



E: info@awftc.com.au

W: www.australiawideforks.com.au

Head Office:

4 Saligna Drive, Tullamarine VIC 3043

Ph: 03 9330 2789

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

Scissor Lift Course

RIIHAN301E Operate elevating work platform

Course Overview

When completing the following course you will be eligible for an Operators Card and a Statement of Attainment for the unit of competency:

RIIHAN301E - Operate elevating work platform.

This unit applies to those working in operational roles. The work required in this unit relates to the National Standard for High Risk Work but this unit does not provide the High Risk Work licence.

Eligibility and Selection Criteria

- Must be over 18 years old
- You must bring your driver's licence or any identity documentation
- Basic English, literacy and numeracy skills at a level sufficient to read and interpret workplace documentation (tested on enrolment)

If you are on a visa, you must be legally allowed to train with AWFTC without breaching your visa conditions. Any course undertaken by a student visa holder, whether it is a primary course or additional study, must be registered on CRICOS. Only a CRICOS registered provider can deliver courses to overseas students on student visas. AWFTC is not a CRICOS provider.

Course Study Requirements

A Learner Guide must be studied and workbook questions completed (taking approx. 6 hours) after enrolment but prior to commencing the course to ensure the course can be completed in half day.

Course duration, content and timing

Half day course: Duration of the course is approximately 10 hours (6 hours of self-study + 4 hours of training and assessment at AWFTC) depending on individual student needs and experience. The course consists of theory training in the classroom and practical training in a simulated "on the job" situation in the AWFTC warehouse. The Student Workbook must be studied (taking approx 6 hours) after enrolment but prior to commencing the course so that the background knowledge has been covered allowing the course to be adequately delivered within 4 hours.

Class timing: 7:30am – 11.30am (including tea and lunch breaks) and subject to change depending on the plant availability, learning needs of students and other contingency situations.

The course length varies 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.



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At the conclusion of the course students will be able to:

- Plan and prepare for operating an elevating work platform
- Operate elevating work platform in line with established requirements to complete work activity
- Carry out operator maintenance
- Clean up work area and store equipment and machine

What to bring?

- You must bring documentation specified in the section 'eligibility'.
- 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.
- You must also have the physical capacity to meet the requirements of the unit (including, but not limited to, working at a height, operating the scissor lift, wear appropriate safety harnesses and fall arrest system).

Assessment

The Assessment Tasks to complete this unit are;

- Written theory test: Closed book, 35-40 minutes test where the student must correctly answer 31 questions.
- Practical Assessment: The practical assessment requires you to perform two (2) tasks - demonstrate how to safely operate the EWP on two (2) occasions.

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.

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.

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.



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- 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.

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 unit of competency can contribute to other nationally recognised qualifications relevant to the Resources and Infrastructure Industry, Transport and Logistics Industry, Construction, Plumbing and Services Industry etcetera. (including, but not limited to the qualifications such as Certificate II in Civil Construction, Certificate III in Civil Construction, Certificate III in Supply Chain Operations, Certificate III in Mobile Plant Technology etcetera). Obtaining this unit of competency will allow individuals to enter the warehousing and logistics industries and commercial sites where elevated platforms (scissor lifts) are used. .

AWFTC does not guarantee that you will successfully complete the course or obtain a particular employment outcome. The training and assessment at AWFTC will enable you to successfully complete the course requirements and obtain a Statement of Attainment.

Recognition of Prior Learning (RPL), National Recognition and Credit Transfer

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. To apply for RPL complete the enrolment form, indicating RPL is requested by ticking the box and submit the form to AWFTC management.

As a RTO, AWFTC will nationally recognise credentials issued by any other RTO in any State/Territory of Australia. National Recognition will be carried out at no cost to the student and will not require any further assessment. 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.

Contact AWFTC management for further information.



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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; [Registered Training Organisation - Australia Wide Forklift Training Centre \(australiawideforks.com.au\)](#)

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 allowed by the regulatory bodies). 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 café's within reasonable driving distance.

Student Records

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



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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.

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](http://www.australiawideforks.com.au). After exhausting the AWFTC procedures you can contact ASQA if you are still not happy with the outcome.

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 receive your USI you need to action the following 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
- Immigration 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. If you do not have proof of ID from the list above, use one of the forms of USI contact details below.



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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.

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 from 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, email: usi@industry.gov.au or phone the Skilling Australia Information line on 13 38 73

Privacy and Disclosure Information

AWFTC will collect and verify your USI number. Anytime AWFTC accesses your USI account you will receive a notification from the USI Registry indicating we have confirmed your USI. You do not need to do anything with this notification it is just for your information.

By signing the AWFTC Enrolment form you are authorising AWFTC to collect, verify and disclose your USI information pursuant to the information detailed at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>.

Important:

You **WILL NOT** be issued a Statement of Attainment without a USI having been provided to AWFTC.