



**EXELTrain Pty Ltd**  
**RTO No: 40604**

**Trading as: Test & Tag Training ©**

## **Student Pre-Enrolment Information Kit**

## About Us

EXELTrain Pty Ltd is a Registered Training Organisation offering a full range of training services. EXELTrain is one of the leaders at delivering workplace training solutions for businesses, individuals and various industries. As a Registered Training Organisation, we offer nationally recognised courses that are tailored to be relevant and cover exactly what you need.

We focus on giving people the tools to make safety an easy process, which is achieved through our lifetime support guarantee and industry leading course standards. After all, we measure our success in the success of our students.

Having been in operation since 2006, EXELTrain has now grown to become one of the leading workplace training providers in Melbourne.

## Registered Training Organisation

As a Registered Training Organisation (RTO No.40604) we can deliver a combination of Nationally Recognised and Short Courses. Our training materials and processes meet the high standards of National VET (Vocational Education and Training) Regulator ASQA (Australian Skills Quality Authority) and the AQF (Australian Qualifications Framework) guidelines.

As we deliver across several different states & territories, we adhere to the guidelines of ASQA -[Australian Skills Quality Authority](#). This ensures that our processes and quality control are of the highest standard and are regularly monitored by our governing body.

All our Trainers and Assessors hold at least a Certificate IV in Training & Assessment and have had hands on experience within their respective industries.

## Our Commitment to You

### Quality of Training and Assessment

At EXELTrain, we are deeply committed to delivering the highest quality of training and assessment for our learners. As an RTO, we take full responsibility for complying with the Standards for RTOs 2015, which includes maintaining rigorous standards in training and assessment practices. Furthermore, we ensure the issuance of AQF certification documentation upon successful completion of the relevant training program.

### Continuity of Learning and Certification

As part of our commitment, we acknowledge our responsibility for the quality of training and assessment. In strict compliance with the Standards for Registered Training Organizations (RTOs) 2015, we assure learners that if any part of their enrolled training product is affected due to closure or cessation by either the RTO or a third party, we will promptly implement necessary measures. This includes transparent communication, alternative arrangements, and the timely issuance of AQF certification documentation upon successful completion.

## Training Facilities

We have training venues in Melbourne, Adelaide, Perth, Sydney and Brisbane. Our training rooms are large enough to cater for group sizes. For more information please visit [www.testandtagtraining.com.au](http://www.testandtagtraining.com.au).

## Full Range of Services Offered by EXELTrain Pty Ltd

### Sufficient One on One Training

Our courses are limited to a small number of students to ensure that all who attend are given sufficient one on one contact with our Trainer and Assessor. Courses are available on a weekly basis & we can be flexible with dates to cater for your needs.

## Courses

EXELTrain Pty Ltd trading as Test and Tag Training © RTO No. 40604 delivers Nationally Recognised Training courses as well as non-accredited Short Courses.

## Entry Requirements

There are no pre-requisite requirements to attending any of our training courses, unless specifically stated in the course description. See below for support in Language, Literacy and Numeracy.

## LLN (Language, Literacy and Numeracy)

EXELTrain will ensure to provide detailed information on all training and assessment services including additional support services that we offer so that prospective students are aware that if they require a specific service, we can assist them or ensure to guide them to the appropriate external service that could help. This will help prospective students to make an informed decision prior to enrolment.

For any prospective student who indicates any learning difficulties an LLN test is sent prior to enrolment to establish their specific learning or support needs.

EXELTrain and Test and Tag Training's student enrolment form has question specifically designed to gather information on any additional support service that the student may need at the time of enrolment and on the course day so that our trainers and assessor can ensure to provide appropriate support.

Below are links to relevant websites that can provide information on the appropriate external service that could offer assistance. Please visit the links for additional information, if required.

- <https://www.ldaustralia.org/>
- <http://www.acal.edu.au/>
- <https://ala.asn.au/>

## Course Information

### Nationally Recognised Training Courses

EXELTrain Pty Ltd trading as Test and Tag Training © has the required training resources for all units listed on our scope of registration, which are as follows:

- UEES00174 - Electrical Safety Testing of Electrical Cord Connected Equipment and Cord Assemblies Skill Set (Release 1), which contains the following Units of Competency:
  - UEECD0007 - Apply work health and safety regulations, codes, and practices in the workplace (Release 1)
  - UEERL0003 - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies (Release 1)
- BSBESB402- Establish legal and risk management requirements of new business ventures (Release 1)

This ensures that all students are trained on nationally recognised training literature.

Please refer to our website or click on the links for specific course information which are as follows:

<https://www.testandtagtraining.com.au/our-courses>

<https://www.testandtagtraining.com.au/test-and-tag-business-course>

## Non - Accredited Training Courses

EXELTrain Pty Ltd trading as Test and Tag Training © also delivers non-accredited short courses which are as follows:

<https://www.testandtagtraining.com.au/courses> - refer to the Short Course information section.

<https://www.testandtagtraining.com.au/refresher-course>

<https://www.testandtagtraining.com.au/plug-top-replacement-course>

<https://www.testandtagtraining.com.au/3-phase-test-tag>

Note – EXELTrain Pty Ltd RTO No. 40604 trading as Test and Tag Training © operate two specific websites which are as follows:

<https://www.testandtagtraining.com.au/> (Primary Business Website)

<https://www.exeltrain.com.au/>

## Assessment

As a Registered Training Organisation, we will be conducting assessments for all our Nationally Recognised Courses. All courses have assessment criteria that is provided to students when they start the course. We follow our assessment policy and procedure to ensure that all our assessments are conducted in a fair and equitable manner that are that is valid, fair, flexible, and reliable and follow the principle of assessment and rules of evidence as required by the standards.

## Reassessment

Reassessment fees apply depending on the type of course that you have completed previously and the associated course fees for that particular course. Please contact our head office for further information as this will be dealt on a case-by-case basis depending on the type of reassessment you are required to complete again. Please note full course fees are payable if you are required to attend the full course again.

## AQF Certification Documentation

Where a Nationally Recognised course has been successfully completed EXELTrain Pty Ltd will issue the student with a Statement of Attainment within 30 days of all requirements being met. Those students completely non-accredited courses will be issued a Statement of Attendance.

All AQF Certification Documentation will be retained on file and all certificates will be available for reissue for a period of 30 years.

## EXELTrain Pty Ltd Policies and Procedures

EXELTrain Pty Ltd RTO No. 40604 must comply with the ASQA VET Standards for NVR RTOs. We have developed appropriate policies and procedures. If you wish to access any of our RTO policies and procedures, then contact our head office for further information on 1300 848 302. Our RTO staff will be more than happy to provide all the relevant details.

## Terms and Conditions

Course fees include training materials, refreshments, and lunch (for full day courses).

## Enrolment and Payment Terms and Conditions

To ensure that your enrolment is confirmed in the course, please complete the enrolment form online along with the full payment at least 5 working days prior to the course.

## Payment

Payment can be made via credit card or debit card (either by phone or via the website), cheque or electronic funds transfer (EFT) and must be paid prior to the commencement of the course. Payment details are provided on our website and on the invoice.

**Important:** *Your booking is not confirmed until payment is received.*

## Fee Details, Learner Rights, Refund Policy, and Service Changes

As a prospective learner, we want you to be well-informed about your rights, fees, and our commitment to providing quality services. Please take note of the following details:

### 1. Fees and Payment Terms:

- **Course Fees:** You will find a breakdown of all relevant fees that must be paid to the Registered Training Organisation (RTO). These fees cover various aspects of your training and assessment.
- **Payment Terms and Conditions:** We provide clear guidelines on payment terms, including any required deposits. Additionally, our refund policy ensures fairness and transparency.

### 2. Your Rights as a Consumer:

- As a learner, you have rights. These include:
  - The right to accurate information about our services.
  - The right to quality training and assessment.
  - The right to fair treatment.
- If a statutory cooling-off period applies, we will inform you of its duration and your rights during this period.

### 3. Refund Policy:

- **Course Cancellation or Postponement:**
  - If a course is cancelled or postponed by more than 4 weeks, all fees will be fully refunded.
- **Withdrawal Prior to Course Commencement:**
  - To withdraw from a course before it begins and obtain a full refund, students must notify our administration office at least five (5) working days prior to the course start date.
  - If a withdrawal occurs within five (5) working days before the course starts, 50% of the course fee will be refunded.
  - **Course Transfers:**
    - Students who wish to transfer their booking to a later course must do so at least 5 days before their scheduled course date.
    - In the case of a transfer, course fees will be transferred to the next available course.
    - Please note that students are allowed to transfer only once.
    - An administration fee of \$50+ (GST) may apply in cases of withdrawal (cancellation or transfer). The application of this fee will be assessed on a case-by-case basis.
- **No Refund After Course Commencement:**
  - Once a course has commenced, no refunds will be given for withdrawals.
- **Online Courses:**
  - For online courses, once a user has been sent their login details, the course is considered commenced, and no refunds will apply.

#### 4. Service Changes:

- If there are any changes to agreed services, we will promptly advise you. This includes changes related to third-party arrangements, ownership, or existing services.

We are committed to providing a supportive learning environment, and we appreciate your understanding of these policies. If you have any questions or need clarification, feel free to reach out to our administration team.

### Additional Support Services

EXELTrain Pty Ltd has developed additional support services strategies to ensure that we can assist all our students with any learning needs to help them achieve their learning goals and objectives. For more information contact our friendly staff on 1300 848 302.

### Facilities & Equipment

EXELTrain state of the art training facility is located at our head office and is fully equipped with all the necessary practical training equipment for each of the training courses. EXELTrain Pty Ltd has all the necessary facilities and equipment across all our training venues and locations.

#### Test & Tag courses

EXELTrain Pty Ltd will train students on the most popular [Portable Appliance Testers](#) available in the Australian market. This ensures that organisations that already have testers can have staff trained in the use of those units.

### Qualifications Pathway

After completing our Nationally Recognised Test and Tag courses you will be awarded with Statements of Attainment for completing the following units:

- **UEECD0007 - Apply work health and safety regulations, codes and practices in the workplace.**
- UEERL0003 - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies.

which are units of competencies from the UEE - Electrotechnology Training Package.

For more information on pathways to qualifications that contain these units visit the following links:

- <https://training.gov.au/Training/Details/UEECD0007>
- <https://training.gov.au/Training/Details/UEERL0003>

For those students that complete both UEECD007 and UEERL0003 courses with us, the UEESS00174 Skill Set will be awarded.

- <https://www.training.gov.au/Training/Details/UEESS00174>

For more information on pathways to qualifications that contain this unit visit <https://training.gov.au/>

### VSN – Victorian Students under the age of 25

The VSN is a student identification number that is assigned by the Department of Education & Early Childhood Development. The number is unique to each student & will be used as a key identifier on student's school records until reaching the age of 25.

The VSN only applies to students under the age of 25 who reside in the State of Victoria. For more information please visit [www.vcaa.vic.edu.au](http://www.vcaa.vic.edu.au) or download the information booklet [The Victorian Student Number](#)

## Unique Student Identifier - USI

From 1st of January 2015 each student will need a Unique Student Identifier (USI) to obtain their certificate or qualification from their registered training organisation, when studying nationally recognised training in Australia. This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI gives you access to your online USI account which will help keep all your training records together.

Students are requested to please provide us with their USI (Unique Student Identifier) number when completing their enrolment form. The USI number is made up of 10 characters (letters and numbers), if you don't have a USI then please go to [www.usi.gov.au](http://www.usi.gov.au) or <http://www.usi.gov.au/create-your-USI/> to create one and then complete your enrolment form. Please refer to the following link for more information on the USI student privacy information and the terms and conditions at <https://www.usi.gov.au/students/student-terms-and-conditions>

USI Search function to learn more about this please visit <https://www.usi.gov.au/training-organisations/using-usi-registry-system/existing-usi-search-locate-usi>

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

**Important** – Please note that we need to verify your USI number before we can issue you with your nationally recognised Statement of Attainment. The USI search/locate function tool will activate a notification to your email address or mobile of the student account holder which will include the name of our RTO (EXELTrain Pty Ltd).

Please note that as per the VET Data Policy requirement we as an RTO are required to inform **the student that their training activity will not be included in the National VET Provider Collection and that the training activity will not appear on their Authenticated VET Transcript** unless the student provides their USI under section 5.6.

## Certificate, Issuing Statement of Attainment

As a Registered Training Organisation, we issue a nationally recognised Statement of Attainment to students on successful completion of the following unit/s:

- UEECD0007 - Apply work health and safety regulations, codes and practices in the workplace.
- UEERL0003 - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies.

For those students that complete both UEECD007 and UEERL0003 courses with us, or are eligible for Recognition of Prior learning for one of the units, the following Skill Set will be awarded:

- UEES00174 - Electrical Safety Testing of Electrical Cord Connected Equipment and Cord Assemblies Skill Set.

In an event where a student has lost their original certificate and wish to get another copy, they should contact our administration office and we shall be able to re-issue another copy of their certificate **at no additional cost** for the first re-issuance. Any second or third re issuance of a Statement of Attainment will incur an administration charge of \$25.

## Not Yet Competent (NYC)

Students who are deemed Not Yet Competent (NYC) will be informed about their assessment outcome. A NYC letter is sent to the student that outlines the options that the student has in order to achieve their competency at a later date. Reassessment fees may apply depending on the type of course that you have completed and the associated course fees for that particular course. Please contact our head office for further information as this will be dealt on a case-by-case basis depending on the type of reassessment you are required to complete again. Please note full course fees are payable if you are required to attend the full course again.

## Recognition of Prior Learning (RPL) and Credit Transfer

Students who wish to apply for Recognition of Prior Learning (RPL) or Credit Transfer need to contact our compliance department at our head office on 1300 848 302 for more information prior to enrolment. Each application is dealt individually on a case-by-case basis and prospective students are informed of the individual procedure that may apply should they wish to pursue either of the above process.

## Access and equity

EXELTrain Pty Ltd RTO No. 40604 trading as Test and Tag Training © has a documented access and equity policy and procedure in place that demonstrates Test & Tag Training's commitment to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by Test & Tag Training to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf. This also includes information on how students can have access to their own learner records if required. For more information on this policy and procedure please contact our head office on 1300 848 302 or [admin@testandtagtraining.com.au](mailto:admin@testandtagtraining.com.au).

## Complaints and Appeals

EXELTrain Pty Ltd believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint formally as well as in writing. We will manage all complaints fairly, equitably, and as efficiently as possible. We will ensure to take appropriate corrective action to deal with the identified issues and causes of complaints and appeals.

**Complaint:** A Complaint is an expression of grievance or dissatisfaction about a matter related to our training and assessment service. It may be about the delivery, or assessment; the quality of the training; student support and materials; discrimination; and sexual harassment, or any other matter that may concern them.

**Appeal:** In the case where a complainant is not satisfied with the outcome of a complaint, or if they wish to appeal against an assessment decision or any other decision made by us where the complainant is not happy with the outcome of the decision and would like to appeal against it then they will be given every opportunity to appeal the matter further with Test & Tag Training. If they are still not satisfied with the outcome, an external third party may be used to mediate.

**Natural Justice** is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what He / She is accused.
- All parties are told about the decision and the reasons for the decision.

To lodge a formal complaint or provide feedback, please download the Complaints and Appeals Form at <https://www.testandtagtraining.com.au/student-information>

You can then submit this by email to [admin@testandtagtraining.com.au](mailto:admin@testandtagtraining.com.au)



Alternatively, you can submit in writing to

Test & Tag Training  
8 Mosrael Place, Rowville, VIC 3178

For more information please refer to our full policy and procedure on complaints and Appeals on our website [www.testandtagtraining.com.au](http://www.testandtagtraining.com.au) or alternatively you may wish to contact our head office on 1300 848 302 for more information.

## Student's Rights and Responsibilities

As a prospective student you will be required to provide your personal information to us prior to enrolment so that we comply with our reporting requirements as a Registered Training Organisation (RTO). You will be required to complete our enrolment form to fulfil your obligation as a student. Your personal information is collected by us as an RTO to ensure that we can comply with the AVETMISS, VSN, and ASQA Data reporting requirements as an NVR RTO.

You will ensure to attend the course on time and will complete all the necessary course requirements and assessment requirements as outlined in the assessment criteria to successfully achieve the competency so that you can be awarded with a Statement of Attainment.

We recommend that you visit our website ([www.testandtagtraining.com.au](http://www.testandtagtraining.com.au)) to get more information on our RTO policies and procedures so that you are familiar with the following:

- Test and Tag Training Refund Policy and Procedure
- Complaints and Appeals Policy and Procedure

For all other policies and procedures please contact our office on 1300 848 302 for Test and Tag Training.

## Legislation and how it affects you as a student.

Upon request, EXELTrain Pty Ltd will provide the student with detailed information about legislation, which may significantly affect their participation in vocational education and training. The following provides information on legislation that has an impact on the role and responsibilities of participants as students.

As a Registered Training Organisation, EXELTrain Pty Ltd is committed to complying with Commonwealth and State legislation and regulatory requirements relevant to its operations. EXELTrain has developed policies and procedures to assist in maintaining compliance with the relevant legislation and regulations, and is required under the terms of its registration as an RTO to ensure that information is given to clients about current legislation that significantly affects their participation in VET, and in particular in regard to:

- Workplace Health and Safety (WHS) and Occupational Health and Safety (OH&S)
- Workplace harassment, victimisation, and bullying
- Anti-discrimination, including equal opportunity and racial vilification
- Disability discrimination
- Access and Equity/ Equal Opportunity
- Copyright
- Vocational education and training
- Privacy Act
- Consumer Protection Law

## Current Workplace Health and Safety (WHS) and Occupational Health and Safety (OHS) Legislation

- **Victoria**
  - Occupational Health and Safety Act 2004
- **Western Australia**
  - Work Health and Safety Act 2020
- **All other states and territories**
  - Work Health and Safety Act 2012
- For all practical purposes, we all need to be aware of workplace health and safety issues and where something doesn't seem right, or there is a potential risk, then the appropriate person is informed. As a student you can report the matter to your Trainer and Assessor or contact our head office.

## Workplace harassment, victimisation, and bullying

- Federal and state anti-discrimination/equal opportunity laws protect you from harassment and victimisation. EXELTrain Pty Ltd and all staff will observe the laws in relation to the above to always protect all staff and students. This means that as a student you will ensure to follow the law in relation to protecting everyone.

## Access and Equity/Equal Opportunity / Social Justice / Anti-Discrimination/ Racial Vilification/Disability legislation

**Access and Equity principles** include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training.
- This means that EXELTrain Pty Ltd and its entire RTO staff must treat all students, clients, suppliers, staff, and the public in general in a fair, equitable and non-discriminatory manner. EXELTrain staff are responsible for ensuring that they always operate in a fair and equitable manner. This also means that students are also responsible for ensuring that they always behave in a fair and equitable manner.

## Copyright

In Australia, copyright law is set out in the Copyright Act 1968. EXELTrain Pty Ltd and all RTO staff will observe the Copyright laws in relation to the production of training materials and with regard to students work. Students must ensure that all work that they complete must be their own work.

## Vocational education and training - National Vocational Education and Training Regulator Act 2011

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Upon request, EXELTrain Pty Ltd will provide RTO staff members with detailed information about legislation, which may significantly affect their roles in vocational education and training. The following provides information on legislation that has an impact on their role and responsibilities as an EXELTrain RTO staff member. This also means that as students of the RTO you are required to follow the national standards as stipulated by the governing body ASQA.

## **Privacy Act**

Essentially means that any information (particularly about a “personal matter”) example a student’s personal information or another staff members personal information cannot be disclosed to any third party without their prior written permission. Please refer to Privacy Act, the Australian Privacy Principles, and the enrolment privacy links below.

If you would like to discuss in more detail, contact us on 1300 848 302 or visit the following website links for more information.

Our Enrolment Privacy Notice can be viewed on our website <https://www.testandtagtraining.com.au/student-information> or by the links below:

<https://www.testandtagtraining.com.au/enrolment-privacy-notice-vic>

<https://www.testandtagtraining.com.au/enrolment-privacy-notice-other> (for other states)

## **Consumer Protection Law**

The Australian Consumer Law (ACL) includes.

- a national unfair contract terms law covering standard form consumer contracts
- a national law guaranteeing consumer rights when buying goods and services
- a national product safety law and enforcement system
- a national law for unsolicited consumer agreements covering door-to-door sales and telephone sales
- simple national rules for lay-by agreements; and
- new penalties, enforcement powers and consumer redress options.

The ACL applies nationally and, in all States, and Territories, and to all Australian businesses. The Australian Consumer Law (ACL) commenced on 1 January 2011 as a law of the Commonwealth and of each State and Territory. It applies in the same way to all Australian consumers and businesses. For more information on your rights and responsibilities under the consumer protection law visit the following website and go to the contact’s page for information on each state and territory contact that may apply to you.

<http://www.consumerlaw.gov.au>

## **Other**

EXELTrain Pty Ltd trading as Test and Tag Training © will ensure that all RTO students and staff will be informed as soon as practical in relation to any changes to the RTO and or its operations, RTO policies and procedures and any relevant legislation and or its training and assessments services.