learning environment ERGT management will:

- ensure that learning and assessment procedures are free from cultural, ethnic, religious and age related bias
- ensure that learning and assessment materials are free from gender bias and that each gender is dealt with equally whilst attending training
- to the best of our ability, provide access to facilities for persons with disabilities. We will provide flexible learning and assessment methods in order to maximise the experience of individuals with intellectual or physical disabilities
- provide where requested, assistance to trainees who have difficulties in language, literacy or numeracy. ERGT will provide alternate processes for delivery and assessment to ensure that no trainee is disadvantaged
- deal fairly and without bias with any appeal, complaint or grievance. ERGT has written specific procedures to process these situations internally and/or externally through a neutral agency, if a mutually acceptable resolution cannot be achieved

Should any trainee experience situations where any of the above are not fulfilled, they should raise the issue with their trainer or ERGT management as soon as possible.

## ***Training Guarantee***

ERGT guarantees to provide training and assessment services in the chosen competency within a reasonable period. If for various reasons, ERGT needs to make changes to its schedule, ERGT will consult with you to establish a reasonable work-around plan.

# ***Code of Practice***

## ***Educational Standards***

ERGT Australia adopts policies and management practices that maintain high professional standards in the marketing and delivery of our vocational education and training services. These policies safeguard the interests and welfare of all trainees. ERGT also ensures to maintain a learning environment that is conducive to the success of participants training.

## ***Recruitment***

ERGT Australia will recruit trainees in an ethical and responsible manner, consistent with the requirements of the specific course curriculum. ERGT will also ensure that trainee selection complies with equal opportunity legislation. Appropriately qualified personnel will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies, in order to achieve competency.

## ***International Trainees***

ERGT Australia will be bound to the Education Services for Overseas Students (Registration of Providers Financial Regulations) Act 1991, when recruiting International trainees.

## ***Customer Grievances***

Trainees who have a grievance against ERGT will be assisted to ensure a fair and equitable outcome. Where this outcome seems impossible, ERGT will advise the trainees of the appropriate legal body to contact, where the trainee can seek further assistance.

## ***Marketing***

ERGT will market its vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

## ***Guarantee***

ERGT Australia will honour all guarantees outlined in this Code of Practice.

## ***Privacy & Freedom of Information***

ERGT is committed to ensuring that employees and trainees are aware of their right to apply for access to records that affect them, in accordance with relevant Acts and Legislation that may apply, and the WA Freedom of Information Act 1992 (Acts). Under this policy, ERGT accepts the responsibility to provide employees and trainees with access to the steps involved in obtaining information kept on record.

ERGT only collects personal information directly from employees and trainees. This information is used to uniquely identify training records, provide proof of attendance and training, and demonstrate medical fitness to undertake training. ERGT will not distribute any information on any individual to a third party without written consent. All electronic records are password protected and hard copies are kept in a secure location.



Call **1300 ERGT AU (1300 3748 28)**

or email **[info@ergt.com.au](mailto:info@ergt.com.au)**

**Western Australia**

The Oil & Gas Safety  
Training Centre  
7 Compass Road  
Jandakot WA 6164

**Victoria**

The Oil & Gas Safety  
Training Centre  
45 Burns Road  
Altona VIC 3018

**Northern Territory**

The Oil & Gas Safety  
Training Centre  
24 Mendis Road  
East Arm NT 0828



[facebook.com/ergtaustralia](https://facebook.com/ergtaustralia)



[@ergtaustralia](https://instagram.com/ergtaustralia)



[linkedin.com/company/ergt](https://linkedin.com/company/ergt)

[www.ergt.com.au](http://www.ergt.com.au)