

SERVICE AND INSTALLATION RULES AUTHORISATION ENROLMENT PACK

ActewAGL Distribution Registered Training Organisation 1350

ActewAGL

for you

Course information

Course information

Evoenergy Service and Installation Rules Authorisation

Course descriptor

This course covers the knowledge and application of the Service and Installation Rules.

It includes the identification of installation and their requirements as described within the Service and Installation Rules.

This course is delivered by a Registered Training Organisation (RTO) however it is **not** recognised under the Australian Qualifications Framework (AQF) as Nationally Recognised Training (NRT).

Course elements

1. Learners will build on their existing skills, knowledge and experience to interpret the Evoenergy specific Service and Installation Rules.
2. Learners will develop sound understanding of the network boundary and what works different stakeholders may undertake in this space.
3. Learners will learn to explain and understand when an installation can and cannot be energised and de-energised.
4. Learners will demonstrate safe work practices while working at the Network Boundary.

Course outcomes

Successful completion of the course learners will:

1. Attain an Evoenergy Service and Installation Rules Authorisation;
2. Be authorised to install and remove service fuses at the network boundary for single premises only
3. Be authorised to terminate consumer mains cables at the network boundary of single premises installations (not including Point of Attachment style network boundaries)
4. If an employee of a Metering Provider – permitted to receive Evoenergy keys to provide access to metering/ isolation locations in multi tenanted installations.

Pre requisites

1. Current and valid ACT Unrestricted Electrical License
2. Successful completion of the ESI Safety Rules Training *that is: Statement of Attainment UETDRRF01B Apply ESI Safety rules, codes of practice to work on or near electrical apparatus, as delivered by ActewAGL RTO for Evoenergy*
3. Photograph identification (Drivers License, Company ID Card or Passport)
4. Learners are best equipped to achieve this unit if they have reading, writing and numeracy skills indicated to a Level 3. *The description of each level is provided in the Australian Core Skills Framework.*

Course duration

8 hours

Validity

Evoenergy require Service and Installation Rules Authorisations to be renewed through successful participation at refresher training and a competency assessment every 12 months. All pre requisites must be maintained for the authorisation to remain valid.

Course cost

\$175.pp (GST Free)

Delivery details

- Classroom training and assessment
- Simulated exercises

Course location

Evoenergy Depot

Corner Anketell and Oakden Street

Greenway ACT 2900

Further information

Further information on this course can be obtained by contacting ActewAGL Distribution on **02 6293 5111**.

ActewAGL Distribution Registered Training Organisation (RTO)

About us

The ActewAGL Distribution Registered Training Organisation (RTO) is dedicated to the delivery of quality industry based training. ActewAGL provide services of training and assessment to ActewAGL and Evoenergy apprentices, employees as well as the public, especially in relation to those working in the Electrotechnology, Communications and Energy Utilities Industries.

ActewAGL Distribution Vocational Educators (Trainers and Assessors) are highly qualified and have extensive industry experience. Learners are supported through the training programs to ensure they have an enjoyable and rewarding learning experience.

ActewAGL is a RTO operating under the VET Quality Framework since 1997.

Learner selection and enrolment

Please note that the courses delivered at ActewAGL require basic Language, Literacy and Numeracy skills. Additionally there may be eligibility criteria or prerequisites for the training delivered at ActewAGL. Prerequisite documentation is required at the time of enrolment. It cannot be provided on the day of training, unless prior approval is granted. To enrol a learner is required to complete an enrolment pack and send to LearningandDevelopment@actewagl.com.au

All completed enrolment packs must be received at least five days prior to the course commencement date.

Unique Student Identifier (USI)

From 1 January 2015 all learners undertaking nationally recognised training delivered by a RTO will need to have a Unique Student Identifier (USI).

A USI gives learners access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all of a learner's nationally recognised training records and results from 1 January 2015 onwards. It will ensure that learners' VET records are not lost. The USI will be available online and at no cost to the learner. A USI will stay with the learner for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

The USI is a requirement under Commonwealth legislation and conditions of registration for RTOs. ActewAGL must have a valid USI for all learners before we are legally able to issue a learner with a qualification or statement of attainment.

You must provide your USI to ActewAGL on your enrolment form, or if you do not have a USI, you can create one by visiting www.usi.gov.au

Induction

Once all learners have successfully completed the enrolment process they will be required to complete an induction program which will cover:

- a site based induction held in the classroom
- confirmation of the course to be delivered
- the training and assessment procedures including method, format and purpose of assessment
- the outcomes and qualifications obtained by a competent assessment result
- an Initial Skills Assessment (if not completed at enrolment).

An Initial Skills Assessment will be conducted by ActewAGL to:

- offer and explain our Recognition of Prior Learning (RPL), Credit Transfer obligations and recognise existing competencies
- assess LLN skills
- assess the need for additional support
- identify any actions or strategies to accommodate learner needs (e.g. reasonable adjustments).

Attendance

ActewAGL expect that you will be punctual for all assessment and training activities. Where possible please arrive 10 minutes early to allow time to settle into the classroom environment. If a learner is late (anything past the starting time), the Vocational Educator will make a determination to reschedule or cancel your session. Actions regarding attendance discipline are at the discretion of the Vocational Educator.

Training fees

Fee policy

The training courses offered at ActewAGL will attract specified fees. All fees listed are GST free and have strict payment terms of 30 days. All fees are fully inclusive of course fees, administration fees, materials fees and 3 attempts at assessment.

ActewAGL offer a variety of payments methods including direct deposit or cheque. ActewAGL will not issue statement of attainments or qualification certificates if a learner has outstanding obligations to their training or if the fees applicable have not been paid in full.

Reassessment

Learners will be provided with three opportunities to achieve a competent result in their assessment per enrolment fee paid which includes one initial assessment and two reassessments. Failure to achieve competency following a third attempt will result in the learner being graded as Not Yet Competent (NYC). A NYC outcome means the learner must do all tasks again for that unit and will be charged the enrolment fee again.

Cancellation and no-shows

Cancellation notices must be received by ActewAGL 5 days prior to the course commencement. Cancellations received within the 5 day bracket will attract a cancellation fee equivalent to 50 per cent of the course fee. No shows will attract a 100 per cent cancellation charge.

Refunds

The training course fees are charged directly to the learner or to the learner's employer. As invoices are processed post-course, refunds are not applicable.

Fee concessions

ActewAGL may approve a fee concession or exemption for a learner where evidence of genuine hardship or evidence supporting the eligibility for exemption or concession is obtained from the learner prior to the finalisation of enrolment process. Further information can be obtained by contacting ActewAGL on **02 6293 5111**.

The ACT Building and Construction Industry Training Fund Authority

The ACT Building and Construction Industry Training Fund Authority is the statutory body responsible for providing funding for the training of eligible workers in the ACT building and construction industry.

Please contact the ACT Building and Construction Industry Training Fund Authority on **02 6262 5630** for more information on the financial incentives available.

ACT Building and Construction Industry Training Fund Authority
Unit 6, National Associations Centre
71 Constitution Avenue
CAMPBELL ACT 2612

Support services

General support

ActewAGL will assist all learners in their efforts to complete their training courses. Should learners experience any personal or educational difficulties it is recommended they approach their Vocational Educator or contact ActewAGL Distribution on **02 6293 5111**. In the event that a learner's need exceeds ActewAGL's capacity, the learner will be referred to an external support provider. As an RTO, ActewAGL will ensure that all possible resources are made available so learners achieve the required level of competency in all nationally recognised qualifications.

Reasonable adjustment

ActewAGL are committed to ensure that Reasonable Adjustment's are made to Training and Assessment delivery with the intention to:

- ensure that learners with a disability, recognised barrier or a learning difficulty can access and participate in training on the same basis as other learners
- increase access to, participation in, training of learners with disability and learning difficulties
- reduce the impact of disability on achievement of a vocational qualification
- encourage participation of learners with Language Literacy and Numeracy (LLN) barriers.

An adjustment is reasonable if it achieves this intention while taking into account the learner's learning needs and balancing the interests of all parties affected, including those of the learner with the disability, ActewAGL, staff and other learners. ActewAGL will provide comparable opportunities/alternatives in relation to admission, enrolment, participation, training, assessment and the use of facilities and services. If a reasonable adjustment is required please discuss this with your Vocational Educator or contact ActewAGL on **02 6293 5111**.

Flexible learning and assessment procedures

ActewAGL recognise various learning styles and have implemented strategies to support the achievement of competency where possible for Learners.

During all learning and assessment activities our designers have included the use of:

- pictures and images for our spatial/visual learners
- sound and music for our auditory/musical learners
- questioning and group sharing for our linguistic learners
- physical activities and resource collections for our kinaesthetic learners
- case studies and scenarios that drive logic, and reasoning for our mathematical learners
- group activities for our interpersonal learners
- self-study for our intrapersonal learners.

Should a learner require additional support during our assessments please ensure our Coordinators and Vocational Educators are aware of the Learners support requirements, to enable us to modify assessment instruments where possible.

Access and equity

ActewAGL are committed to offering the best training opportunities to all learners.

All learners that meet ActewAGL's entry requirements will be accepted into any course. ActewAGL operate on an equal and fair basis and are non-discriminatory to those who wish to access the training courses and facilities. Any support or issues regarding access and equity can be directed to ActewAGL on **02 6293 5111**.

Rights and obligations

Harassment and discrimination

ActewAGL is required under legislation to ensure that the learning environment is free from all forms of discrimination and harassment (including victimisation and bullying) to ensure staff and learners feel valued, respected and are treated fairly.

All ActewAGL staff are aware of and understand their roles and responsibilities in creating such a learning environment through their training, communication and mentoring.

Principles of the ActewAGL Harassment, Bullying and Vilification policy are below.

- All staff and learners have a right to learn/work in an environment free from any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively.
- Victimisation and bullying behaviour will not be tolerated.
- In dealing with complaints, the rights of all individuals should be respected and confidentially maintained.
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation with the intention to achieve an acceptable outcome.
- Both the person making the complaint and the person whom the complaint has been made against will receive support and assistance in resolving the complaint.
- Staff and learners should not make any frivolous or malicious complaints.
- All staff and learners are expected to participate in the complaint resolution process in good faith.

Discipline and behaviour

ActewAGL attempts to provide training and assessment services in a spirit of cooperation and mutual respect. ActewAGL is committed to maintaining a learning environment which eliminates disruptions, obscene language and anti-social behaviour. If a Vocational Educator or staff member is unhappy or dissatisfied with the behaviour or performance of a learner, or has suspicions that a learner may be under the influence of drugs or alcohol, the trainer has the authority to take the following action.

- Warn the learner that their behaviour is unsuitable.
- Ask a learner to leave the assessment without acceptance into another course.
- Immediately cancel the assessment.

If a learner wishes to lodge a complaint in relation to the disciplinary action taken they have the opportunity to lodge a complaint by contacting the Manager, Learning and Development.

ActewAGL also expects RTO staff to maintain a professional and ethical working relationship with all other staff, management and learners.

Rules of assessment

ActewAGL expect learners to maintain a professional and ethical working relationship with all other staff, management and other learners whilst in a learning environment. Any breaches to the rules of assessment may result in disciplinary action, dependent on the severity of the incident.

When conducting assessment activities ActewAGL expect learners to:

- bring photographic identification (Drivers Licence, Company ID Card or Passport)
- follow the Vocational Educators instructions
- adhere to appropriate behaviour standards
- be punctual
- respect equipment, facilities and the environment.

During assessment learners must not under any circumstances:

- use their mobile phones or an unauthorised electronic equipment
- utilize unauthorized material during assessment
- commit plagiarism.

Appeals and complaints

ActewAGL is committed to providing learners with training of the highest possible quality but recognizes that, from time to time, learners may raise appeals or complaints about matters or issues relating to their training.

We encourage learners to approach the matter with an open view and will attempt to resolve the issue through discussion and conciliation. ActewAGL will provide supportive transparent procedures to adequately address and resolve all appeals and complaints.

ActewAGL will ensure that any learner raising an appeal or complaint is not subjected to discrimination or prejudicial treatment. Further information can be obtained by contacting the Manager, Learning and Development on **02 6293 5111** or from the RTO Appeal and Complaints Policy.

Recognition of prior learning

ActewAGL will offer Recognition of Prior Learning (RPL) and current competencies measured against competency standards or prior learning measured against competency development plans. ActewAGL will also recognise equivalent Australian Qualifications Framework (AQF) Certificates or Statement of Attainments issued by any other Registered Training Organisation (RTO).

If a learner feels that they already possess the skills, knowledge or qualification for a particular unit of competency or qualification then they are advised to read information regarding elements and performance criteria for each unit. This will assist to ascertain whether they already possess the necessary skills and are able to produce evidence to support their claim.

A learner can apply and may be eligible for a qualification or alternately they may be exempt from some of the course work.

Legislative requirements

Privacy

ActewAGL takes the privacy of learners very seriously and will comply with all legislative requirements in the Privacy Act 1988 (Cth) including the Australian Privacy Principles. As a RTO, ActewAGL is required by the Australian Skills Quality Authority (ASQA) to report on learner participation. In all other cases written permission of the learner will be obtained. All information will be managed in accordance with ActewAGL's Privacy Policy. ActewAGL also are required to provide a Privacy Notice and Student Declaration as a statement acknowledged by a learner to indicate awareness that personal information collected from the learner may be used together with training activity information. The privacy statement lists the ways information about the student is held, used, disclosed and managed. This is located prior to the final declaration on the enrolment form.

Data collection and records management

ActewAGL is required to adhere to all relevant legislative requirements for RTO's relating to records management. We will request personal information in accordance with ActewAGL's privacy policy to enable the delivery and assessment of courses. ActewAGL is required to store learner records which may include enrolment details, learning support needs, attendance records, records of complaints and appeals, outcomes at unit of competency or module level and qualification level, licences gained as a result of training, statements of attainment issued and qualifications issued.

Our records management process will include retaining data relating to the standards and the delivery of training and assessment services, for each learner, for a period of seven (7) years after completion of, or withdrawal from, training. We will also retain all completed assessment items for each learner for each unit of competency or cluster of units for at least six (6) months. We will also retain evidence of Qualification Certificates and Statements of Attainments issued to each learner. Learner records certifying completion of units of competency and qualifications will be held for a period of thirty (30) years.

Legislation

ActewAGL are subject to a variety of legislation relating to the provision of training and assessment, as well as general business practice. This legislation governs ActewAGL's obligations as a RTO and to their learners. Legislation that effects participation in ActewAGL's training courses includes:

- *Age Discrimination Act 2004 (Cth)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Disability Services Act 1991 (ACT)*
- *Discrimination Act 1991 (ACT)*
- *Fair Work Act 2009 (Cth)*
- *National Vocational education and Training Regulation Act 2011*
- *Privacy Act 1988 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*

- *Skilling Australia's Workforce Act 2005 (Cth)*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Student Identifiers Act 2014*
- *Student Identifiers Regulation 2014.*
- *Training and Tertiary Education Act 2003 (ACT)*
- *Territory Records Act 2002 (ACT)*
- *Work Health and Safety Act 2011 (Cth)*
- *Working with Vulnerable People (Background Checking) Act 2011*

Safety

The Work Health and Safety Act 2011 describes the overall framework of work safety and a range of duties designed to ensure work health and safety. ActewAGL's duty of care is to provide a safe and healthy work environment for all workers. The workers duty is to take reasonable care for the health and safety of others within the workplace. Please refer to www.worksafe.act.gov.au for further information.

Further information

Further information on undertaking training with ActewAGL Distribution can be obtained on request from ActewAGL.

Contact us

Physical Address:

Evoenergy
 Corner Anketell and Oakden Streets
 Greenway ACT 2900

Postal Address:

GPO Box 366 Canberra ACT 2601

Telephone:

02 6293 5111

Fax:

02 6295 4280

Email:

LearningandDevelopment@actewagl.com.au

Web:

actewagl.com.au

ActewAGL details

RTO Provider Number: 1350

Legal Name: ActewAGL Distribution

ABN: 76 670 568 688

Company Details: ActewAGL Distribution ABN 76 670 568 688 a partnership of Icon Distribution Investments Limited ABN 83 073 025 224 and Jemena Networks (ACT) Pty Ltd ABN 24 008 552 663

Course enrolment form

Service and Installation Rules

Preferred course date

Date

Personal details

1. Enter your full name

Salutation Miss Ms Mrs Mr Dr

Surname

Given names

2. Enter your birth date

Day/month/year

3. Sex

Male

Female

Unspecified

4. What is the address of your usual residence?

Street Address

Suburb, locality or town

State/territory Post Code

5. What is your postal address (if different from above)?

Street Address

Suburb, locality or town

State/territory Post Code

6. Please provide your contact details

Mobile Phone

Alternative Phone

Email Address

Initial skills assessment

Section 1 LLN skills

7. How well do you understand and use written English?

Very well

Well

Not well

Not at all

8. How well do you use the English language appropriate to different social situations?

Very well

Well

Not well

Not at all

9. How well do you understand and use Mathematics to meet the general demands of life?

Very well

Well

Not well

Not at all

10. Is there any Language, Literacy and Numeracy (LLN support you may need?

Section 2 Additional support

11. Is there any additional support you may need from ActewAGL to assist you to successfully complete this course?

Continue over page >>>

Section 3 Identify any actions or strategies to accommodate needs

12. If you have indicated the need for additional support to be implemented, please select the area(s) in the following list.

Customising resources or activities within a training package or accredited course

Modifying a presentation medium or techniques

Providing additional support and coaching

Providing assistive or adaptive technologies

Making additional information and context accessible both before enrolment and during the course

Monitoring these adjustments to ensure that the learner's needs continue to be met

LLN - one on one verbal assistance

LLN – Verbal Assessment

LLN – Co Facilitation

LLN – Coaching and mentoring

Other Actions or Strategies (Please specify)

Booking/invoice details

Contact Details for Booking Officer

Contact Name

Company Name

ABN

Phone

Email

Contact Details for Invoice (if different from above)

Contact Name

Company Name

ABN

Phone

Email

What is the street address of your company

Street Address

Suburb, locality or town

State/territory

Post Code

If you wish to have your invoice posted, what is the postal address for invoices (if different from above).

Street Address

Suburb, locality or town

State/territory

Post Code

Where would you like your Qualification Certificate or Statement of Attainment sent?

Personal Home Address

Personal Postal Address

Company Street Address

Company Postal Address

Continue over page >>>

Important information

Proof of ID is required to be sighted by the Vocational Educator on the day of training. Certificates will only be issued when acceptable ID is provided. Suitable Photographic Identification includes a Drivers Licence, Company ID Card or Passport.

You will be sent a confirmation email with further details on the course including the Personal Protective Equipment (PPE) requirements. You must ensure that you have the correct PPE which is in date.

Privacy Notice

Under the Data Provision Requirements 2012, ActewAGL Distribution is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by ActewAGL Distribution for statistical, regulatory and research purposes. ActewAGL Distribution may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeships;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted. If you would like to opt out, please notify ActewAGL Distribution at time of enrolment.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above. I have read, understood and agree to the terms of the ActewAGL Distribution Enrolment Pack for Service and Installation Rules.

Authorisation/Accreditation Maintenance

I hereby agree for ActewAGL Distribution to provide Evoenergy with my training details relating to Authorisation/Accreditation maintenance if applicable.

Name:

Signature:

Date:

Completed forms must be emailed, posted or delivered in-person at least 5 days prior to:

ActewAGL Distribution

Physical Address:
Evoenergy Depot
Corner Anketell and Oakden Streets
Greenway ACT 2900
Postal Address:
GPO Box 366
Canberra ACT 2601

Email: LearningandDevelopment@actewagl.com.au

ActewAGL Use Only

Prerequisite evidence

ACT Unrestricted Electrical Licence

ESI Safety Rules

Photo ID (example: Drivers Licence)

Sited by: