



Student Handbook

Version History

Version	Date	Description of Changes	Person	Document Register
1.0	31/8/2015	Document created	Lidia Calabrese	Yes
1.1	20/9/2015	Document updated with minor text edits and to more clearly align to the Standards for RTOS 2015	Lidia Calabrese	Yes
1.2	3/2/2016	Document updated with minor text edits post initial registration audit to add RTO Code, align to updated website content and RTO processes	Lidia Calabrese	Yes
2.0	24/9/2018	Document updated with significant text edits in preparation for ASQA Post Initial Registration Audit including update of staff roles, relevant policies and procedures from the RTO Handbook, changes to training and assessment in programs and courses and inclusion of 'Student Assessment Guide'.	Lidia Calabrese	Yes
3.0	12/11/2018	Document updated suggested edits based on ASQA post-registration audit and removal of non-essential policies and procedures to website for usability. Clearer information about credit transfer units and change of 'formative' assessment to 'summative' assessment.	Lidia	Yes
4.0	7/2/2020	Updated qualification and unit codes and other procedural information for current processes and changes in staff.	Lidia	Yes
5.0	12/10/2020	Updated statement regarding CI cards being accepted as evidence for CPPWHS1001 Unit.	Fiona	Yes

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SECTION 1. INTRODUCTION

This section contains information about:

- The purpose of this handbook
- What this handbook contains

PURPOSE OF THIS HANDBOOK

Welcome to EnerTrain.

The purpose of this handbook is to provide you, as a prospective EnerTrain student, with essential information that can help you make an informed decision regarding your enrolment on a nationally accredited training and/or assessment program or non-accredited training course.

What this handbook contains

The handbook gives you information about EnerTrain's approach, capability and operation so you can be confident you are dealing with an experienced organisation who is focused on providing you with the highest quality training and assessment and the support you need to successfully complete your program or course.

This handbook also outlines your rights, responsibilities and what you can expect as an enrolled student; comprehensive program or course details including fees and payment details; instructions on how to complete your enrolment; and reference to policies and procedures that may be relevant for your student experience.

Terms of reference

Term	Meaning
Accredited training and assessment	Training and/or assessment that may result in an AQF outcome. Also known as 'nationally recognised training'.
AQF	Australian Qualifications Framework.
ASQA	Australian Skills Quality Authority.
BSB	Business Services training package.
Clients	Refers to any business or person who purchases services from EnerTrain (including employers who are referred to separately)
Course	Refers to a non-accredited training course delivered by EnerTrain.
Dropbox	EnerTrain's cloud-based computer network.
Employers	Refers to the employers of EnerTrain students (who are also clients and referred to separately).
'the website'	EnerTrain website at www.enertrain.com.au .
Head Office	EnerTrain's head office premises in South Wentworthville, NSW.
JobReadyRTO	EnerTrain's Student Management System (SMS).
National Register	www.training.gov.au
Nationally recognised training	Training and/or assessment that leads may results in an AQF outcome. Also known as 'accredited training and assessment'.
OHS	Occupational Health and Safety.
Policy	An EnerTrain 'Policy' describes the RTO's general approach and strategy and the outcomes to be achieved.
Procedure	An EnerTrain 'Procedure' describes how the policy outcomes are achieved and includes the 'processes' (groups of related procedures) or 'procedures' (step by step actions) followed by staff and clients.
Program	Refers to a nationally accredited training and/or assessment qualification, skill set or statement of attainment program delivered by EnerTrain.

Term	Meaning
RTO	Registered Training Organisation.
Staff	This refers to all full-time, part-time or contract staff who are employed with and/or deliver services on behalf of EnerTrain including contract <i>Trainers</i> .
Statement of Attainment	AQF certificate issued when a student has met all learning and assessment requirements for a training package unit or set of units.
Standards for RTOs 2015	<i>Standards for Registered Training Organisations 2015</i> legislation.
Students	These may be prospective students (who have not yet enrolled), enrolled students, or students who have completed programs or courses with EnerTrain. Students may also be clients but are referred to separately because not every student is necessarily a client.
TAS	Training and Assessment Strategy.
Testamur and Transcript of Results	AQF certificate issued when a student has met all learning and assessment requirements for a training package qualification or accredited course.
Trainer	This staff role delivers either non-accredited or accredited training and/or assessment for EnerTrain. They may be full-time, part-time or employed as a contractor. Sometimes referred to as 'Trainer' or 'Assessor' or 'Trainer/Assessor'.
Training product	AQF qualification, skill set, statement of attainment or unit of competency program, accredited short course or module.
UEG	Gas Industry training package.
Unit	Training package unit of competency.
VET	Vocational Education and Training.
VIC Office	EnerTrain's office in Victoria (Melbourne).
VQF	VET Quality Framework.
WA Office	EnerTrain's office in Western Australia (Perth)
WHS	Work Health and Safety.
Wix	EnerTrain's website software.
Xero	EnerTrain's Financial Management System (FMS).

Formatting conventions

Format	Example	What it means...
Italic text	<i>National Vocational Education and Training Regulator Act 2011</i>	Legislation
Underlined text	<u>RTO Handbook</u>	Document found on Dropbox
Italic text	<i>Standards for RTOs 2015</i>	Legislation.
Italic underlined text	<u><i>Trainer</i></u>	Staff role at EnerTrain
Blue underlined text	www.enertrain.com.au	Hyperlink
'apostrophes'	'Continuous Improvement Policy'	Policy in this handbook or external reference
(CAPITAL LETTERS IN BRACKETS)	VET Quality Framework (VQF)	First time abbreviation of terminology; the abbreviation will be used in this handbook from that point forward

SECTION 2. ABOUT ENERTRAIN

This section contains information about:

- EnerTrain's experience and expertise in delivering quality training and assessment
- EnerTrain organisation chart
- EnerTrain company and contact details

ABOUT ENERTRAIN

EnerTrain is a Registered Training Organisation (RTO) specialising in the delivery of quality training and assessment for the energy industry. We offer a comprehensive suite of nationally accredited training programs and non-accredited courses to meet the specific needs of gas workers and employers. Our team of highly skilled and qualified trainers and assessors bring years of experience to support individuals and organisations to improve their workplace productivity and capabilities.

Our mission

To be the preferred learning partner for the Australian gas industry; delivering timely, expert and effective technical workforce development solutions, resources and quality documentation.

Our business

EnerTrain was established in 2015 with the intention of becoming the leading provider of quality training in the energy industry. Prior to this, our parent company UtiliTrain delivered training in partnership with registered training organisations (RTOs) to deliver qualifications for many clients across the gas industry. As a RTO in our own right, EnerTrain can now offer gas supply operations qualifications from Certificate II to Certificate IV levels, as well as a Certificate IV qualification in work health and safety.

Our RTO

As a RTO, EnerTrain is authorised to issue nationally recognised qualifications. EnerTrain was registered by the Australian Skills Quality Authority (ASQA) in 2015.

EnerTrain's RTO Code is 41335.

ASQA is the national regulator for Vocational Education and Training (VET) appointed under the *National Vocational Education and Training Regulator Act 2011* to regulate and monitor RTOs that operate across multiple states in Australia.

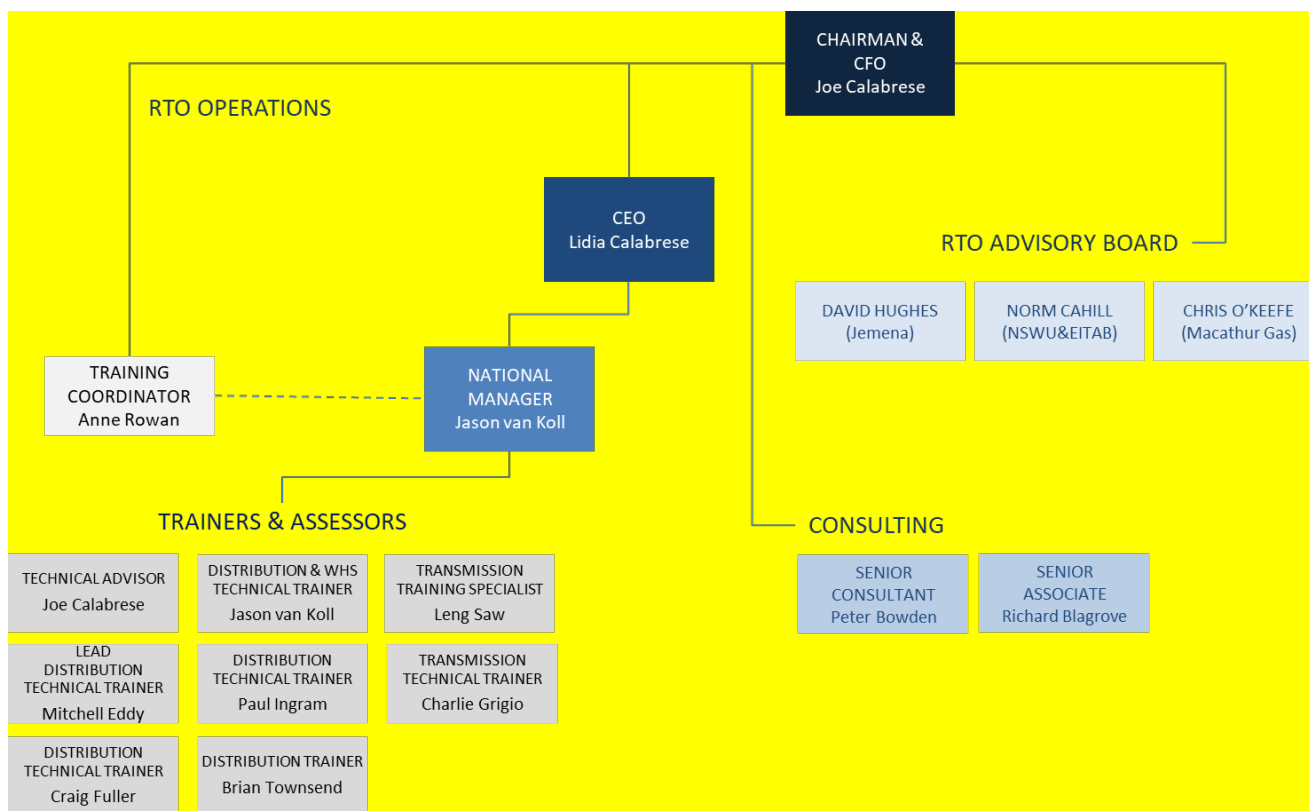
As part of this registration, EnerTrain maintains compliance with the *Standards for Registered Training Organisations (RTOs) 2015* to ensure we deliver high quality training and assessment services.

For more details of our registration, see www.training.gov.au - the national register for RTOs.

Company details

Organisation Name:	EnerTrain Pty Ltd		
RTO Code:	41335		
ABN:	93601373700	ACN:	601373700
Head Office Address:	64 Chelmsford Road, SOUTH WENTWORTHVILLE NSW 2145		
Phone:	(02) 9613 0443		
Email:	admin@enertrain.com.au and training@enertrain.com.au		
Website:	www.enertrain.com.au		
LinkedIn	EnerTrain Pty Ltd		
Facebook	https://www.facebook.com/EnerTrain/		

Organisation chart



Contact details

The EnerTrain team are available to answer any questions you may have regarding the information in this handbook or about any of our services.

Chairman:	JOE CALABRESE
Best contact for:	<ul style="list-style-type: none"> • Business details • Energy industry and VET requirements • Technical advice
Email:	joe@utilitrain.com.au
Mobile:	0402 059 826
CEO:	LIDIA CALABRESE
Best contact for:	<ul style="list-style-type: none"> • RTO compliance with national standards • Quality assurance
Email:	lidia@enertrain.com.au
Mobile:	0425 281 253

Managing Director, Trainer:	JASON VAN KOLL
Best contact for:	<ul style="list-style-type: none"> • Client requirements for training and assessment • Advice on pre-enrolment program/course selection • Programs/courses we offer • Program/course delivery and outcomes • Program/course attendance • Operational issues • Trainer/assessor performance • Training and assessment support for students
Email:	jason@enertrain.com.au
Mobile:	0406 200 524
RTO Compliance Manager	FIONA LEISHMAN
Best contact for:	<ul style="list-style-type: none"> • RTO compliance with national standards • Quality assurance • Student enrolment and support
Email:	fiona@enertrain.com.au
Mobile:	0408 343 824
Lead Trainer:	JOHN GRANAT
Best contact for:	<ul style="list-style-type: none"> • Advice on pre-enrolment program/course selection • Program/course content and delivery • Program/course attendance • Training and assessment support for students
Email:	john@enertrain.com.au
Phone:	0456 031 296
Gas Distribution Technical Trainer:	MITCHELL EDDY
Best contact for:	<ul style="list-style-type: none"> • Advice on pre-enrolment program/course selection • Program/course content and delivery • Program/course attendance • Training and assessment support for students
Email:	mitch@enertrain.com.au
Phone:	0458 990 470
Gas Distribution Technical Trainer:	PAUL INGRAM
Best contact for:	<ul style="list-style-type: none"> • Advice on pre-enrolment program/course selection • Program/course content and delivery • Program/course attendance • Training and assessment support for students
Email:	acaciagas@bigpond.com.au
Phone:	0429 657 462
Gas Distribution Trainer:	BRIAN TOWNSEND
Best contact for:	<ul style="list-style-type: none"> • Program/course content and delivery

Email:	<ul style="list-style-type: none"> • Program/course attendance • Training and assessment support for students
Phone:	city.limits@optusnet.com.au
Gas Transmission Technical Trainer:	CHARLIE GRIGIO
Best contact for:	<ul style="list-style-type: none"> • Advice on pre-enrolment program/course selection • Program/course content and delivery • Program/course attendance • Training and assessment support for students
Email:	charlie@enertrain.com.au
Phone:	0427 770 400
Training Coordinator:	ANNE ROWAN
Best contact for:	<ul style="list-style-type: none"> • Program/course details • Pricing and payment • Enrolment • Training and assessment administration • Program/course scheduling and materials
Email:	training@enertrain.com.au
Phone:	(02) 9613 0443 / 0414 844 854

EnerTrain code of practice

- EnerTrain will maintain high professional standards in all areas of training and will comply with all requirements of the VET Quality Framework (VQF).
- EnerTrain will take all reasonable steps to safeguard the interest and welfare of its students whilst they are on EnerTrain premises or completing training or assessment with EnerTrain.
- EnerTrain adopts an anti-discrimination policy that fosters an environment that is conducive to optimum learning for all students.
- EnerTrain has adopted a refund policy that is fair and equitable.
- EnerTrain reserves the right to adjust and/or modify program schedules, timetables, units and Trainers, at its own discretion.
- EnerTrain will undertake to review and evaluate programs and the delivery of programs on a regular basis to ensure they comply with the VQF and relevant training package requirements.
- EnerTrain will undertake to review, validate and moderate assessments with its Trainers and other relevant stakeholders, in a systematic way.
- All student grievances and concerns will be dealt with in a fair and equitable manner.
- EnerTrain does not, and has not, represented to students that EnerTrain is responsible for finding or providing employment as a result of enrolment and completion of their EnerTrain course or program.
- EnerTrain will properly document any contractual and financial relationships with students and/or employers and provide any relevant information.

SECTION 3. VET

This section contains information about:

- Vocational education and training in Australia
- General information about training packages and qualifications

VOCATIONAL EDUCATION AND TRAINING (VET)

VET is training and/or assessment that develops and recognises workplace competencies. In Australia, VET enables students to gain qualifications for all types of employment and specific skills to help them in the workplace.

VET quality

As a RTO, EnerTrain is regulated by legislation and standards that ensure we deliver quality and compliant training and assessment. The VQF enforces consistent performance against these standards and comprises the:

- Standards for RTOs 2015;
- Fit and Proper Person Requirements;
- Financial Viability Risk Assessment Requirements;
- Data Provision Requirements; and
- Australian Qualifications Framework (AQF).

See the Australian Skills Quality Authority (ASQA) website at www.asqa.gov.au for more information.

Training packages

Training packages are developed by Industry Reference Committees (IRCs) within Service Skills Organisations (SSOs) to meet the training needs of an industry, or a group of industries. Training packages do not suggest how a learner should be trained, rather, they specify the skills and knowledge required to perform effectively in the workplace.

Each training package is made up of three (3) components:

- **Units of competency:** define the skills and knowledge to operate effectively and how they need to be applied to perform effectively in a workplace context;
- **Qualifications framework:** groups of units of competency ranging from Certificate I to Graduate Diploma level; and
- **Assessment guidelines:** the industry's preferred approach to assessment, including the qualifications required by assessors, the design of assessment processes and how assessments should be conducted.

Source: ASQA website 2015.

Qualifications

What is a qualification?

A qualification is a formal certification, issued by a relevant approved body, which recognises that a person has achieved learning outcomes relevant to identified individual, professional, industry or community needs.

See the Australian Qualifications Framework (AQF) website at www.aqf.edu.au for more information.

Why get a qualification?

A vocational qualification allows you to benchmark your skills and knowledge against a national, recognised system. It will often lead to pathways to further qualifications or learning and is transferrable between businesses and Australian states.

How do I get a qualification?

To achieve a qualification, you must be deemed competent in all required units of competency stipulated in the training package that holds that qualification. This usually involves training and/or assessment to develop and recognise those competencies.

While a program may be customised to meet an individual or workplace's needs, to achieve a qualification with EnerTrain, you generally need to:

- attend training workshops and complete learning activities;
- satisfactorily complete theory and practical assessment during training workshops;
- completing practical activities in the workplace to practice and apply what you have learned;
- competently complete practical assessment activities in the workplace;
- be deemed 'competent' for each unit of competency in the program; and
- be allowed one re-assessment for any assessment before additional costs are incurred.

What if I don't want a whole qualification?

You may not need a full qualification. If you only want to complete one or a number of units of competency within a qualification, or you need to exit a qualification early, as long as you have competently completed the relevant unit assessments, EnerTrain will issue you with a Statement of Attainment for the completed units of competency.

Another alternative is to achieve a nationally recognised Skill Set. Skill sets are not qualifications. They are single units of competency or combinations of units from an endorsed Training Package which link to a licence or regulatory requirement or a defined industry need or outcome. Skill sets are generally achieved through a combination of training, assessment-only and/or recognition of prior learning (RPL) activities.

Which qualifications does EnerTrain deliver?

EnerTrain delivers four (4) qualifications from two (2) training packages:

Qualifications	Training Package
UEG20118 Certificate II in Gas Supply Industry Operations UEG30118 Certificate III in Gas Supply Industry Operations UEG40118 Certificate IV in Gas Supply Industry Operations	UEG Gas Industry Training Package Release 1.0
BSB41419 Certificate IV in Work Health and Safety	BSB Business Services Training Package Release 5.0

SECTION 4. PROGRAMS AND COURSES

This section contains information about:

- Programs and courses we deliver

TYPES OF TRAINING WE DELIVER

EnerTrain delivers two (2) types of training:

ACCREDITED PROGRAMS

QUALIFICATIONS, SKILL SETS, STATEMENTS OF ATTAINMENT;
BASED ON UNITS OF COMPETENCY



NON-ACCREDITED COURSES

ENERGY INDUSTRY TRAINING;
BASED ON WORKPLACE TASKS OR ROLE OUTCOMES



Qualification programs

EnerTrain delivers the following qualification programs:

UEG20118 Certificate II in Gas Supply Industry Operations	(3-12 months)
UEG30118 Certificate III in Gas Supply Industry Operations	(3 years)
UEG40118 Certificate IV in Gas Supply Industry Operations	(2 years)
BSB41419 Certificate IV in Work Health and Safety	(6-12 months)



Skill Set programs

EnerTrain delivers the following skill set programs from UEG:

UEGSS00007 Basic gas supply industry work activities
UEGSS00008 Construct and lay steel gas distribution mains
UEGSS00009 Construct and lay nylon or PVC gas distribution mains
UEGSS000010 Construct and lay Polyethylene gas distribution mains
UEGSS000011 Construct, lay and connect a gas distribution service to steel mains
UEGSS000012 Construct, lay and connect gas distribution service to plastic mains



Energy industry courses

EnerTrain delivers the following non-accredited training courses for the energy industry:

Induction

General Gas Overview	Ideal for non-operational staff	(1 day)
Gas Industry Induction (NSW)	This non-accredited course is aligned to units in the UEG20118 Certificate II in Gas Supply Industry Operations*	(3 days)
Gas Industry Induction (VIC)	Successful completion of this accredited training and assessment program results in a Statement of Attainment for a number of units in the UEG20118 Certificate II in Gas Supply Industry Operations*	(2.5 days)
Construct and Lay	This non-accredited course is aligned to a number of construction units in the UEG30118 Certificate III in Gas Supply Industry Operations*	(3 days)

* Achievement of these units requires completion of pre-requisites and additional summative workplace assessment post training, at additional cost.

Energy industry

Appliance Relight	(1 day)
Asbestos Handling	(1 day)
Breathing Apparatus	(1 day)
Butt & Electrofusion Weld Polyethylene Plastic Pipelines*	(2 days incl. optional assessment)
Copper Fabrication	(3 days)
Critical Excavation Asset Protection	(2 days)
Electrical Awareness for Metallic Pipes	(1 day)
Emergency Controller	(1 day + field assessment)
Emergency Manager	(2 days + field assessment)
Gas Control Fundamentals	(5 days)
Gas Flow and Pressure Control for Gas Fired Turbines	(3 days)
Gas Meter Disconnect/Reconnect	(1 day)
Gas Meter Disconnect/Reconnect and Appliance Relight (gasfitters may only require 1 day of training)	(2 days + field assessment)
First Response	(1.5 days + field assessment)

MDL Advanced	(2 days)
MDL Hot Water Meter (plumbing pre-requisite required)	(1 day)
Metal Pipe Repairs	(2 days)
Secondary Standby	(2 days)
Site Controller	(1 day + field assessment)
Safe Work System Permit Issuer	(2 days + field assessment)
Test New Residential and Small Commercial Installations	(2 days)
Underground Assets Location	(1 day)

**This course may include assessment leading to an accredited outcome for units PMBWELD301B and PMBWELD302B required for the issue of an authorised welder number and card.*

Refresher

2020 Jemena Gas Distribution Refresher	(1 day; yearly)
Butt & Electrofusion Weld Polyethylene Plastic Pipelines Refresher	(1 day; every 2 years)
Site Controller Refresher	(1 day; every 2 years)
Emergency Manager Refresher	(0.5 days; every 2 years)
Mains and Meters Refresher	(2 days; every 2 years)
Metal Pipe Repair Refresher	(1 day; every 2 years)
Pressure Control Refresher	(1 day; every 2 years)
Pressure Control Advanced Refresher	(1 day; every 2 years)
Electrofusion Butt Fusion Refresher	(2 days; every 2 years)
Training Hazardous Area Operations	(1 day; every 3 years)
Safe Work System Permit Issuer Refresher	(0.5 days; yearly)

** Prerequisites apply which must be completed prior to attendance - see course outlines for details.*

See the EnerTrain website for more information about these courses.

Alignment to national competency standards

Our energy industry training courses are non-accredited which means they do not result in a qualification, skill set or statement of attainment. However, most of our courses are aligned to the learning requirements in training package units of competency and can therefore be used to develop the competencies that may lead to a nationally recognised statement of attainment. You would need to attend training and then complete additional workplace assessment to be awarded the relevant statements of attainment. This additional assessment incurs additional cost.

Contact EnerTrain for more details.

Program and course outlines

Program outlines

Program outlines contain important information about each qualification including:

- qualification details including units of competency covered by the program;
- different pathways to achieving each qualification;
- entry and exit pathways;
- pre-requisites;
- program duration;
- training delivery schedule;
- training and assessment activities;
- recognition of prior learning;
- materials and resources;
- training venue details;
- pricing and payment schedule; and
- payment methods.

See our website for qualification program outlines.

Course outlines

Energy industry course outlines contain important information about each non-accredited training course including:

- learning outcomes;
- pre-requisites;
- course length;
- materials and resources;
- training venue details; and
- payment methods.

See our website for energy industry course outlines.

SECTION 5. FEES, PAYMENT & REFUNDS

This section contains information about:

- Program and Course Fees
- Payment Methods
- Terms and Conditions
- Refunds

FEES

Fee structure

EnerTrain operates as a 'fee for service' training business which means all of our training and assessment programs and courses, attract fees.

Each program or course offered by EnerTrain has a specific fee which is the maximum that may be charged. The fee is *all-inclusive* which means that you will not be 'surprised' by unexpected requirements, fees or expenses.

If additional resources are required (e.g. reference material, research documents, own computer) you will be clearly advised of what is required in the relevant program or course outline and/or during enrolment.

Fees paid in advance

Unless it is being paid for by an employer with a specific and agreed payment arrangement with EnerTrain, accredited programs require individual students to pay an 'Enrolment Deposit' at enrolment, prior to the program start date. This deposit is generally between \$500 and \$1,500 according to the qualification and contains a \$100 non-refundable administration fee. Any pre-paid fee is never more than \$1,500.

Fees for non-accredited courses must be paid prior to the start of the course unless an account is held with EnerTrain and a purchase order is issued.

Other charges

Withdrawal or transfer fees

There are no withdrawal or transfer fees for any of our programs or courses.

Reassessment fees

Students who are deemed 'not competent' on completion of assessment for an accredited program, are entitled on one reassessment for each required unit. Additional reassessment after this, incurs additional cost per assessment or unit, outlined in the relevant program outline and on our website.

Re-issue/reprint of certification

No fee applies to the re-issue of replacement qualification Testamur and Record of Results certificates or Statement of Attainment certificates:

Partial completion statement of attainment

No fee applies to produce a Statement of Attainment when the student has partially completed the qualification program and must withdraw.

Fee information

Program and course fee information is available via:

- EnerTrain website;
- program or course outlines; and
- direct email from EnerTrain or discussions with EnerTrain staff.

PAYMENT

EnerTrain program and course fees are very competitive in the market. We offer students and employers flexible payment options and terms to ensure you get value for your training dollar and so you can plan your financial study commitments.

Program/course fees and payment schedules

See our website for the latest program and course outlines which contain program and course fees, and the payment schedules for qualification programs.

Contact EnerTrain for information on non-accredited energy industry course fees and payment.

Payment methods

Once you have enrolled on a program or course, you or your employer, will receive an email confirming your program or course and instructions for paying your program or courses fees.

Payments can be made using the following methods:

- **Electronic Funds Transfer (EFT)** – our preferred method; or
- **Credit Card** – from a link in the invoice email.

If you are unable to pay using one of these methods, contact EnerTrain to arrange a credit card payment over the phone. Also, consider contacting EnerTrain if you need assistance or an extension in paying your program or course fees – it may be possible to organise a payment plan that suits your needs.

Bank Details for EFT

Following are the bank account details for making EFT payments to EnerTrain:

Account name:	EnerTrain Pty Ltd
Account number:	493 979 578
BSB:	112 879

Terms and Conditions

There are different terms and conditions depending upon whether you are enrolled on an accredited program or a non-accredited course.

See our website for 'Terms and Conditions for Accredited Programs' and 'Terms and Conditions for Non-Accredited Courses'.

REFUNDS

EnerTrain has a fair and reasonable refund policy that protects your rights as a consumer.

See the 'Refunds Policy' in the 'Student Policies' document on our website.

SECTION 6. TRAINING & ASSESSMENT

This section contains information about:

- Qualification pathways
- How we deliver training
- Trainers and assessors
- Materials and resources
- Competency-based assessment
- The assessment process

QUALIFICATION PATHWAYS

EnerTrain qualifications can be achieved through any combination of the following pathways:

- training and assessment;
- assessment-only; and/or
- recognition of prior learning.

Training and assessment pathway

This is the most comprehensive learning approach for completing a qualification and is intended for students who have no, or little previous experience. During training and assessment programs you learn new skills and knowledge and have plenty of opportunity to practice in simulated workplace environments.

The training and assessment pathway includes:

- off-the-job training workshops (usually 2-4 days each) that include theory and practical hands-on learning;
- learning evaluation including:
 - written mini quizzes;
 - observation of practical performance;
- theory assessment;
- practical assessment;
- on-the-job workplace activities between workshops;
- assessment readiness validation by workplace leaders; and
- post workshop practical assessment which may be the completion of written assignments or projects and/or theory assessment and assessor observation of your practical performance at your workplace with verbal questions.

Assessment on this pathway typically involves a combination of activities including:

- answering written theory questions (short answer, multiple choice);
- problem-solving using verbal and written questions;
- completing workplace documentation (such as forms); and
- completing practical activities using industry processes and equipment.

EnerTrain supports you throughout your training and assessment with:

- learning workbooks;
- workplace validation activities to assist you in practising your learning; and
- telephone and email support from trainers and assessors.

Assessment-only pathway

Students who complete programs via assessment-only:

- do not attend face-to-face training and only complete assessment tasks from the training and assessment pathway;
- must be able to demonstrate vocational experience in the relevant competencies through a one-on-one interview with an assessor, prior to enrolment; and

- may be provided with resources from the training and assessment pathway to use for self-paced learning or to support their assessment process.

You are allowed one reassessment for each unit of competency before additional assessment costs are incurred.

If you do not have the knowledge or skills to successfully complete assessments after one re-assessment you will be asked to complete further training with EnerTrain or at your workplace prior to re-assessment.

If you are not employed and need to participate in workplace practical assessment, you will be offered assessment at an EnerTrain training venue which is setup to simulate workplace activities covered by our programs.

RPL pathway

Recognition of prior learning is available to all students. You may have gained your prior learning from formal and/or informal education and training, workplace experience or general life experience. RPL can also be credit from pre-requisite or existing units of competency, skill sets or qualifications.

You may have your RPL evidence reassessed once before additional assessment costs are incurred.

See the 'Assessment', 'Training' and 'RPL' sections in this handbook for more information.

TRAINING

Training is the process used by an RTO or a third-party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

Source: 'Glossary in Standards for RTOs 2015'

Training on EnerTrain programs and courses is generally delivered as face-to-face group training with 6-12 people and involves theory and practical hands-on learning activities.

Classroom training activities may include:

- individual reflection;
- group work; and
- verbal and written questions.

Workshop activities may include:

- practical hands-on learning;
- simulated workplace environments; and
- using industry equipment and processes.

Some programs and courses may have an online component that is usually a pre-requisite specified on the program or course outline (such as the online pre-training module on the 'Gas Industry Induction' course).

You are required to complete all learning and assessment activities including classroom activities, practical demonstration and written theory tests - all within nominated time frames. You will be observed during practical activities and must be able to demonstrate competency in simulated environments during training.

Pre-requisites

Most programs and courses have specific pre-requisites specified in the program or course outline. There may also be physical requirements for wearing a face mask (i.e. no facial hair) if you are being trained in live gas situations.

You will usually also need:

- adequate language, literacy and numeracy skills (i.e. high school level equivalent) to competently perform written and oral activities required by the training package units of competency;
- access to a relevant worksite where their learning can be applied and where they can complete practical assessment activities;
- your Construction Induction Card (e.g. WorkCover/SafeWork NSW 'White Card') and
- your Gas Passport if you are working on Jemena assets or Gas Skills Passport if you are working on Multinet assets (or have completed your Pre-Start Induction and applied for a relevant Passport).

Some training and assessment will require you to be able to carry out physical field work such as:

- conducting excavations (e.g. digging);
- construction;
- using hand tools; and
- setting up work sites.

Students will be required to wear a face mask (i.e. with no exposed facial hair) when working in live gas situations.

Some of our standard qualification programs contain pre-requisite units or elective units that you must complete at your own cost, outside of the program, as EnerTrain does not deliver training or assessment in those units. These units are completed via credit transfer and may include:

- CPCCWHS1001 Work safely in the construction industry;
- HLTAID001 Provide cardiopulmonary resuscitation; and
- HLTAID003 Provide first aid.

Note. EnerTrain recognises Construction Induction cards as equivalent to Unit CPCCWHS1001

See the qualification program outlines on our website for more information about these credit transfer units.

Trainers and assessors

The EnerTrain team are highly skilled, experienced and qualified to deliver quality training and assessment.

Our programs and courses are delivered by some of the most experienced trainers and assessors in the gas industry. Our team have been delivering for over 20 years, which means they understand what it takes to support you in achieving the outcomes you need.

Our trainers continue to work in industry while they deliver training for EnerTrain, which keeps our programs and courses, and their skills and knowledge, current and relevant for today's workplace environments. This means our training is based on real-life workplace practices you can apply as soon as you return to work.

See the EnerTrain website to review profiles for each member of our technical training team.

Training venues

EnerTrain delivers training at venues across Australia and at client sites for in-house courses.

STUDENT HANDBOOK



In NSW, we deliver training at the Jemena Learning Centre in Pemulwuy. This is a facility with state-of-the-art equipment that provides a practical learning environment that was custom-built to be relevant to today's workplace.

Jemena Learning Centre
4a Bellevue Circuit, PEMULWUY NSW 2145
Contact: Jacqueline Opperman, Gas Services Training Team Leader
T: (02) 9867 8042
M: 0433 287 956
E: training.team@jemena.com.au

In Victoria, we deliver training at the EnerTrain training centre and at client workplaces:
client workplaces.

EnerTrain Learning Centre
12/40 Edina Road, FERNTREE GULLY VIC 3150
Contact: Jason van Koll, Managing Director
M: 0406 200 524
E: jason@enertrain.com.au

Training resources

Students on EnerTrain training programs or courses are provided with:

- workbooks to use during each workshop containing reference material and learning activities to complete;
- paper-based mini quizzes and handouts;
- access to electronic versions of training material if required; and/or
- PC laptop tablet for the completion of workshop learning and formative assessment activities.

Students may need to bring:

- Construction Induction Card (e.g. White Card);
- Jemena Passport (if relevant for NSW) or Gas Skills Passport (if relevant for VIC);
- personal protective equipment (PPE) including:
 - hand tools;
 - safety glasses/goggles;
 - leather gloves;
 - safety footwear - leather upper with reinforced toes; and/or
 - full length protective clothing;
- Industry Field/Construction Manual.

The relevant program or course outline on our website will specify exactly what you need to bring with you.

Training plans

For accredited programs, EnerTrain will develop an individual learning plan that outlines the units of competency you will be completing in your program, any training and assessment you will undertake to complete the program and a record of your assessment results.

ASSESSMENT

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Source: Glossary for Standards for RTOs 2015

Assessment plays a critical role in determining your competency on an accredited program. EnerTrain delivers assessment that:

- complies with assessment guidelines from the relevant training package, qualification and unit of competency;
- leads to a qualification or statement of attainment under the AQF;
- complies with the principles of competency-based assessment;
- meets the rules of evidence;
- incorporates the principles of assessment;
- assesses knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment;
- provides timely and appropriate feedback to students;
- provides opportunity for re-assessment; and
- complies with EnerTrain's access and equity policy.

EnerTrain's assessment system ensures that all assessment (including RPL) complies with the requirements of the relevant training package and that assessment for units of competency contains performance and knowledge evidence and incorporates relevant assessment conditions.

What is competency?

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Source: 'Glossary in Standards for RTOs 2015'

What is competency-based assessment?

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Source: 'Glossary in Standards for RTOs 2015'

Competency-based assessment is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Assessment system

EnerTrain's assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment and the Rules of Evidence.

Principles of assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Source: Table 1.8-1 in the 'Standards for RTOs 2015' last accessed 26/8/2015 from <http://www.comlaw.gov.au/Details/F2014L01377>

Rules of evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Source: Table 1.8-2 in the 'Standards for RTOs 2015' last accessed 26/8/2015 from <http://www.comlaw.gov.au/Details/F2014L01377>

Assessment process

Program assessment will vary according to the units of competency covered and the completion pathway.

Completion Pathway	When assessment occurs	What assessment involves
Training and assessment	During training workshops (formative assessment to evaluate learning progress and summative assessment to assess competency)	Online or written theory assessment. Practical assessment under simulated conditions. Verbal questions.
	Between workshops (practical workplace application to enable learning transfer)	Validation of your readiness for final summative assessment by your workplace leader OR eProfiling (if applicable) to track workplace experience.
	Post workshop, at various dates during the program according to the clusters of units being delivered (summative assessment to assess competency)	Practical assessment under workplace conditions. Verbal questions.
Assessment-only	Depends on which units are being assessed.	Generally, a combination of practical and/or written/online theory assessment.
	Practical summative assessment is organised on an individual basis to cover the required units. You may be assessed on the same days that students on the training and assessment pathway if that is suitable to all parties.	Practical assessment under workplace conditions. Verbal questions.
	If units do not require practical summative assessment, you can organise to submit your written assessment on a date negotiated with your assessor.	Completion of written projects or assignments.
RPL	Once you have enrolled, you will negotiate when you will be able to submit your RPL evidence for assessment. Generally, students take 3-6 months to gather the evidence required for RPL assessment.	Submission of a portfolio of evidence containing documentation and other evidence of competency against competencies in each unit of competency.

See the 'RPL' and 'Assessment Guide' sections in this handbook for more information.

Assessment resources

Students who are completing program assessment will be provided with:

- paper-based theory assessments and/or access to online theory assessments;
- access to paper-based or online practical assessment records;
- assessment instructions in the Student Assessment Guide;
- assessment coversheets to complete (if applicable);
- paper-based or electronic versions of assessment tasks such as RPL documentation, workplace assignments or projects to complete;
- PC laptop tablet for completion of assessment activities during training workshops if required.

Students will need to have access to a relevant workplace where they can complete any relevant assessment tasks.

The relevant program or course outline on our website will specify exactly what you need to bring with you.

See the 'Assessment Guide' section in this handbook for more details.

SECTION 7. RPL

This section contains information about:

- Recognition of Prior Learning (RPL)
- The RPL process

RECOGNITION OF PRIOR LEARNING (RPL)

What is RPL?

RPL is a process that assesses the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which they meet requirements specified in the relevant training package and/or VET accredited course.

- **FORMAL LEARNING:** a structured program of instruction linked to the attainment of an Australian Qualifications Framework (AQF) qualification or statement of attainment (e.g. a certificate, diploma or university degree)
- **NON-FORMAL LEARNING:** a structured program of instruction which does not lead to the attainment of an AQF qualification or statement of attainment (e.g. in-house professional development programs conducted by a business)
- **INFORMAL LEARNING:** results through experience of work-related, social, family, hobby or leisure activities (e.g. the acquisition of interpersonal skills developed through several years as a sales representative)

Adapted from: 'Glossary in the Standards for RTOs 2015'

Is RPL available?

Yes, RPL is available to all students on any accredited program.

What can I apply for RPL in?

You can apply for RPL in any of the following on EnerTrain's scope of registration:

- a single unit of competency;
- multiple units of competency;
- industry skill sets; or
- a qualification.

What do I need to do to get RPL?

It is important to understand what is expected from the RPL application process as it can sometimes be a challenging task to gather suitable evidence for some units or qualifications.

We encourage you to discuss RPL with an EnerTrain assessor and to read the 'RPL Kit' available on our website if you are considering applying for RPL.

The 'RPL Kit':

- will help you understand what is involved as it contains important information that can guide you
- contains two (2) forms that you will need to complete and submit during enrolment.

RPL process

- Download of 'RPL Kit' from the website or request the RPL Kit to be emailed to you.
- Review the 'RPL Kit' to decide what you may be eligible for and what is involved.
- Have a preliminary interview with an EnerTrain assessor to determine your eligibility and to discuss the next steps.
- If you decide to proceed, you will complete the 'RPL Evidence Matrix' which is part of the 'RPL Kit'. This will help you: identify the units you are applying for; any evidence gaps you may have; and plan how you will gather your evidence.

- If you have sufficient evidence and are feeling confident about your ability to prove your competency in each unit of competency, you then enrol into the RPL program by completing the online 'RPL Enrolment Form' on the website.
- As part of your enrolment, you will need to submit your completed 'Part 3: RPL Evidence Matrix' and 'Part 4: RPL Enrolment Details Form'.
- You will then be sent a 'Confirmation of Enrolment' email and how to pay your 'Enrolment Deposit'.
- Then you need to gather your RPL evidence into a 'Portfolio of Evidence'.
- During this time, we recommend that you contact your assessor to discuss any issues.
- You may also want to negotiate your submission date – anywhere between 2-6 months is generally accepted depending on the number of units you need to provide evidence for.
- When you are ready to submit your evidence for assessment, you can email your documentation to your assessor or mail hardcopy documentation to EnerTrain (remember to make a copy before mailing).
- At this point, you need to pay the 'RPL Program Fee' for the number of units you are applying for.
- Your assessor will assess your evidence and provide you with feedback and your assessment result.
- If you are deemed competent in all areas, you will be issued the relevant certification.
- If you need to resubmit more evidence, your trainer will discuss this with you and confirm the process.
- If you are deemed competent in all areas, you will be issued the relevant certification.
- Once you have completed the program we will request your evaluation of the program experience and your feedback.

RPL fees

*See our website for the relevant program outline containing RPL fees for each qualification and/or units in each qualification.
See our website for a list of the units of competency that are available for RPL.*

SECTION 8. ASSESSMENT GUIDE

This section contains information about:

- The purpose of assessment
- Assessment pathways
- Types of assessments
- How to complete assessments
- How to submit written assessments

Introduction

This section should be used by EnerTrain students during the completion of assessment for nationally recognised training and/or assessment programs.

It provides information about assessments that need to be completed to gain Australian Qualification Framework (AQF) certification and outlines the process for completing and submitting assessment materials and providing evidence of competency.

Related documents

This section should be read in conjunction with the following documents:

- Student Assessment Guide (accessed via the EnerTrain website at www.enertrain.com.au)
- RPL Kit (accessed via the EnerTrain website at www.enertrain.com.au);
- Assessment documents relevant to individual units of competency (provided in hardcopy by your trainer/assessor at your program); and
- Units of competency from the National Register www.training.gov.au.

MORE ABOUT ASSESSMENT

This is general information about assessment and the type of assessment you can expect on your accredited program.

Purpose of assessment

Generally, formal assessment is conducted to gain a nationally recognised qualification, skill set or statement of attainment, as a result of an accredited training and/or assessment program ('program').

Students are assessed prior to being issued the relevant certificate - for qualifications this certificate is a Testamur and Record of Results; Statement of Attainment certificates are issued when you have achieved one or a number of units of competency ('units') that are not sufficient for a whole qualification.

As a Registered Training Organisation (RTO) EnerTrain is only authorised to issue a nationally recognised certificate when a student has demonstrated competency in all aspects of a unit on our scope of registration and provided a verified Unique Student Identifier (USI).

See the 'Unique Student Identifier Policy' on our website.

Program units

Program units are selected by:

- the training package (e.g. Gas Industry training package ('UEG') or Business Services training package ('BSB'));
- EnerTrain (based on industry consultation);
- your workplace; and/or
- you.

However, any units selected and delivered must meet the packaging rules in the training package to be valid.

Some EnerTrain non-accredited courses are aligned to units that have been selected to meet specific work or industry outcomes or may achieve (with additional assessment) parts of a qualification for example:

- Gas Industry Induction NSW & VIC courses - aligned to units in the UEG20118 Certificate II in Gas Supply Industry Operations; and
- Construct and Lay course - aligned to electives in UEG30118 Certificate III in Gas Supply Industry Operations.
- Meter Disconnect, Reconnect and Appliance Relight course – aligned to electives in UEG30118 Certificate III and UEG40118 Certificate IV in Gas Supply Industry Operations.
- Butt and Electrofusion Weld Polyethylene Plastic Pipelines course – aligned to electives in UEG30118 Certificate III and UEG40118 Certificate IV in Gas Supply Industry Operations.

An accredited program may also be customised to meet your individual learning needs with elective units of your choice and/or a combination of assessment methods.

Pre-requisite units

Some units of competency stipulate pre-requisites for achievement. These may include other units that may need to be completed prior to the program or more typically, units that you must achieve before program units can be awarded which means you may complete pre-requisite units as part of your program.

Many UEG training package units have pre-requisite units. EnerTrain will ensure that you are aware of any additional requirements for meeting your program pre-requisites, prior to your enrolment.

Assessment pathways

Assessment is different depending on the learning pathway you are completing:

- **Training and Assessment** – you attend training and complete assessment tasks during training and after training (usually in the workplace);
- **Assessment-only** – you don't attend training but you do complete assessment tasks (usually in the workplace); or
- **Recognition of Prior Learning (RPL)** – you don't attend training or complete specific assessment tasks but you do provide evidence of your competency by submitting a portfolio of evidence and taking part in a competency assessment interview.

If you already hold a unit, you don't need to be assessed in that unit again, unless there is a question of currency. If the unit you already have is required or can be used in the completion of a qualification, EnerTrain is obligated to provide you with 'Credit Transfer' for any verified unit(s) certificates you already have.

See the 'Recognition & Credit Transfer Policy' on our website.

Assessment process

The assessment process is different for each learning pathway.

For **UEG training and assessment programs** the assessment process typically involves:

1. Attending a training workshop and completing assessment activities related to your learning;
2. Practicing what you have learned back in your workplace;
3. Having your workplace validate your readiness for final assessment; and
4. Being assessed on-the-job to assess your practical skills and underpinning knowledge.

For **UEG assessment-only programs** the assessment process typically involves:

1. Having your workplace validate your readiness for final assessment; and
2. Being assessed on-the-job to assess your practical skills and underpinning knowledge.

For **BSB training and assessment programs** the assessment process typically involves:

1. Attending a training workshop and completing assessment activities related to your learning; and
2. Submitting written assessment tasks.

For **BSB assessment-only programs** the assessment process typically involves:

1. Submitting written assessment tasks.

For **RPL** programs, the assessment process is substantially different.

See the 'RPL' section in this handbook and access the RPL Kit from the EnerTrain website for detailed information on the RPL assessment process.

Summative (after learning) assessment

If you are completing a training and assessment or assessment-only program for a UEG or BSB qualification/statement of attainment, you will need to complete summative assessment for each unit in the program.

Summative assessment is post-learning assessment used to evaluate competency for a unit. It occurs after the learning is completed for a unit during a training program and then typically occurs again once a student has had opportunity to practice what they have learned in training under real workplace conditions. However, some units may only involve summative assessment during training as they can only be assessed in simulated conditions say, for safety reasons (e.g. fire-fighting and breathing apparatus).

Summative assessment for a UEG qualification/statement of attainment typically involves your assessor observing you while you complete practical activities, either in the classroom and/or in the field, that demonstrate the required skills and knowledge for a unit or multiple units simultaneously. Your assessor may also ask verbal questions to assess whether you have the underpinning knowledge required to perform competently and understand why you are doing what you are doing.

If you are completing summative assessment for a BSB qualification/statement of attainment, you may be required to complete tasks such as:

- written assignments with short answer questions;
- workplace projects; and
- completion of workplace documentation.

See the Student Assessment Guide on our website for more information about summative assessment.

Challenge testing ('CT')

Challenge testing is:

- a method of RPL assessment generally completed by students who are highly experienced in the competencies being assessed;
- suited to students who may already hold an equivalent unit from a previous version of the training package or another unit that is similar; and
- generally used to formally recognise the currency of a student's existing competency;
- a usually a combination of:
 - workplace evidence of competency;
 - recognition of prior learning including statements of attainment in equivalent units; and/or
 - observation of workplace performance and knowledge testing.

For CT, you:

- will be observed by an assessor performing relevant activities in the workplace;
- may be asked to provide a portfolio of evidence that may include:
 - training or assessment records;
 - workplace testimonials;
 - job descriptions;
 - completed work documentation; and/or
 - copies of statements of attainment certificates for equivalent units held;
- may be asked to complete:
 - written or verbal theory assessment to assess underpinning knowledge; and/or
 - practical assessment if the workplace performance evidence is insufficient to make a decision on competency.

For CT, your assessor will:

- explain the purpose, context and conditions for the assessment;
- provide you with any relevant assessments you need to complete which:
 - contains the tasks you need to complete and skills/behaviours you must demonstrate during the assessment (assessment criteria); and
 - is used to record your assessment result;
- advise you of any assessment or resource/equipment requirements;
- observe your workplace performance and/or ask you verbal questions for each assessment criteria;
- verify and assess your portfolio of evidence;
- verify any statements of attainment in unit(s) you have provided;
- record your assessment result;
- ask you to sign your assessment record as agreement with the decision; and
- retain your signed assessment record.

CT results

CT is summative assessment and therefore the same results conditions apply.

Capstone assessment ('CA')

Capstone assessment is:

- an assessment method that assesses and recognises the currency of student competencies;
- generally, the culmination of previous learning to assess the application of learning in practice;
- used to assess a broad but critical set of skills and knowledge required by students in the workplace;
- conducted in a real-life workplace environment, in real-time, and usually includes an entire workplace process (e.g. install and lay a plastic service main) that allows the EnerTrain assessor to observe each student performing in a work team, as well as performing a workplace activity; and
- may include observation of practical activities and verbal and/or written questions to assess underpinning knowledge.

CA process

For CA, your assessor will:

- explain the purpose, context and conditions for the assessment;
- provide you with the CA you need to complete which:
 - contains the tasks you need to complete and skills/behaviours you must demonstrate during the assessment (assessment criteria); and
 - is used to record your assessment result;
- advise you of any assessment or resource/equipment requirements;
- observe your workplace performance and/or ask you verbal questions for each assessment criteria;
- record your assessment result;
- ask you to sign your assessment record as agreement with the decision; and
- retain your signed assessment record.

CA results

CA is usually combined with other unit assessments so the results are generally 'Satisfactory' for specific tasks in the CA.

Workplace validation activities ('WVA')

Prior to workplace practical assessment, your workplace supervisor usually needs to validate your readiness for final assessment. Once you have completed your training, EnerTrain can provide you with Workplace Validation Activities (WVA) documents for each unit in your program, that outline specific activities you must complete before final workplace assessment. Completing WVAs allows you to develop your knowledge and skills over time.

Workplace validation activities:

- provide assessors with supplementary evidence of your competency;
- are completed by you in the workplace:
 - after each workshop on the training and assessment pathway; or
 - as part of an assessment-only program;
- are a pre-cursor to final practical assessment in most cases; and
- are available for most program units depending upon the complexity and nature of the unit.

WVA process

At each training workshop or as part of an assessment-only program, you will be provided with a WVA for each unit, which contains activities you need to complete when you return to work. The intention of WVA is to:

- provide you with structured opportunity to practice skills you learned in the workshop; and
- have your workplace validate your readiness for final summative assessment.

Once you have completed activities on each WVA and your supervisor has validated your completion of these activities, you will need to provide your completed WVA to your assessor or EnerTrain via mail or email.

Your assessor will then contact you via email or telephone to organise the date of your workplace summative assessment.

Your assessor may organise to assess more than one student at the same workplace on the same day if practicable and will outline the unit(s) that will be assessed during the practical assessment.

Note: If you are attending a non-accredited course that is aligned to units of competency, the completion of WVAs and summative assessment is optional so will need to request WVAs from EnerTrain if you have decided to proceed to accreditation from these courses.

eProfiling

eProfiling is an optional tool used by some workplaces that can provide supplementary evidence of your competency and/or readiness for final summative assessment. It can replace the WVA process above. While eProfiling is not an assessment requirement on EnerTrain programs, assessors may review your completed activities in eProfiling to collect evidence of your ability to complete workplace activities related to program assessment tasks.

Contact EnerTrain if you would like to make this data available for your program assessment.

Assignments or workplace projects

Summative assessment for BSB units may be a written assignment or workplace project that you complete outside of training. These assessments have a knowledge and practical component to cover all requirements of the unit(s) they relate to and generally contain:

- instructions;
- written questions to answer;
- practical tasks or activities to complete;
- an Assessment Coversheet for you to complete; and
- criteria that needs to be met to achieve a 'Satisfactory' result.

Project work

Assessment projects are common assessment items used to measure a student's understanding. A good project should:

- have your name on each part of the project;
- use a numbering system for referencing to attachments (and clearly label attachments);
- focus on the set tasks;
- show that you have researched the topic thoroughly;
- cover the topic in a logical and structured manner;
- be written in simple, clear language; and
- be well presented with correct grammar, punctuation and referencing (if appropriate).

Assignment/projects process

You will:

- complete the assessment; and
- submit your assessment documentation to EnerTrain or directly to your assessor via mail or email.

Your assessor will:

- provide you with a hardcopy or electronic copy of the summative assessment at your training workshop or as part of your assessment-only program;

- mark your submitted assessment;
- record your assessment result;
- provide you with feedback on your result – generally via telephone and/or email;
- ask you to sign your Student Assessment Record and return it to EnerTrain via mail or email.

Assessment coversheet

The Assessment Coversheet contains your contact details and two (2) declarations that need to be signed:

- **Student Statement of Authenticity** – signed to say you are submitting your own work; and
- **Supervisor Statement of Authenticity** – signed by your workplace supervisor to say the work you are submitting was completed by you.

General principles for written assessment work

Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a module or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your trainer/assessor.

Activities for which a student can be accused of plagiarism include:

- presenting any work by another individual as one's own unintentionally;
- handing in assessments markedly similar to or copied from another student;
- presenting the work of another individual or group as their own work; and/or
- handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Copyright

You must be careful when copying the work of others. The owner of the material may take legal action against you if the owner's copyright has been infringed.

You are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the student is studying with or employed by an educational institution.

Presentation of written work

Presentation of any written assessment is important. Remember you are trying to convince your assessor of your competency and some competencies may be relevant to how your plan, prepare and organise your work.

Your written assessment or recognition portfolio should:

- be typed or handwritten (legibly);
- have an Assessment Coversheet;
- have a contents list (if appropriate);
- have headings (if appropriate; and
- give clear references (if external information sources are used).

Assessments should be provided stapled or clipped – not in a plastic sleeve or presentation folder (even though these look professional) to ensure they do not get separated.

Important things to remember

It is important to keep a copy of your assessments in case they are lost in transit and because we do not return your assessments – all assessment items are retained for audit purposes as part of our quality assurance commitment to the national vocational education and training regulator.

Additionally, it is critical that you do not provide and/or remove any personal or confidential information about people or organisations that is not required by your assessment criteria.

All assessments tasks arriving with a completed email address on the Assessment Coversheet will be acknowledged via email, on the day of receipt.

Assessment results

Your assessment result will be either 'Competent' or 'Not Competent' for each unit of competency.

When you complete summative assessment tasks, you will receive a 'Satisfactory' or 'Not Yet Satisfactory' result for each task.

To achieve a 'Competent' result for a unit, you must achieve a 'Satisfactory' result in each assessment task.

If you receive a 'Not competent' result for a unit, you will be provided with one (1) opportunity for re-assessment. Any further re-assessment is at the assessor's discretion and may incur additional cost.

To receive the qualification or skill set certificate you must achieve a 'Competent' result for all units in a qualification or skill set.

Note: You are required to sign the assessment record with your assessor's decision, for most assessment tasks to indicate your agreement with the decision.

Reasonable adjustment

Some students may need to have negotiated, customised assessment tasks to meet their individual needs in relation to workplace setting, interests, learning style, language, literacy or numeracy skills or cultural background.

You will still need to meet the pre-requisites for each unit and any modifications to assessment tasks must still maintain the integrity of the original assessment to meet the requirements of each relevant unit.

Assessment appeal

If you disagree with an assessor's decision, you are welcome to discuss this with your assessor in the first instance and to escalate your appeal by following the 'Assessment Appeal Policy' provided on our website.

Assessment resources

You are provided with formative assessment resources during your training workshop for a training and assessment program; and summative assessments upon receipt of your WVAs for training and assessment and assessment-only programs. These documents will vary for each unit.

Assessment resources for UEG units and the BSB qualification are provided to you in hardcopy or via email as required.

These assessment resources contain the tasks you need to complete and criteria that you need to meet to be deemed competent for the relevant unit. Your assessor will also give you verbal instructions and an opportunity to clarify your understanding of what you need to do, before you attempt any assessment.

Address for hardcopy submission of assessments

If you are required to submit hardcopy documentation as part of your assessment, you can send them via mail to:

EnerTrain Support Services
64 Chelmsford Road
SOUTH WENTWORTHVILLE NSW 2145

Assessment support

If you have any questions about completing assessment, please contact:

- Your Trainer/Assessor; or
- EnerTrain Support Services:
 - Tel: (02) 9613 0443
 - Email: admin@enertrain.com.au

See this guide or the EnerTrain website for a copy of the Assessment Coversheet.

UNIT ASSESSMENTS

Units of competency

For the latest information on each unit of competency that are assessed by EnerTrain, go to <http://training.gov.au/Home/Tga> and search by the unit code. Here you will find information such as:

- elements and performance criteria;
- required skills and knowledge;
- critical aspects of evidence; and
- assessment conditions and resources.

UEG unit assessment matrix

Following is a matrix of the assessment methods and locations relevant to the common UEG units delivered by EnerTrain.

Note: Customised assessment activities may be developed and/or used during assessment as required, to ensure individual student or workplace needs are met.

Assessment method legend	
TA	Theory assessment
PA	Practical assessment

Unit	Assessment location	Assessment methods
CPPFES2005A Demonstrate first attack firefighting equipment	Training	TA, PA
	Workplace	N/A

Unit	Assessment location	Assessment methods
MSMWHS216 Operate breathing apparatus	Training	TA, PA
	Workplace	N/A
PMBWELD301B Butt weld polyethylene plastic pipelines	Training	TA, PA
	Workplace	N/A
PMBWELD302B Electrofusion weld polyethylene pipelines	Training	TA, PA
	Workplace	N/A
UEENEEE117A Implement and monitor energy sector OHS policies and procedures	Training	TA, PA
	Workplace	PA
UEGNSG004 Locate, prove and protect utility assets	Training	TA, PA
	Workplace	PA
UEGNSG005 Prepare to work in the gas industry	Training	TA, PA
	Workplace	PA
UEGNSG006 Use a portable gas detector to locate escape	Training	TA, PA
	Workplace	PA
UEGNSG132 Carry out basic work activities in a gas industry work environment	Training	TA, PA
	Workplace	PA
UEGNSG134 Establish a utilities infrastructure work site	Training	TA, PA
	Workplace	PA
UEGNSG140 Apply environmental policies and procedures in the utilities industry	Training	TA, PA
	Workplace	PA
UEGNSG141 Apply Workplace Health and Safety regulations, codes and practices in the gas supply industry	Training	TA, PA
	Workplace	PA
UEGNSG212 Construct, lay and connect a gas distribution service to a plastic main	Training	TA, PA
	Workplace	PA
UEGNSG213 Construct, lay and connect a gas distribution service to a steel main	Training	TA, PA
	Workplace	PA
UEGNSG216 Commission or decommission gas distribution pipelines	Training	TA, PA
	Workplace	PA
UEGNSG219 Conduct excavations in the utilities industry	Training	TA, PA
	Workplace	PA
UEGNSG220 Construct and lay polyethylene gas distribution mains	Training	TA, PA
	Workplace	PA
UEGNSG221 First on-site response to gas pipeline emergencies	Training	TA, PA
	Workplace	PA

Unit	Assessment location	Assessment methods
UEGNSG222 Construct and lay nylon or PVC gas distribution mains	Training	TA, PA
	Workplace	PA
UEGNSG225 Perform routine maintenance on distribution pipeline facilities and equipment	Training	TA, PA
	Workplace	PA
UEGNSG226 Assist with the construction, laying and connection of gas distribution services to mains	Training	TA, PA
	Workplace	PA
UEGNSG227 Assist with the construction and laying of gas distribution mains	Training	TA, PA
	Workplace	PA
UEGNSG229 Prepare simple drawings of as laid gas mains and services	Training	TA, PA
	Workplace	PA
UEGNSG330 Coat metallic pipelines	Training	TA, PA
	Workplace	PA
UEGNSG350 First response to a gas facility event	Training	TA, PA
	Workplace	PA
UEGNSG705 Disconnect and reconnect small capacity gas meters	Training	TA, PA
	Workplace	PA
UEGNSG708 Pressure test residential and small commercial gas installations	Training	TA, PA
	Workplace	PA
UEGNSG714 Relight type A gas appliances	Training	TA, PA
	Workplace	PA
UEGNSG804 Maintain single stage and single run gas flow and pressure control and measuring devices	Training	TA, PA
	Workplace	PA
UEGNSG805 Maintain multi-stage and multi-run gas flow and pressure measuring and regulating devices	Training	TA, PA
	Workplace	PA

ASSESSMENT COVERSHEET

Student Name:	
USI:	
Date of Birth:	
Organisation:	
Mailing Address:	
Telephone:	
Email Address:	

Program:	
Trainer/Assessor Name:	
Unit(s) of Competency related to this assessment:	

Submission Checklist	Included?
Completed Assessment Coversheet	<input type="checkbox"/>
Signed Student Certification of Authenticity	<input type="checkbox"/>
Signed Workplace Supervisor's Statement of Authenticity	<input type="checkbox"/>

Please ensure you keep a copy of all documents submitted with your assessment, for your own records.

Student's Statement of Authenticity

I am seeking assessment for a nationally recognised qualification or statement of attainment. My signature below certifies that the material included in this submission for assessment is my original work.

Student's Name:	
USI:	
Signature:	
Date:	

Workplace Supervisor's Statement of Authenticity

Student's Name:	
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The above person is seeking assessment for a nationally recognised qualification or statement of attainment. I am the above person's workplace supervisor or manager. My signature below certifies that the material included in this submission is their own work and was provided by them.

Supervisor's Name:	
Organisation:	
Position:	
Telephone:	
Email:	
Signature:	
Date:	