



Traineeship Induction Handbook

Handbook prepared for traineeship trainees of Summit Employment and Training
Registered Training Organisation Provider No: 7104

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INTRODUCTION

Welcome to your Traineeship. This traineeship is part of the New Apprenticeship scheme which is designed to provide flexible on and/or off-the-job training that will enable trainees to complete qualifications recognised by the industry. Your traineeship will provide you with formal recognition for any of the skills and knowledge you develop during your contract of training.

What Is A New Apprenticeship/Traineeship?

A New Apprenticeship/Traineeship is:

- Available to people aged 15 years and over
- A negotiated agreement combining paid work with training for a period agreed in the training contract
- A career path – trainees can obtain training credits that they transfer to training courses with Registered Training Organisations
- Structured job training – on and/or off-the-job or a combination of both.

This handbook will help you get started on your traineeship. During your training contract, you will be working and studying towards becoming competent in a range of workplace skills that go together to make the qualification you have chosen. This handbook will help you gain a clear picture of what you can expect during your training contract and how you will go about developing the skills and knowledge required.

About On-the-Job Training

On-the-job training requires specific time set aside for guided learning by the trainee. It does not include the time spent by the trainee doing routinely scheduled work without close supervision.

The employer, supervisor and trainer & assessor have responsibilities which include:

- Providing induction training
- Identifying skills to be learnt and tasks to be undertaken
- Arranging specific on-the-job training activities
- Monitoring the program and providing feedback
- Arranging time for practice and assessment
- Arranging off-the-job training which is integrated with on-the-job
- Arranging meetings, discussions and assessment sessions when required.

It is generally expected that 20% of the trainees time will be spent training. This could be one day per week, some 'block release' training or one or two hours per day depending on the contract. In the workplace pathway all of a trainees learning could be achieved on-the-job.

NSW Apprenticeship/Traineeship – Training Plan

This form has been designed by NSW State Training Services to ensure that all parties (RTO, Employer and Trainee) are aware of their individual obligations when undertaking a traineeship and sets out a "plan of attack" of how the traineeship is going to be conducted. This document will list all units of competency chosen by your Employer and yourself in conjunction with your Trainer Assessor, and will also show when these Units are due to be completed and how they will be assessed.

PARTIES INVOLVED

The following people will be involved in your traineeship:

1. The Trainee

You, the trainee are at the centre of the training contract. You are expected to take responsibility for your activities and work co-operatively with others. You are expected to keep an accurate record of skills practiced and knowledge gained during your training contract. Giving feedback to your on the job trainer is also an important part of your responsibility as a learner.

2. The Employer

The employer is the person with whom you have signed your contract of training. Your responsibility is to meet your employer's requirements.

If your traineeship is part of a group training scheme, your employer will be the enterprise with whom you have a contract of training, however you will actually do your work at another location that is arranged by your employer.

3. The Workplace Supervisor

The Workplace Supervisor is an employee of your enterprise who will be guiding and assisting you in your learning. They will assist you with completing tasks, planning your learning activities and giving feedback on your performance.

For some trainees the Workplace Supervisor may be just one person. However, in a larger enterprise, this role may be performed by several different people. When your workplace supervisor or mentor is different to your on-the-job trainer, your workplace supervisor or mentor will be someone who supervises your day to day activities outside of any structured training you receive. If you are having difficulties in applying your learning to day to day activities it is important that you let your supervisor or mentor know as well as telling your on-the-job trainer.

Your Workplace Supervisor may also be qualified to officially assess your learning as you progress through your traineeship, otherwise this role will be performed by the RTO.

4. The Registered Training Organisation (RTO)

An adviser from the selected RTO is involved in all traineeships. The RTO is an enterprise that is qualified to assist with planning a traineeship, delivering some or all of the training and assessing learning. The RTO issues the qualification or statement of attainment when you have completed your traineeship.

5. The Off-The-Job Trainer

If you have off-the-job training during your traineeship, the off-the-job trainer will work for the RTO. The off-the-job trainer will be very much like the on-the-job trainer except that you may need to meet with him or her away from your workplace. Your off-the-job trainer may want to look at your Evidence Portfolio so that the training they provide can be made more relevant to the activities you are doing in the workplace.

6. The Access Apprenticeship Centre (AAC)

The AAC is involved in the initial signing of relevant paperwork to officially register a traineeship with the relevant State Training Authority. On completion of the paperwork the employer is entitled to receive Federal Funding. The AAC continues to be involved in the traineeship as it progresses, monitoring both the trainee and the employer. This will usually be done by a visit to the trainee and employer between the 6-10 week point of the program and also the midpoint of the program.

RESPONSIBILITIES

All training is competency based which means learners are assessed on skills they can demonstrate, tasks they can perform and required skills and knowledge they have gained to effectively perform their work.

It is essential both the learner and the employer/supervisor be thoroughly familiar with the learner manual, the material it contains and the need to demonstrate achievement of the competencies.

It is essential Summit Employment and Training be notified of any ***changes of circumstances or problems*** which affect the ability of the learner to complete the traineeship.

Employer Responsibility:

- Providing a safe working environment
- The provision and delivery of instruction in the **on the job** training
- Providing 'hands-on' experience, the full range of work and appropriate facilities for the learner to acquire the knowledge and skills needed to complete the traineeship
- The supervision, practice and support needed to develop skills
- Co-ordinating workplace training and assessment so that it fits in with the learner's everyday work and their training
- Liaising with the workplace assessor regarding formal assessment times and methods
- Signing the learner's training plan, assessment visit reports and supervisor reports.

Learner Responsibility:

- Make all reasonable efforts to acquire the skills of the vocation
- Self assess in conjunction with the employer/supervisor prior to visits by the workplace assessor. This is to ensure they have thorough knowledge of the competencies and have the ability to demonstrate the necessary skills and knowledge to be deemed competent.
- Collect and present evidence relating to specific competencies and complete assessment work as discussed with workplace assessor
- Participate in assessment visits, have completed work/evidence available and notify the workplace assessor in advance if they cannot attend scheduled appointments.

RTO Responsibility:

- The learning and assessment manual
- A detailed Training and Assessment Strategy Plan (TASP)
- Advice on assessment and flexible methods to cater for specific needs
- Monitoring and assessment visits for the duration of the traineeship
- Assessment materials for each of the units of competency undertaken
- The appropriate certificate upon completion of the traineeship

THE TRAINING PACKAGE

The skills and knowledge you develop during your training contract will be based on the Competency Standards that have been developed and approved by the industry and the government. These competencies have been grouped together into certificates within the Training Package.

The Training Package also includes assessment guidelines that help to ensure that your training is at a level that industry expects.

Competency Based Learning

There is no PASS or FAIL when undertaking training with Riverina Plant Operators School. You will be deemed COMPETENT or NOT YET COMPETENT. If deemed Competent in a unit, this means that you have met and addressed all of the performance criteria required for the unit being undertaken. If you are deemed Not Yet Competent, this means that all of the performance criteria have not been addressed for the unit and further training or assessment is required. If you are found to be Not Yet Competent, your trainer and assessor will discuss with you what is required to be done and any associated costs that may need to be charged for additional training to be undertaken to get you to a competent level.

What are the Qualifications?

As mentioned earlier, the competencies have been grouped into qualifications. Within the Training Package, qualifications range from Certificate I to Advanced Diploma levels. They provide a nationally consistent framework for all qualifications throughout Australia.

If you need more information about the qualifications visit www.training.gov.au

Training Options

There are two types of training that may be chosen to enable you to fulfill the training contract:

1. You may use workplace experience combined with completing the activities and projects relevant to your training contract
2. You may use a combination of workplace experience and attending classes with your RTO.

Just doing your job will provide you with experiences that help you better understand and carry out the competencies needed for your training contract.

As you work through this booklet you will work out with your RTO and your Workplace Supervisor which aspects of the training you can do at the workplace and which aspects (if any) will need to be delivered by an off-the-job trainer.

There are a number of reasons why you may need to attend off-the-job training.

Examples are:

- Your enterprise does not have an employee with the required skills and knowledge to assist with your training
- An appropriate employee does not have sufficient time to provide your training
- An “on-the-job” trainer who is competent to teach you may feel more comfortable with an “outside” assessor
- The resources to deliver a competency are not available at the workplace or cannot be freed from the day to day work of the enterprise to allow for your training
- training in a competency will involve too much disruption to the enterprise’s live systems e.g. installing shelves, assembling computers.

TRAINING & ASSESSMENT

Language, Literacy & Numeracy

It is the trainers and assessors responsibility to ensure that a participant's LLN skills are at the level of competence required by the Unit of Competency for which they are being trained or assessed. They are not expected to be an expert in LLN. They are however, expected to identify and understand the level of LLN required for the training and/or assessment, and to identify learners who may need varying levels of support with literacy.

If you are a participant that has limited literacy or numeracy skills, we encourage you to discuss this with the trainer and assessor or Training Coordinator before the course commences so that they are aware of any difficulties that you may experience. This also allows them to check on you during the course whilst still maintaining your confidentiality.

What is Accredited Training?

Accredited Training is training delivered by a Registered Training Organisation (RTO) from a Training Package which is recognised nationally. Summit Employment and Training is a Registered Training Organisation with all training undertaken in accordance with the Australian Quality Training Framework (AQTF). Summit Employment and Training is registered to deliver training in New South Wales, Queensland, Victoria, Western Australia, and South Australia. Before your course/qualification commences you may want to find out whether it is nationally recognised. If your course/qualification is nationally recognised your completion certificate will display the *Nationally Recognised Training* logo.

Recognition of Prior Learning, or Experience

Recognition of Prior Learning (RPL)

RPL is the acknowledgement of current skills and knowledge which have been gained from a range of experiences including work, volunteering, study and general life experiences. It is achieved through the assessment of evidence you provide against a set of criteria in a qualification.

Credit Transfer

Credit Transfer is the formal recognition that parts of some courses are equivalent in content and level to parts of others.

National Recognition

National Recognition is the recognition and acceptance by a Registered Training Organisation (RTO) of Australian Qualifications Framework Qualification Certificates and Statements of Attainment issued by another RTO in Australia.

Summit Employment and Training accepts Australian Qualifications Framework Qualification Certificates and Statements of Attainment issued by other RTOs.

Flexible Learning Strategies & Assessment

Flexible learning and assessment procedures form part of our learning and assessment strategies. Where possible, we customise our training/assessments to meet the specific needs of our learners, which ensures flexible assessment processes. If you are having difficulty achieving competency in any unit please discuss the matter with your assessor/trainer and where possible alternate learning/assessment strategies will be provided which .

Assessment

The aim of assessment is to determine whether you have achieved the learning outcomes (to the level specified in the performance criteria) for each competency. Assessment must be made by a qualified assessor.

The training you are undertaking is competency based. The competencies and assessment plan for your course/qualification are clearly stated in the training plan and/or course/qualification material (they may be referred to as learning outcomes). It is the learner's responsibility to ensure the learning/assessment material is available at the time of assessment. Assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The assessor will seek evidence to confirm achievement of the competencies and more

than one competency may be assessed at a given time. For on-the-job workplace assessment the assessor may work in partnership with the employer/supervisor. To demonstrate competency evidence must be proved that the learner has demonstrated the knowledge and skills to meet the performance criteria for each unit of competency. In addition, they must also demonstrate an understanding and operational knowledge of:

- Policies and procedures
- Operating manuals
- Legislation and statutory requirements
- Industry codes of practices
- Organisational structure
- Literacy and numeracy skills relevant to the level of the qualification

Evidence

To demonstrate competency, you must provide your assessor with evidence that you have demonstrated the knowledge and skills to satisfy the Performance Criteria for each Unit of Competency.

Evidence consists of samples used to prove currency of knowledge and skills. It is something that supports a trainee's claim of competency, or of having achieved a competency standard, learning outcome (knowing) or performance outcome (being able to do). Your evidence should be gathered over a period of time to show that you have the knowledge and skills in a variety of situations.

Evidence can be collected on a wide range of measurable aspects of performance. These include:

- Products that have been made
- Processes that have been carried out
- Underpinning knowledge and understanding
- Underlying attitudes

Examples of provision of evidence may include:

- Supervisor Report
- Interviewing and Questioning
- On-the-job Observation of learner by workplace assessor
- Practical Demonstration
- Written Questions
- Written Projects/Tasks
- Role Playing

Your evidence may be gathered from a range of sources including direct observation of workplace performance, evaluation of work outcomes, demonstration of practical skills, simulations (role plays), video taped performance, presentations, projects, written or oral questioning, assignments, peer/supervisor work reports, interviews, and portfolio book.

Examples of forms of evidence may include, for example, business documents, register receipts, text document, letters, work policy or procedure, work schedule, invoices, delivery dockets, lay-by dockets etc. Your evidence therefore may consist of anything that supports your assessment providing it is relevant to the Unit.

Your evidence may also result from work experience (unpaid, full time, part time), education and training (accredited and informal, training gained through work), and life experience (including leisure, recreation, hobbies).

The keys issues to consider when supplying your evidence are that it should be valid, reliable, authentic and sufficient.

Assessment Materials

Even though your Notes and Work Book Guide that is issued to you by Summit Employment and Training has inbuilt Assessment Material such as written/oral questions and Work Related Projects for you to undertake, Summit Employment and Training will be developing Assessment Material specifically for you. This Assessment material will form part of your portfolio of evidence that we collect for the deeming of competency in your units of competency. Assessment material will take the form of:

- Oral/written questions and answers
- Oral/written questions to ask of your employer in regards to your work (3rd party report)
- Direct observation of you performing your workplace duties (workplace observation)
- anything else that you provide or collect that you feel would demonstrate your competency within the unit you are undertaking

Your Evidence Portfolio

As you work on each competency, you will produce documents and files as a normal part of the activity. Each time you have completed one of these items, you should place a copy (either electronic or hardcopy) into your Evidence Portfolio. When your work is being assessed these items will form part of the assessment.

You will set up your Evidence Portfolio in Activity 2: Managing Your Learning.

You will be considered competent when you have shown that you not only understand the theories involved in the competency, but also that you have applied them across a range of situations **and** over a period of time in the workplace.

Appointments will be made for all workplace assessment visits (where applicable) and seek the least disruption to normal workplace practice. Assessments are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your assessor needs to know which competencies from your course/qualification you have mastered, and any competencies which require further practice will be assessed at a later date.

The On-the-Job Notes and Workbook Guide

This package contains a variety of materials that are designed to help you complete the competencies involved in your on-the-job traineeship.

They include:

- Activity guides
- Project guides
- Steps and Forms.

The **Activities** have been designed for each competency within your chosen certificate.

For the more complex competencies there may be more than one activity. You will need to complete all of the activities in order to complete the entire competency.

The **Projects** have been designed to combine the skills you have learnt as you worked on each competency into natural workplace projects. You will gain most benefit from a project if it can use a real work situation. Sometimes, however, it is not practical or possible to do this, so we have suggested scenarios which you may like to use as the basis of the project.

The **Steps and Forms** are explained in detail later in this booklet.

The activities and projects will tell you and your Workplace Supervisor how you are progressing. When you complete them, your assessor will be able to evaluate your progress. If your work is at the required level, you will be able to have parts of your training contract signed off.

These on-the-job materials can be used in whatever way will help you learn:

- You could do all the activities and all the projects with the support of your Workplace Supervisor. This would lead to the completion of all the competency standards covered by your training contract Trainees Handbook
- You could complete some of the activities to gain the skills and knowledge required to complete a project
- You could use only the pro forma for recording evidence for your assessment.

A Variety Of Experiences

Learning the skills and knowledge needed to complete the activities and projects will involve a variety of experiences.

Some of these are:

- Recording and analysing your work activities and getting feedback from your workplace trainer
- Collecting materials in the workplace
- Observing work colleagues
- Research on the internet such as searching for information, accessing on line learning materials
- Library research
- Demonstrations and tutorials with your workplace trainer and/or off-the-job trainer
- Attending classes with an off-the-job trainer
- Contacting organisations such as the Australian Information Industries Association.

As you progress through your traineeship you will sometimes find that the tasks you perform in your workplace will correspond to several units of competency. If you discuss this with your Workplace Supervisor you may find that you are able to combine activities from several competencies and be assessed on them together.

Issuing of Certification

Assessment determines whether a learner is competent or not yet competent in each unit of their particular course/qualification. On completion of their course/qualification, learners are issued with a certificate listing the units where competency has been achieved. A Statement of Attainment is issued on successful completion of a partial number of the units of an accredited course/qualification. A Certificate is issued when the learner has demonstrated competency and satisfied the full requirements of the accredited qualification.

POLICIES

PRIVACY POLICY

Summit Employment and Training is required to collect and store personal information in order to administer your application and enrolment, as well as to monitor your academic progress and to provide other services. Summit Employment and Training will ensure that information collected from you is not excessive and is only used for the purposes for which it was collected. Information collected can be sighted by both State and Federal Regulatory bodies including; WorkCover NSW, State Training Services and the Australian Skills Quality Authority for the purposes of conducting internal audits on the Organisation.

FEES

Each course or qualification run has an established fee. This fee varies between courses, depending on the nature of the course, materials required and the location of where the course is being delivered. Details of all fees are available prior to enrolment.

CONSUMER PROTECTION

Every time you buy goods or services, you are forming a contract which gives certain rights and responsibilities to you and the trader

The contract may be in the form of a receipt, invoice or other document outlining terms and conditions which you and the trader are agreeing to such as deposits, cancellation fees, consumer guarantees, warranties, delivery and product/service details, price, payment arrangements and more depending on the type of purchase you make. It is your responsibility to read and understand the terms and conditions of contracts so you know what you are agreeing to. Your consumer guarantee can be downloaded from:

http://www.fairtrading.nsw.gov.au/Consumers/Consumer_guarantees_warranties_and_refunds.html

Summit Employment and Training are not required to provide you with a refund if you simply change your mind upon commencing training with them or the course becomes too hard and you do not complete.

REFUND POLICY

Please discuss any fee arrangements and concessions, which may apply, with your RTO consultant. Summit Employment and Training has a vocational refund policy. Forms may be obtained by contacting (02) 69423577.

Summit Employment and Training has reviewed and updated its cancellation policy for short course fees to ensure that reasonable administrative costs are covered, but at the same time to provide a partial refund even for very late cancellations. Under the revised policy a registered participant who is unable to attend a particular course can defer to a later course at no extra cost, or a substitute may attend in their place. Otherwise a refund of 90% of the fee will be paid for cancellations received up to five working days prior to course commencement, or a 50% refund for cancellations received within five working days or less.

Summit Employment and Training still reserves the right to cancel or postpone a course if there are insufficient registrations, in which case a full refund will be offered.

CODE OF PRACTICE POLICY

- All courses are professionally developed with the cooperation of the relevant industry and are conducted by professional trainers.
- Assessment and Recognition of Prior Learning (RPL) will be made available to all participants. Your Trainer may also be able to guide you to further training
- If a client has a complaint of any sort, please feel free to inform your Trainer or Course Coordinator.
Summit Employment & Training respects values and actively seeks comments whether favourable or unfavourable from all customers. All complaints about the services provided by **Summit Employment & Training** will be treated seriously, promptly and with confidentiality. **For this reason Summit has implemented a Client and Personnel Grievance Policy and Procedure.**

- All client information is maintained in total confidentiality.
- Management performs both internal and external reviews, including evaluations on goods and services provided by **Summit Employment & Training**.
- **Summit Employment & Training** is committed in providing a safe learning environment with consideration to Work Health and Safety, Anti-Discrimination, Sexual Harassment, Workplace Relations, Workplace Communication, Local Council Regulations and Disability Access.
- **Summit Employment & Training** is committed to the provision of Quality Training and Services.

CODE OF CONDUCT & STUDENT BEHAVIOUR POLICY

- The primary responsibility for managing the training environment rests with the facilitator. Participants who engage in any prohibited or unlawful acts that result in disruption of a class may be directed by the facilitator to leave the training.
- Be punctual for your training sessions. If you are late for any reason, please have the courtesy to apologise and explain the reason why.
- Please respect other people's personal space.
- Participants must turn off mobile phones whilst in training room or at work. If you have any problems or concerns, please speak with your Trainer prior to training.
- All participants in the training room must act with respect towards others and themselves.
- Headwear must be removed upon entering the training room.
- Abusive language, gestures or behaviours towards anyone is not accepted.
- Please respect others and their right to participate in training.
- Any form of discrimination will not be tolerated.
- All training is focused on a "can do attitude" choose yours.
- The actions of participants must not endanger the health safety or welfare of others.
- It is your right to disagree with our code of conduct. If you have any problems or concerns, please speak with your Trainer or other staff member of Summit Employment and Training.
- Foul language in general is not accepted at Summit Employment and Training from staff or participants.

CUSTOMER COMPLAINTS, GRIEVANCES AND APPEALS

Summit Employment and Training has developed their customer complaints, grievances and appeals procedure to:

- reassure learners that any disputes or grievances will be taken seriously, handled professionally and confidentially in order to achieve a speedy resolution;
- ensure that learners have a clear understanding of the steps involved in the Organisation's grievance policy; and,
- provide learners with contact details of public, independent authorities who may assist in the event of a dispute or grievance

The steps in the Complaints, Grievances and Appeals Process are:

a. Local Level Resolution

The Organisation encourages open communication and an environment of trust. Therefore, any learner with a grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the learner, at which time the matter in dispute can be raised and a resolution sought.

b. Resolution by Training Manager

Should the matter remain unresolved following Step A., or should Step A. be inappropriate, the learner is encouraged to contact the RTO Training Manager. The Training Manager will consider the grievance and recommend a resolution.

c. Resolution by Director

Should the matter remain unresolved following Step B., or should Step B. be inappropriate, the learner is encouraged to contact the Chief Executive Officer (CEO) for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

d. Resolution by Arbitration

Should the matter remain unresolved following Step C., the CEO may appoint an independent arbiter to review the dispute and suggest an amicable solution.

e. Resolution by External Authority

Should the matter remain unresolved following Step D, the learner may seek the advice of an independent authority that is skilled in dispute resolution processes or a complaint can be directly lodged with the Australian Skills Quality Authority (ASQA). The Australian Skills Quality Authority 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. If you are a local/domestic student of an ASQA RTO and you intend to make a complaint, you must first follow the internal complaints and appeals procedures as set out in this document. Complaints can be made using ASQA's online complaint form found at www.asqa.gov.au and look for the heading "Complaints".

HEALTH AND SAFETY

Summit Employment and Training is committed to handling Work Health and Safety and welfare issues affecting both staff and participants. You also have a legal duty to take care and protect your own health and safety and to avoid adversely affecting the health and safety of others.

More information about your qualification and career pathways can be found at www.training.gov.au

ENQUIRIES – FURTHER INFORMATION

Phone: 1800 888 054 (free call) or (02) 6942 3577

Email: training@summit-et.com.au

Web: www.summit-et.com.au