



## Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)  
ABN: 871 0929 9185 RTO NO: 21784

# Course Information High Risk Work (HRW) Licencing Specific Units of Competency

## Course Overview

After successfully completing one of the following courses, you will be eligible for a WorkSafe HRW license and a WorkSafe Notification of Assessment for the unit of competency.

- Licence to operate a forklift truck
- Licence to operate an order picking forklift truck
- Licence to operate a boom-type elevating work platform (boom length 11 metres or more)

Competence in these units, does not in itself result in a HRW licence to operate the related plant. Once students complete training and pass the assessment, they will need to lodge their licence application and notice of assessment to WorkSafe within 60 days to obtain a high-risk work licence to operate the plant.

## Eligibility and Prerequisites

The target audience for this course are either:

- individuals (or employer-based groups) currently operating a forklift/order picker/Elevated Work Platform (EWP) under supervision for at least six (6) months in any setting (e.g. transport and logistic industry) who are wishing to obtain corresponding licence; or
- individuals with no experience in operating a forklift/order picker/EWP or candidates with minimal experience (less than six months of experience operating a forklift/order picker/EWP under supervision).

Selection criteria:

- Must provide one primary proof of photo ID (Keypass, Passport, Australian Drivers Licence)
- Applicants must be aged 18 for HRW (minimum age requirement)
- Basic English, literacy and numeracy skills at a level sufficient to read and interpret workplace documentation (LLN test to be completed as part of enrolment)
- If you are currently operating the plant (as relevant to the unit) under supervision for at least six (6) months in any setting (e.g. transport and logistic industry) and wish to obtain a plant licence, bring a letter from the employer and sample pages of the Plant Logbook you have completed over this period. This will determine the time you should spend on studies – at home and at AWFTC.
- Must have the physical capacity to undertake the practical training and assessment components.

## Course Study Requirements

Forklift (LF), Order Picker (LO) and EWP course study materials will be issued at the time of booking to allow time to complete the requirements prior to the course commencement. Students are required to complete some pre-reading and complete a workbook before they undertake the face to face sessions at AWFTC.

For students with some industry experience operating a forklift/order picker/EWP this involves approximately 6 hours of pre-reading. For students with no or minimal industry experience operating a forklift/order picker/EWP – approximately 8 hours of pre-reading.

## Course Duration, Content and Timing

During your enrolment, you are also encouraged to discuss any other relevant industry experience, e.g. if you hold any other plant licence. AWFTC management and the admission team will work closely with you to determine any further changes to the amount of training based on your experience, skills and knowledge.



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The course length varies from one and a half days to two days depending on the knowledge, skills, experience and learning needs of students. Additional training sessions will be scheduled for students requiring extra training or support, when required, for an additional fee.

For students with some industry experience operating a forklift/order picker/EWP:

- Day 1 - commences at 0800 and finishes at 1330
- Day 2 - commences at 0800 and finishes at 1600

For students with no or minimal industry experience operating a forklift/order picker/EWP:

- Day 1 - commences at 0800 and finishes at 1600
- Day 2 - commences at 0800 and finishes at 1600

Class timings include tea and lunch breaks. Class timings are subject to change depending on the plant availability, learning needs of students and other contingency situations.

These courses cover 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.

What to bring?

- You must bring your driver's licence and other documentation specified in the section 'eligibility and pre-requisites'.
- Wear appropriate clothing, appropriate covered safety footwear or shoes and high visibility clothing.
- High visibility vests will be provided for use (at no cost) during the course if you do not arrive wearing appropriate high visibility safety clothing.

## Assessment

The assessment for all licence classes involves theory (a Knowledge Test on Day 1 and a Knowledge Assessment and a Calculation Assessment as part of the National Assessment Instruments on Day 2) and practical components. In all cases the candidate must meet the WorkSafe criteria.

The theory component, including the calculations, is based on the "Learners Guide", which is supplied at the time of booking.

The theory component can be completed verbally (which incurs an extra fee) or as a written test.

Retesting is available after each component of assessment. Refer to the section 'Course Cost and Payment Options', as additional fees apply.

If AWFTC knows (or should know) that a licence applicant, has provided false or misleading information to WorkSafe, then we must immediately:

- stop any Assessment involving that person; and
- notify WorkSafe's Advisory Service, providing a detailed record of what occurred (including time, location, persons involved and what was said).

Prior to assessment, you will be judged as ready for the assessment by the collection and marking of the workbook and by practical training activities having been completed in the warehouse. Once this is satisfactory, you can progress to the Knowledge Test and HRW mandated assessment.



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### Course Cost and Payment Options

- The course costs are inclusive of an administration fee.
  - Full payment must be made at the time of booking to secure the course date, or within 24 hours from the date of the initial booking. If payment within 24 hours of the booking does not occur, your booking will be automatically deleted from the course and the AWFTC course cancellation policy will apply.
  - All course fees cover the knowledge, skills and practical assessments.
  - If you fail either of the assessments, retest fees apply and the fees can be requested prior to course commencement.
  - A licensing fee is payable to WorkSafe on being assessed as competent in the course and this fee is advertised on the [WorkSafe' website](#). This fee must be paid to WorkSafe at any Australia Post branch and must be paid before the expiry date on their paperwork\*\*
- \*\*Applicants now have the option to apply for a High Risk Work licence online or go to Australia Post. Read and follow instructions given in the Quick Reference Guide (provided by AWFTC) that will guide you through the new digital process for applying for a licence using myWorkSafe.

**Payment Options Include:** CASH / CREDIT CARD / ELECTRONIC FUNDS TRANSFER / EFTPOS  
**Bank Details:** CBA  
Account name: Australia Wide Forklift Training Centre Pty Ltd  
Account No: 1019 4940 BSB: 063 242

### Refund and Cancellation Policy

The AWFTC terms and conditions of a refund are as follows:

- A full refund of fees, or transfer to another AWFTC course, will be made if a course is cancelled by AWFTC for any reason.
- In the event the training is being paid for by an employer, course fees are transferable to other employees of the company.
- All other course fees are transferable at the discretion of AWFTC.
- Students will have the right to obtain a refund for services not provided by AWFTC in the event the:
  - Arrangement is terminated early.
  - AWFTC fails to provide the agreed services, e.g. a course is cancelled or rescheduled by AWFTC (to manage internal contingencies or to address any Government or regulatory directions) to a time when the student is unavailable; a replacement piece of equipment/plant/vehicle is not made available to address issues arising during training and assessment; or when it is no longer able to continue offering a course.

The AWFTC cancellation policy is as follows:

- If cancelling 7 working days prior to the course start date a refund, less \$50 administration fee, will be reimbursed.
- If cancelling between 1-7 days prior to the course start date, the student deposit will be forfeited or the company invoiced 75% of the course cost.
- If cancelling within 24 hours prior to course commencement or failing to attend the start time of the course scheduled, you will be held responsible for 100% of the course fee and there will be no refund.
- 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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### **Benefits of this Training**

AWFTC is an ASQA Registered Training Organisation and as such maintains its compliance with the VET Quality Framework.

AWFTC does not guarantee that you will successfully complete the course or obtain a particular employment outcome. The results are a direct reflection of your own ability against the WorkSafe standards. The training and assessment at AWFTC will enable you to obtain a HRW licence for the applicable licence class once you successfully complete the course requirements and comply with WorkSafe requirements relevant to the licence category. AWFTC will issue a temporary licence to competent students for the HRW course.

### **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 courses and throughout the delivery of the courses. AWFTC will ensure that any person who meets the entrance requirements has appropriate access to staff, equipment and facilities to enable them to have the best chance of achieving a positive outcome.

### **Privacy Statement**

AWFTC is committed to protecting the privacy of your personal information. An overview of how AWFTC handles your personal information, under the [Privacy Act 1988](#) (Privacy Act) and the [Australian Privacy Principles](#) (APPs), is provided in the AWFTC Privacy Notice available on the website; <https://www.australiawideforks.com.au/rto-information>

AWFTC will not, without your consent, disclose personal information for any purpose other than for the main purpose of fulfilling our business commitment to you except where it is required or authorized by law or we reasonably believe it is necessary to prevent serious or imminent threat to any person's life, health or safety or the public's health or safety.

### **Student Welfare, Support and Safety**

Students' support requirements (e.g. LLN support, administration assistance, need for additional training etcetera) will be identified during the enrolment process. AWFTC delivers courses of very short duration and therefore does not provide "student services" other than administration, training and assessment or trainer/assessor support and reasonable adjustments (as approved by WorkSafe). Administration assistance does not incur any additional fees. If a student has any difficulties during their course we encourage them to talk to their trainer.

Students requiring counseling or support services should discuss the matter with their trainer or administration staff. The trainer/administration staff will assist to the limit of their training, and in the event that further action is required, refer the student onto the appropriate service or to the student's own General Practitioner.

Students will not be expected to attend classes for more than 8 hours a day. Classes may be held outside the prescribed class timing on any day where a specific employer or student needs are identified.

Student participation and progress will be monitored by AWFTC trainers/assessors. Students are encouraged to talk to their trainer to gain access to further information about student welfare, support and safety.

All students have access to a kitchen, microwave, fridge, tea, coffee and a vending machine at AWFTC. There are also a number of cafés within reasonable driving distance.



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### ***Student Records***

Individuals that require access to their student files may apply in writing to AWFTC. Where a student requests a re-print of a Statement of Attainment, this will incur a fee and the appropriate form to request the reprint is available from AWFTC on request.

### ***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 and after the course is completed. These evaluations and questionnaires are simple and short. AWFTC encourages honesty in your comments so that we have the opportunity to improve our training delivery services.

### ***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 AWFTC staff and trainers and abide by the AWFTC's policies, procedures and guidelines on health and safety. All students must have 0.00% Blood Alcohol Content (BAC) and be drug free during all training and assessment.

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 AWFTC, however a repeated offense will result in the student being expelled from AWFTC with NO REFUND.

### ***Complaints and Appeals***

If you wish to make a complaint about anything related to AWFTC, or appeal any decisions made by AWFTC (including assessments, assessment results, training resources or staff conduct) while undertaking the course, an informal resolution is recommended in the first instance by raising any issue with your trainer. Should the informal complaint or appeal not be resolved satisfactorily, AWFTC has a formal complaint and appeals procedure with a form available from your trainer, the AWFTC student lunchroom or the [AWFTC website](#). After exhausting the AWFTC procedures you can contact WorkSafe or ASQA if you are still not happy with the outcome.