Overview of the OCE Program
The program we offer is on an ‘assessment only’ basis.

The aim of the qualification RII40215 - Certificate IV in Surface Coal Mining (Open Cut Examiner) is to develop the knowledge and skills in an applicant that is required by an open cut examiner.

As this program of study meets the Australian Qualification Framework (AQF), a nationally recognised qualification will be issued.

Vocational outcome: The qualification RII40215 - Certificate IV in Surface Coal Mining (Open Cut Examiner), together with the appropriate experience, allows a candidate to sit the oral assessment conducted by the Board of Examiners. Once passed by the Board the candidate will be issued an Open Cut Examiners Certificate of Competency.

Pre-requisites to apply for enrolment with Lennon Training:
(1) five years work experience at an open cut mine. Three of these years need to be in and about the excavation (‘the cut’); (2) personal study time 12-18 hours per week; (3) access to an open cut coal mine; (4) you will need to have ‘tickets’ for three pieces of equipment preferably assessed to the national RII competencies. If you do not currently hold these tickets, you will need to be in a position to get them by the time you complete the study program.

For more information refer to the pre-enrolment student information guide which will have details on the competencies available, fees involved and enrolment application.

Lennon Training is a Registered Training Organisation (RTO1674) delivering coal mine safety training, including open cut examiner training, since 1991. Our head office is in Emerald and we have training centres in Moranbah and Eagle Farm (Brisbane).

We offer the following training programs:
⇒ Entry level Standard 11 mine inductions for Surface and Underground mines
⇒ Specialised competencies for work at heights, confined space, low voltage rescue and CPR
⇒ The Supervisor and Risk competencies for mine supervisors and superintendents
⇒ Statutory qualifications for underground managers, open cut examiners and mine deputies
⇒ Workplace trainer and assessor skills set for the mining industry

Lennon Training have the only underground coal mine safety training galleries designed specifically for underground mine safety training. We have a gallery at each of our three training centres.

Lennon Training’s facilitators are experienced mining personnel. Our facilitators are selected for their ability to interact with trainees, identify and relate to trainees of different experience levels and learning difficulties.
RII40215
Pre-enrolment
Student Information

- external studies to achieve RII40215 Certificate IV in Surface Coal Mining (Open Cut Examiner) as required by the Board of Examiners

<table>
<thead>
<tr>
<th>Principal:</th>
<th>Kerry Lennon</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Development Manager:</td>
<td>John Lennon</td>
</tr>
<tr>
<td>Quality Compliance Manager:</td>
<td>Donna Lennon</td>
</tr>
<tr>
<td>RTO licence number 1674 registered with ASQA</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td>11 Kyle Street, EMERALD Q 4720</td>
</tr>
<tr>
<td>Postal Address:</td>
<td>P.O Box 1470, EMERALD Q 4720</td>
</tr>
<tr>
<td>Telephone:</td>
<td>(07) 4982 0188</td>
</tr>
<tr>
<td>Fax:</td>
<td>(07) 4982 4103</td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.lennontraining.com">www.lennontraining.com</a></td>
</tr>
<tr>
<td>Enquiries:</td>
<td><a href="mailto:admin@lennontraining.com">admin@lennontraining.com</a></td>
</tr>
<tr>
<td>Online reservations:</td>
<td><a href="http://www.lennontraining.com">www.lennontraining.com</a></td>
</tr>
</tbody>
</table>

This handbook is for customers and clients of Lennon Training Consultants
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</tbody>
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Introduction to the OCE’s Program

Lennon Training offer the Certificate IV in Surface Coal Mining (Open Cut Examiner), a prerequisite of the Board of Examiners (current as of 1st May 2016) to be able to apply to the Board to sit the examination for an OCE certificate of competency.

We conduct eight (8) competencies.

The candidate is required to acquire the following six (6) Units themselves

- RIICOM301D (available through public supervisor course)
- RIIWHS301D (available through public supervisor course)
- RIIRIS402D (available through public supervisor course)
- Three pieces of equipment (hydraulic excavator; tracked dozer and haul truck) – you could swap some for the grader or loader

If you approach the OCE program as an operator you will surely finish as an operator!

You must think like an OCE.

From this point forward attend work (mentally) as an OCE.

Design of the Units

The questions are designed around the assumption that you are an experienced open cut mineworker.

Resources

There are ample resources available to you to complete each Unit. Consider the web (Mr Google?); your experience; the knowledge of the experienced people at the mine; mine site documents (SHMS etc.); publications/texts

Completing the assignments

Answer the questions as an OCE would.

Your SHMS will help you in preparing your responses to the assignments. Make reference to it wherever possible.

You may work with others to complete your assignments. Each response however must be a true reflection of your competency. Remember you will be on your own at the oral.

Support your answers with diagrams, forms, photos, extracts from the SHMS and your experience.

- Kerry Lennon, course Coordinator

Return to contents page
FAQ’s

Q Can I do multiple units at once?
    Once a Unit is completed you can enrol in the next Unit

Q What assistance will be available?
    For clarification of the assignments you can contact the course coordinator via phone or email for assistance. Answering the assignment questions shall be for you to engage appropriate mentors at your site and to use them to monitor your performance.

Q Will there be any face to face contact?
    Only upon arrangement with the course coordinator.

Q Will mock orals be available?
    Yes, upon successful completion of the Certificate, mock Orals can be scheduled. They are optional. The cost for the mock orals will be advised prior to the event.

Q What units are involved and is there an order to do the course?
    The following describes the groups of units. Group 1 will be the order of study available from Lennon Training;
    Group 1: are considered the core Units (in order of completion)
    Group 2: requires you to have time on the shot
    Group 3: are your existing equipment tickets (you can swap some for the grader or loader)
    Group 4: you could already have these supervisor and risk units (they are available from our public courses)

Group 1 competencies
1) RII.MPO403D Monitor interaction of heavy and light vehicles and mining equipment
2) RII.WHS402D Examine and maintain mine safety
3) RII.MEX405D Apply and monitor systems and methods of surface coal mining
4) RII.WHS404D Implement and monitor health and hygiene management systems
5) RII.ERR401D Apply and monitor surface operations emergency preparedness and response procedures
6) BSB.SUS301 Implement and monitor environmentally sustainable work practices

Group 2 competencies
1) RII.BLA205D Store, handle and transport explosives
2) RII.BLA201D Support shotfiring operations

Group 3 competencies
1) RII.MPO301D Conduct hydraulic excavator operations
2) RII.MPO308E Conduct tracked dozer operations
3) RII.MPO338D Conduct haul truck operations

Group 4 competencies
1) RII.RIS402D Carry out the risk management processes (G2 Risk)
2) RII.COM301D Communicate information (S3 Supervisor)
3) RII.WHS301D Conduct safety and health investigations (S2 Supervisor)

Return to contents page
Overview: OCE program
RII40215 Certificate IV in Surface Coal Mining (Open Cut Examiner)

The Certificate IV in Surface Coal Mining (Open Cut Examiner) is one of the pre-requisites in applying to the Board of Examiners to sit the OCE Oral. It aims to develop the knowledge and skills of those individuals who intend on becoming an Open Cut Examiner and ensure Statutory obligations are met in the workplace. This qualification complies with the Australian Qualifications Framework (AQF) and therefore, a nationally recognised statement of attainment will be issued on successful completion of a unit.

Pre-requisites:
- Due to the level of mining knowledge assumed when designing this program, you are required to have at least five years work experience at an open cut mine. Three of these years need to be in and about the excavation (‘the cut’) to enroll in Units offered by this program.
- You are required to have access to a working open cut coal mine and access to the documentation that would normally be available to an OCE or supervisor engaged at an open cut coal mine.

For the Board of Examiner application you will be required to complete not only the eight units from Group 1 & 2 but the following competencies either gained externally or through Lennon’s:
- The core competency unit: RII.RIS402D from your G2 course
- The core competency unit: RII.WHS301D from your Supervisor course
- The elective competency unit: RIICOM301D from your Supervisor course
- Three equipment electives: typically equipment units such as hydraulic excavator, tracked dozer and haul truck

Assessment requirements:
- Complete the assessment items to the standard required by the competency unit in order to be deemed competent.
Cost of the Units:
Units listed in Group 1, 2 and 3 (refer Table A) cost one thousand three hundred and twenty dollars ($1,320) each, payable on enrollment or $325 payable upon enrollment and the balance prior to your material for that Unit being assessed. (Note: - for the two-part payment method, the ten-day turnaround of assessment outcome by Lennon Training applies once the balance payment has been received)

Refer to our public course schedule for fees to complete Supervisor and Cert IV Risk.

Payment for a Unit can be made via direct debit or credit card.

Further information about our Fees and Charges Policy and Refund Policy can be located at http://www.lennontraining.com/policies

Table A – in order of available units:

<table>
<thead>
<tr>
<th>Group 1 Unit Code</th>
<th>Unit Title</th>
<th>Course fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>RII.MPO403D</td>
<td>Monitor interaction of heavy and light vehicles and mining equipment</td>
<td>$1,320</td>
</tr>
<tr>
<td>RII.WHS402D</td>
<td>Examine and maintain mine safety</td>
<td>$1,320</td>
</tr>
<tr>
<td>RII.MEX405D</td>
<td>Apply and monitor systems and methods of surface coal mining</td>
<td>$1,320</td>
</tr>
<tr>
<td>RII.WHS404D</td>
<td>Implement and monitor health and hygiene management systems</td>
<td>$1,320</td>
</tr>
<tr>
<td>RII.ERR401D</td>
<td>Apply and monitor surface operations emergency preparedness and response procedures</td>
<td>$1,320</td>
</tr>
<tr>
<td>BSB.SUS301</td>
<td>Implement and monitor environmentally sustainable work practices</td>
<td>$1,320</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group 2 Unit Code</th>
<th>Unit Title</th>
<th>Course fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>RII.BLA205D</td>
<td>Store, handle and transport explosives</td>
<td>$1,320</td>
</tr>
<tr>
<td>RII.BLA201D</td>
<td>Support shotfiring operations</td>
<td>$1,320</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group 3 Unit Code</th>
<th>Unit Title</th>
<th>Course fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>RII.MPO301D</td>
<td>Conduct hydraulic excavator operations</td>
<td>$1,320</td>
</tr>
<tr>
<td>RII.MPO308E</td>
<td>Conduct tracked dozer operations</td>
<td>$1,320</td>
</tr>
<tr>
<td>RII.MPO338D</td>
<td>Conduct haul truck operations</td>
<td>$1,320</td>
</tr>
</tbody>
</table>

Optional; Mock oral by arrangement PoA
Enrolment process:
Registering your intent to enrol into an available Unit can be reserved either direct with Lennon Training staff by calling (07) 4982 0188, downloading the enrolment/payment form from our website and emailing admin@lennontraining.com or through our booking system (creating your own account online). Further contact will be made by an authorised person from Lennon Training regarding the completion of enrolment.

Deferment
Deferment is permissible once one or more Units have been completed and a Statement of Attainment for that Unit issued. Qualifications gained prior to deferment will be recognised by Lennon training for five (5) years from the date of issue of the Statement of Attainment.

You are responsible for:
- managing holidays, business and other commitments with respect to your studies
- submitting compulsory assessment items by the prescribed date.
- notifying the Lennon Training office of change of personal details if it is to reflect on any documentation relevant to the Unit being undertaken
- notifying the Lennon Training office in writing if deferring or withdrawing from study

Course completion schedule:
There is no minimum timeframe for completing a Unit. The assessment result will be advised by Lennon Training within ten (10) days from the receipt of your work. If there is a shortfall in the information you submitted the assessment result notification will take the form of advising you of the additional information required to meet the standard. Assignments for reworked material will be assessed when a marker is available.

Appeals:
An appeal against a marking decision must be lodged in writing. All appeals will be addressed by two or more holders of statutory qualifications within ten (10) days of receipt. The Lennon Training decision will be final.
Qualifications and Statement of Attainments:
Upon successful completion, students will be issued an electronic Statement of Attainment for their achieved unit of competency.

The Certificate IV Surface Coal Mining (Open Cut Examiner) qualification may be awarded pending the meeting of requirements of RII40215.

Release of Award Qualifications:
Our standard business practice will be to issue within 5 working days of the unit being deemed competent an electronic qualification pending payment and supply of the Unique Student Identifier. The invoice shall be electronic. If requested, a hard copy of the invoice can be posted via Australia Post to your nominated address that is recorded at the time of booking. A valid address is still required to generate an invoice.
Request for a black & white copy of the qualification that is certified by our JP is complimentary.

Mutual Recognition:
Mutual Recognition is the acceptance from one RTO of an AQF qualification and/or Statement of Attainment issued by another RTO. This ensures the mutual acceptance throughout Australia of AQF qualifications and Statements of Attainment.

Putting it another way. Partial engagement of Lennon Training means if you wish to complete any of the Units with another provider, Lennon Training will recognise authentic Statements of Attainment when compiling the actual Certificate award.

Policies for students:
Lennon Training has developed a number of policies to support the implementation of the Quality Management System. A summary of these policies are provided to each student on the back of the Enrolment Application. A full version can be found at www.lennontraining.com
Course/Trainer Feedback:
Throughout the years, we’ve received feedback of both a positive and a constructive nature. Improvements are always sought and we are expecting to attain further areas of improvement that result from the students and/or their employers reflecting on the benefits the programs have brought to themselves and their work place. The two types of evaluations have been sourced from the National Centre for Vocational Education Research which we use to report to our governing body (Australian Quality Skills Authority) and are available on our website. For feedback reflecting on unsatisfactory areas, your comments are required in writing so that we may address them.

Legislation
Visit the government web site (see below) and study the full requirements of the Board to sit the OCE examination. There you will find a sample legislation exam for OCE’s Note also on the web site the additional requirements you will need to put together before sitting. [https://www.business.qld.gov.au/industry/mining/safety-health/mining-safety-health/competencies-certificates/coal](https://www.business.qld.gov.au/industry/mining/safety-health/mining-safety-health/competencies-certificates/coal)

If you are not at least 80% knowledgeable on your sites SHMS, the Act and the Regulations by the time you have completed four Units of the course, then you will probably struggle with the Board’s oral and written exam. Read and live the legislation. Your SSE, mine manager and superintendent will make good sounding boards for you. Your SHMS is aligned to the legislation. You will need to cross reference the legislation you are learning with the pertinent sections of your SHMS. They complement each other.

Unique Student Identifier (USI):
Effective 1 January 2015 a USI is needed before a training organisation can issue any student their Statement of Attainment, Certificate or Diploma. This is an Australian government initiative designed to make recording of your courses that you have completed more secure, correctly recorded and under your control. The Unique Student Identifier will be your exclusive identity and will be how you access your personal training database online from the following calendar year of the training. Nationally recognised courses being completed anywhere in Australia after 01/01/2015 will be linked to your Unique Student Identity. Creating your personal USI can be made via [www.usi.gov.au](http://www.usi.gov.au) and assistance can be provided by Lennon Training staff by calling (07) 4982 0188. Should you request Lennon’s to apply on your behalf, a [signed privacy notice](#) (see following 2 pages) must be provided.
Privacy Notice – Students requesting Lennon Training to apply on their behalf

If you do not already have a Unique Student Identifier (USI) and you want Lennon Training to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Lennon Training will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General’s Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Lennon Training to make an application for a student identifier on your behalf, Lennon Training will have to declare that Lennon Training has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that Lennon Training has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
Privacy Notice – Students requesting Lennon Training to apply on their behalf

- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

- will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy or by contacting the Registrar on email usi@industry.gov.au or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280. The Registrar’s Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how Lennon Training collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Lennon Training’s privacy policy which can be found at http://www.lennontraining.com/forms-and-policies

(signature of acceptance by student) ..............................................................

Name of student................................................................. Date: ......................
Section 1 – COURSE DETAILS

Upon successful completion, you will be eligible for the following:

**Unit code:** RII.MPO403D

**Unit name:** Monitor interaction of heavy and light vehicles and mining equipment

**Qualification upon successful completion:** Statement of Attainment in partial completion of RII40215 Certificate IV Surface Coal Mining (Open Cut Examiner)

Section 2 – YOUR DETAILS

PRINT IN CAPITAL LETTERS

What is your Unique Student Identifier (USI)? This will be 10 characters

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>

**Title:** Mr  Mrs  Miss  Ms  other: ________________

**Name:**

<table>
<thead>
<tr>
<th>Name to match ID:</th>
<th>First Name</th>
<th>Middle name (optional)</th>
<th>SURNAME</th>
</tr>
</thead>
</table>

**Date of birth:** ____ / ____ / _____

Your contact phone __________________________

Email address for qualification to be issued upon supply of USI and payment terms met:

______________________________________________

For your initial unit enrolment with Lennon’s: list your experience and where:

- □ (location) ______________________ (years / months): __________________
- □ (location) ______________________ (years / months): __________________
- □ (location) ______________________ (years / months): __________________

Section 3 – PAYMENT DETAILS

- □ Name of Employer (list mine site if applicable): ________________________________________
- □ I am paying for this course personally and my postal address is

  ____________________________________________

  ____________________________________________ Post Code ________

Section 4 – PRIVACY AND ENROLMENT AUTHORISATION

Occasionally for the purposes of training, monitoring compliance or to enhance safety and educational messages, the recording during sessions may be used by Lennon Training exclusively. If you do not give approval to be recorded, please indicate here □

It may be required to provide access to student records for the purpose of any audit. By signing below, you agree to release your results to a third party.

I accept the conditions of enrolment as outlined on both sides of this form.

__________________________________________  ____ / ____ / ____

Signature  Today’s Date
CODE OF PRACTICE LTCF14(7/050115):

Lennon Training:
- agrees to operate within the principles and standards of the National Vocational Education and Training Regulator Act 2011 & its amendments.
- will meet all legislative requirements of State and Federal Government including workplace health and safety and workplace relations
- supports details outlined in the Access and Equity Policy
- has client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.
- will make arrangements for those students requiring literacy and/or numeracy support programs, where necessary
- will ensure that course content and assessment procedures are explained and that vocational outcomes are outlined.
- guarantees the sound financial position of the organization and safeguards student fees until used for training/assessment.
- markets our VET products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.
- has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.
- agrees to recognise the AQF qualifications and Statements of Attainment issued by other RTO’s.
- will honour its commitment outlined in this Code of Practice.

STUDENT BEHAVIOUR (LTCF14(6/050115):

Lennon Training support the community rules regarding discrimination, harassment and bullying. Any person that behaves in a manner that breaks these rules of conduct shall be requested to leave site. A student must maintain a high standard of behaviour while in any teaching situation, in or near the classroom, and must not indulge in any act which may result in damage to Lennon Training property or unduly interfere with the comfort or convenience of any person lawfully entitled to be in the same area. Students are responsible for:
- checking holidays, business or commitments do not clash with training
- submitting compulsory assessment items by the prescribed date.
- punctuality - students are requested to be on time for all classes.
- notifying the Lennon Training office of change of personal details if it is to reflect on any documentation relevant to the training being done.
- notifying the instructor if withdrawing from study.
- complying with Lennon Training’s rules in relation to WH&S standards.
- attend in a fit state (eg not under the influence of fatigue, drugs or alcohol)

REFUND POLICY LTCF14(3/050115):

- Students withdrawing up to fourteen days prior to the commencement of the course, the refund is one hundred percent of fees paid and cost of materials that are not returned in re-useable condition.
- Students withdrawing between fourteen days and start of course, the refund is the fee paid less fifty-five dollars and cost of materials that are not returned in re-useable condition.
- People who fail to advise their cancellation or fail to attend course commencement may incur a penalty of 30% of the course fees.
- For students withdrawing once the course has started, the person will be credited with re-entry to the course with an available space within 3 months of their original course date or course fees are forfeited.
- Should Lennon Training cancel a course the refund is 100% of fees paid.

Refund applications should be made in writing or verbally within one month of cessation of course. The request will be verified by the instructor prior to issue and will be by cheque.

DRUG AND ALCOHOL LTCF13(4/050115):

Our commitment to workplace health and safety is a moral and legal obligation. We have identified that substance abuse, such as alcohol and drugs in the workplace can impair an individual’s judgment, behaviour and performance. We aim to achieve an alcohol and drug free workplace. Any student suspected to be attending training under the influence of alcohol or drugs shall be required to submit a drug/alcohol test, at cost to themselves. If the test returns positive, dismissal from the training session will be instant, and re-entry to the course shall be at management discretion.

CLIENT ACCESS LTCF10(5/050115):

The student is to put in writing their request to access their personal files together with their reasons why. Upon Manager’s permission:
- The student is to sight files on Lennon Training’s premises
- Should the student believe there is an error/s, written notice is to be given to Lennon Training for correction/s
- No personal details will be issued without permission of the student.

RPL POLICY (RECOGNISED PRIOR LEARNING) LTCF15(6/050115):

Lennon Training will allow students to be RPL’d. RPL Guidelines can be obtained from the instructor or Lennon Training office. Students may be given credit for informal learning including local courses, life experiences and work experience.

GRIEVANCE POLICY LTCF14(1/050115):

Grievances relating to course delivery or assessment should be directed to the following authorities, in the order indicated:
1. The relevant course presenter or administrative person
2. Lennon Training Consultants admin@lennontraining.com
3. Your direct supervisor (if applicable)
4. Training co-ordinator or training manager of your business (if applicable)

Grievances must be delivered in writing and lodged within seven days of completion of course.

APPEALS POLICY LTCF15(5/050115):

Appeals should be directed in writing to the following authorities, in the order indicated:
1. Lennon Training Consultants admin@lennontraining.com
2. Training co-ordinator or training manager of your business
3. The course presenter

Appeals must be lodged within ten days of receiving results.

SPECIAL LEARNING NEEDS LTCF16(2/050115):

Applicants that have special learning needs that cannot be accommodated by the expertise current in the organisation will be referred to a preferred training supplier. Oral assessments and one-on-one time with the trainer may be given where an instructor deems it appropriate. A scribe is available.

FEES AND CHARGES LTCF14(2/050115):

Bookings will require payment upon day of enrolment via cash, cheque or EFTPOS. No AMEX, Diners or JCB cards accepted. Lennon Training reserve the right to charge a deposit for certain courses. Two attempts at an assessment are included in the cost. Charges may apply for any further attempts at assessment. The Diploma/Statement of Attainment will only be issued to a third party when permitted by the Student.

PRIVACY POLICY LTCF10(8/050115):

Lennon Training:
- are bound by the Privacy Act 1988
- will collect personal information only for the administrative purposes related to an approved training program, issuing Statement of Attainments, Certificates or an authorised mine site specific induction
- the personal information collected will be retained with key assessment evidence relating to the specific course for the required duration
- upon completion and payment of specific course, credit card details, if supplied, and any copies of relevant QLD Coalboard medical (Section 4) will be destroyed.
- personal information collected by Lennon Training will never be sold.
- to meet RTO licensing requirements, details about your specific training is required to be reported to ASQA annually. Your name is not matched up to the demographic information that is reported.
- further licensing requirements may involve audits to which your student evidence folder may be reviewed in a secure and approved environment.
Effective 2014 the Australian Government requests that we (an RTO) collect as much of the data below as possible for the purpose of statistics only done by the National Centre of Vocational Education Research (NCVER)

**Study reason:** Which best describes your main reason for undertaking this training program (tick 1 box only)

<table>
<thead>
<tr>
<th>Study reason</th>
<th>01</th>
<th>02</th>
<th>03</th>
<th>04</th>
<th>05</th>
</tr>
</thead>
<tbody>
<tr>
<td>To get a job</td>
<td>□</td>
<td></td>
<td></td>
<td>□</td>
<td></td>
</tr>
<tr>
<td>To develop my existing business</td>
<td>□</td>
<td>□</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>To start my own business</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
<td>□</td>
</tr>
<tr>
<td>To try for a different career</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>To get a better job or promotion</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

**Labour force status:** Of the following categories, which BEST describes your current employment status?

<table>
<thead>
<tr>
<th>Labour force status</th>
<th>01</th>
<th>02</th>
<th>03</th>
<th>04</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full time employee</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td></td>
</tr>
<tr>
<td>Part-time employee</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Self employed &amp; not not employing others</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Employer</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

**Schooling:**

Are you still attending school? Yes □ No □

What is your highest COMPLETED school level?

- □ Year 12
- □ Year 11
- □ Year 10

In which YEAR did you complete that school level? ……………….

**Prior educational achievements:**

Have you successfully completed any of the following qualifications Yes □ No □

If YES, please then tick ANY applicable boxes below

<table>
<thead>
<tr>
<th>Prior educational achievements</th>
<th>524</th>
<th>521</th>
<th>514</th>
<th>511</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate I</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Certificate II</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Certificate III</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

**Place of Birth:** Were you born in Australia? Yes □ No □

If no, which country? ___________________

**Language & Cultural Diversity:**

Do you speak a language OTHER THAN ENGLISH at home?

Yes □ No, English only □

If YES, please specify the main language spoken at home

How well do you speak English?

Very well □ Well □ Not Well □ Not at all □

**Medical Condition/Disability:**

Do you consider yourself to have a disability, impairment or long term condition Yes □ No □

If YES, please then tick ANY applicable boxes below

<table>
<thead>
<tr>
<th>Medical Condition/Disability</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hearing/deaf</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Learning</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Vision</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Physical</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Mental</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Medical Condition</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Intellectual</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Acquired Brain Impairment</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Other</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

The above is an accurate reflection of my current circumstances.

................................................................. ......./......./……

Signature ............................................................... Today’s Date

The following has been sourced from a Fact Sheet issued by the Standing Council on Tertiary Education Skills & Employment (SCOTESE), June 2013 v1

**Protecting individuals’ privacy**

NCVER complies with the Privacy Act 1988 and the National Privacy Principles (NPPs), which form part of that Act, in its management of Personal Information and sensitive information related to race, religion, political affiliation, or to any health information it may collect.

While the National VET Provider Collections contains a range of demographic information about students (for example, sex, indigenous status, country of birth), rules are in place to ensure that any data released to third parties, including government agencies, protects the privacy of individuals.

RTOs are also subject to privacy legislation applicable in their jurisdiction.

Further information about the Protocols governing access to NCVER data collections is available at http://www.ncver.edu.au/statistic/21075.html#protocols

**Lennon Training Privacy Policy**

Information related to a student will be used only for the purposes of either completing booking reservation/s, recording their participation of a recognised training program and the subsequent outcome or upon the request by the Statutory authorities as required by law.

LTCF14(8/050516)
Payment form

COURSE DETAILS

OCE unit
Enrolment for attached [ ]
Unique Student Identifier listed [ ]
Payment amount noted [ ]

APPLICANT DETAILS

First name: ___________________________
Last name: ___________________________

Note that the enrolment form enclosed with this information kit must be completed by the applicant, signed and accompany this form.

PAYMENT DETAILS

Course fees/person to release materials: $325
Balance fees/person: $ balance varies - ref list
Colour hard cert (optional): $27.50 each _____

Remember, colour certificates are now emailed

Total authorised to deduct today: $ __________

Method of payment:
On day of application — see Notes #1
or
Credit card — complete below and refer Notes #2

Card Number:

_____________________________________

Expiry (mm/yy): ___________  CCV: _________

Name on card: __________________________

Notes on payment method:
1. Cash or cheque are accepted on day of enrolment. Certificates issued upon cheque being cleared.
2. Credit cards that are not accepted: Amex, Diners, JCB

INVOICE DETAILS

Paying privately [ ]
You still must supply details for the Tax Invoice:
Private address: ______________________
                                  ______________________
                                  ______________________
Private email address: ______________________

Company—complete all details below [ ]
Company name: ______________________
                                  ______________________
Contact person: ______________________
Phone: ______________________
Email address for invoice: ______________________
                                  ______________________
CC: ______________________
Invoice address: ______________________
                                  ______________________
Email address for general correspondence: ______________________
                                  ______________________
CC: ______________________