



ISO9001
Certificate No. QEC13160

RTO
ID No 90854

AS/NZS 3800
Certificate No. SMK02534

DPI - LICENCE
MLA073367

Phone: 02 4942 5798 Fax: 02 4942 5693 Email: training@npgmining.com.au



Learner Information Sheet

National Personnel Group Limited trading as NPG Mining is a registered training organisation offering training & assessment services for competency levels for the

- inspection
- installation
- maintenance
- overhaul
- repair

of electrical apparatus for use in hazardous areas (EEHA) in accordance with AS/NZS 4761.

Because of the diversity of work within the industry, NPG Mining offers an industry based training system with the course designed to suit the particular needs of each client & workplace, achieving a competency level for issuing a nationally recognised Statement of Attainment in accordance with the Australian Quality Training Framework (AQTF).

NPG Mining trainer/assessors hold certificate IV Assessment & Workplace Training. They have the qualifications, training & experience to deliver the training & conduct assessment of learners to a nationally accepted level within NPG Mining's nominated scope of training packages.

NPG Mining will comply with

- OH&S,
- workplace harassment,
- privacy laws,
- & VET requirements.

Personnel records will be made accessible to the client & individual learners if requested (within national guidelines). Information will not be divulged to others without written consent from the student.

NPG Mining is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

Learner Selection

The learner has been selected by the Company Representative to participate in the training/assessment being offered. Discussion on the learner's selection should be discussed with the Company Representative.

Enrolment

NPG Mining has an on-line enrolment system which is to be completed by the learner. This information is stored in our student management system.

Induction/orientation

On Site: - Learners would be inducted by their own management & NPG Mining trainers would undergo site induction in accordance with the company policy.

Off Site: - NPG Mining has off site training facilities & would instruct learners in the requirements for NPG Mining safety procedures.

Course Information

- Is available on the NPG Mining web site "www.npgmining.com.au"
- The need for training will be identified, by the learner or Company Representative.
- The training needs are then aligned with the training outcomes required for the competency levels from AS/NZS 4671.
- NPG Mining will supply a training manual to be retained by the learner.

Course contents

The learner will be given access to a NPG Mining training session plan which covers,

- units of competence,
- elements of competence,
- performance criteria,
- course objectives,
- course outcomes,
- assessment procedures
- referenced training documents.

Fees & charges

If for any reason NPG Mining is unable to fulfil its service agreement with a learner, NPG Mining must refund the learner's proportion of fees paid for services not yet delivered.

For industry clients

- NPG Mining operates on an industry system of an order/invoice.
- Extras or refunds are negotiated & will be dependent on how close to training date training was canceled & cost already incurred.
- No certificates will be issued until full payment of invoice has been received

For individual clients

- At the time of enrolment an invoice will be raised & a 50% deposit must be paid before commencement of training.
- Refunds will be negotiated & will be dependent on how close to training date training was canceled & cost already incurred.
- No certificates will be issued until full payment of invoice has been received

Language, literacy & numeracy

The learner should discuss any such issues with management & the trainer/assessor at the time of enrolment so appropriate tools or assistance can be put in place to enable a suitable outcome that will allow the learner to achieve competency.

Flexible learning

The learner should discuss with management & learners the scheduling of training times & numbers to suit company production requirements.

Welfare & guidance services

The learner will be assisted by NPG Mining in its capacity as an RTO with technical help through & after the completion of the course.

Assessment Procedures

The learner will be assessed as per the session plan developed in conjunction with management.

Methods used can include

- written assignments
- oral questions
- observation
- role play
- simulation
- previous experience,
- portfolios
- recognition of prior learning.

Confidential information received from an organization or client will not be disclosed to a third party without written consent from the client.

Appeals & complaints

Customer complaints shall be provided in writing.

This notification will trigger a CAR within NPG Mining.

NPG Mining's policy is a consolatory approach based on Manufacturing & Associated Industries & Occupations Award.

NPG Mining will supply access to view the NPG Mining RTO Policies & Procedures if requested.

Learner Rights & Responsibilities

Every learner has the right to be treated fairly, ethically & with respect in a training environment free of any forms of harassment & discrimination.

They have the right to receive high quality education including teaching & content.

Every learner is responsible to recognise the rights of others & act in a manner that is fair, ethical & treats other with respect.

They are responsible to participate actively & submit work as required.

Staff responsibilities

NPG Mining's policy for staff training programs covers access & equity for all persons involved in training.

Recognition of prior learning

The learner may apply for RPL providing it can be substantiated by portfolios & management reports.

If doubt exists a diagnostic assessment can be made to determine if further training is necessary.

NPG Mining recognizes the relevant AQF qualifications issued by other RTO's.

Learners must supply current competencies & other relevant documentation upon request.