



# ATCO TRAINING SCOPE OF SERVICES - ACCREDITED AND NON-ACCREDITED

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**GAS DIVISION**

RTO Provider Number: 45651



**NATIONALLY RECOGNISED  
TRAINING**

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## 1. PURPOSE

The purpose of this document is to provide an overview and understanding of what courses are available through ATCO Gas Australia Training department.

## 2. SCOPE

This Scope of Services document applies to provide accurate and accessible information about accredited and non-accredited courses, how to enrol in a course and RTO Terms and Conditions of Service.

## 3. DEFINITIONS

Term/Acronym	Definition
<b>Accredited Training</b>	A training course provided by a Registered Training Organisation (RTO). The course is nationally recognised and meets quality assurance requirements within an established industry. Training and assessments must comply with the <i>National Vocational Education and Training Regulator Act 2011</i> , the <i>Standards for Registered Training Organisations 2015</i> (the Standards) and the Australian Qualifications Framework (AQF)
<b>ASQA</b>	Australian Skills Quality Authority
<b>ATCO</b>	ATCO Gas Australia Pty Ltd
<b>AVETMISS</b>	Australian Vocational Education and Training Management Information Statistical Standard
<b>Client</b>	The organisation or employer that a learner works for
<b>DESE</b>	Department of Education Skills and Employment
<b>Learner</b>	An individual enrolled in an ATCO training course either Accredited or Non-accredited
<b>NCVER</b>	National Centre for Vocational Education Research
<b>Non-accredited Training</b>	A training course that can provide a learner with knowledge and a new skillset within a certain established industry. A Non-accredited training course is not nationally recognised by the ACF however, can still be listed on a resume
<b>Statement of Attainment</b>	A document that shows the units of a competency and completion that a learner receives when they complete a nationally recognised course
<b>SSE</b>	Site Safety and Environment
<b>SWI</b>	Safe Work Instruction
<b>VET</b>	Vocational Education and Training

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## 4. INTRODUCTION

ATCO has been in Australia for more than 60 years, with the Australian Head Office based in Perth, Western Australia.

ATCO employs over 1200 employees including Contractors and has assets around \$1.5 billion.

- ATCO own and operate the largest gas infrastructure network in WA, more than 14,000 km of distribution pipeline servicing approximately 760,000 customers
- ATCO also own and operate two Natural gas power generation stations (one in Karratha WA and one in Osborne SA)
- ATCO also has eight branch offices for its Structures and Logistics business and manufacturing facilities in Victoria, Western Australia and Queensland.



ATCO's customer base stretches far and wide with over 760,000 residential and commercial gas customers. Corporate clients include companies such as BP, Shell, Agrium, Horizon Power, Bechtel, Origin Energy, to name a few.

In 2019 ATCO's purpose-built Jandakot Training Centre was officially opened. On average ATCO delivers over 400 Non-accredited training courses to more than 2000 students per year to service our gas distribution employees and Contractors.

ATCO Gas Australia has been approved to provide Nationally Accredited Training on its scope of registration and our experienced staff can assist you to choose a pathway to help your career.

To maintain our approval, ATCO Gas Australia must supply quality training and assessment and comply with the Standards for RTO's 2015.

Once successful in completing an accredited course, ATCO is authorised to issue AQF certification. This does not guarantee a job but it could strengthen skills with quality training from industry experts who care about the future direction of industry.

ATCO Gas Australia also supply Non-accredited Training in order to undertake work associated with the construction, maintenance and operation of its gas distribution network. All ATCO field operatives (including Contractors) are required by law and regulations to complete relevant training and workplace assessments in prescribed activities.

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These courses are tailored to suit business requirements and include Site Safety and Environment, Induction and more specific company requirements of a task. Training and assessment will be delivered by a qualified and experienced ATCO Trainer and Assessor, via the Training department, or where applicable through other registered training organisations.

Our experienced and qualified team can also build courses, either Accredited or Non-accredited training, to suit your company's requirements. Our Training department have a wealth of experience not only around ATCO business but also other industries, including but not limited to:

- Certificate III in Gas supply industry operations
- Transport and logistics
- First aid
- Civil construction around Utilities
- Vocational Education and Training.

Our staff are highly skilled in Credit Transfer and Recognised Prior Learning, so they can build a course tailored to existing qualifications, skill set and experience.

All courses, subject to a minimum number attending, can be programmed to suit a learner's availability and existing commitments.

Below are some helpful links to videos about ATCO:

[https://www.youtube.com/watch?v=R\\_0ASVqgu1k](https://www.youtube.com/watch?v=R_0ASVqgu1k)

<https://www.atco.com/en-au/about-us/stories.html>

<https://www.youtube.com/watch?v=f8NapckJqMU>

## 5. LOCATION AND TRAINING FACILITIES

We operate out of a state-of-the-art, purpose-built Training Facility at 81 Prinsep Road, Jandakot WA. It features modern classrooms with nearby kitchen and restrooms. Two gas-powered, air-conditioned workshops provide a comfortable indoor area for hands-on practical training.

In addition, there is a fully-equipped auditorium that has multiple presentation screens and features gas space heating.

Outside there is a pipe and cable laying area, a streetscape for location of underground assets, a fire training area and a large sandpit for carrying out excavating activities, all of which simulates a real work environment in the Utilities industry. All required tools and equipment will be made available for all courses.

Assessment activities where possible, are carried out in an actual workplace with a subject matter expert present. In certain circumstances, assessments can also be carried out in a simulated environment.

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## 6. TRAINING STAFF

ATCO Gas Australia implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of its training and assessment strategies, practices and resources and the current industry skills of its Trainers and Assessors.

Our Training staff comprises the following:

- **Manager Training** – there to make sure all training goes to plan, and assist in the journey. Has a wealth of experience in various industries
- **Training Coordinator** – there to assist with booking and planning the journey, they will also issue certifications where applicable
- **Training Administrator** – there to assist Training Coordinator and learners with the lifecycle of the training, records management and preparing class resources for training
- **Trainer, RTO Compliance** – there to assist in Training and Assessment of some courses, ensure the Processes and Policies are adhered to and make sure all RTO requirements comply with the RTO Standards 2015, ASQA requests, AVETMISS Reporting and Student Management System administration. Write new training and validate current training and assessment tools and instruments
- **Supervisor Training** – will be there for the journey and to provide guidance on every step of the way. They have a high level of experience, organisational capabilities and delivers courses including train-the-trainer and dual training and assessment
- **Trainers/ Assessors** – they will be there for the journey and provide guidance on every step of the way. They have a wealth of experience covering all available courses.

Our Trainers are friendly and approachable and they enrich all courses at ATCO Gas Australia. They ensure all learners feel welcome and relaxed during their studies.

- **Contract Trainer Assessor** – currently we have a qualified Paramedic to conduct the First Aid training on our behalf. His experience, skills and knowledge will provide you with the confidence to deal with a situation involving first aid. All Training and Assessment will be conducted as per ATCO Gas Australia Policies, Procedures and Processes and all marketing, course materials and certification will be supplied by ATCO Gas Australia.

## 7. MARKETING INFORMATION

By enrolling in a training course with ATCO, ATCO does not guarantee:

- successful completion of a course
- successful completion of a course unless all criteria is met; and
- that by successfully completing the course it will lead to employment with ATCO or any other employer.

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## 8. NATIONALLY ACCREDITED TRAINING

All ATCO Gas Australia Accredited Training packages are designed and developed to comply with the Australian Qualification Framework, using Nationally Recognised Accredited Training Packages from the [training.gov.au](http://training.gov.au) website.

Training is developed by the ATCO Gas Australia Training department with input from our own Research and Development team. In some cases, training may be aligned with ATCO Gas Australia's SWI's. Development is also carried out in consultation with industry leaders to satisfy the requirements of various regulators, at both state and national levels. For example, Building and Energy, ASQA.

All nationally-accredited courses are approved by ASQA and meet all the relevant Training Package or VET accredited course requirements and applied on the ATCO Gas Australia RTO scope of services before any marketing and/or enrolments take place.

Records of this training are maintained, recorded in the Student Management System, reported to AVETMISS and made available to learners on request.

A Statement of Attainment can be issued if the learner is deemed competent in the relevant Unit of Competency. If completing a qualification, this will be issued upon successful completion of all required units of competency.

For more details on the training and delivery of each accredited training, see the [Training and Assessment Strategies \(TAS\)](#) documents for the related courses.

Below is the logo that will appear on our courses to assist you with recognising if the course on offer is "nationally accredited training".



Please make sure you check for the "Nationally Accredited Training" logo to ensure you are on the correct course and if you have any doubt, please contact our Training department to clarify.

## 9. NON-ACCREDITED TRAINING

All ATCO Non-accredited training is tailored to meet ATCO Gas Australia business requirements. Most Non-accredited courses are aligned to the ATCO Gas Australia SWI's used throughout the business.

Most courses are aligned and based around a relevant Unit of Competency, but a Statement of Attainment will not be issued for this training.

ATCO Gas Australia can also offer to design and develop other corporate companies' Site Safety and Induction courses and deliver them accordingly.

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## 10. COURSE PREREQUISITES

### Accredited Courses

ATCO's Training Scope of Services lists courses and dates that are available through ATCO Training department. With some courses there are minimum requirements that must be met. These will be detailed in each course strategy and found in the Courses section of this document.

All course attendees are required to have photo ID to validate the person attending the course is the same person receiving the qualification, if successful. For example: A valid Driver's Licence for a Defensive Driving course.

An intermediate level of English, literacy, language and numeracy is expected but, support is offered to learners should they require it.

All PPE requirements along with other prerequisites of each course will be noted on the confirmation sheet of the course you enrol in.

### Non-accredited training – ATCO Gas Safety Case courses

Prior to attending an ATCO worksite or the network, the following criteria will be met:

- **Must** hold a Construction Induction (Blue/ White) Card
- an operative **Must** complete the Pre-SSE Workbook
- the Principal Contractor **Must** return the Workbook to the ATCO Training department ([tmailbox@atco.com](mailto:tmailbox@atco.com)) with a request to book the operative on to SSE and appropriate stream (MRA, Service Laying or Mains Laying)
- the ATCO Training department will reply by email with confirmation of booking
- the operative may now conduct limited duties (refer to AGA-CM-PR01 Training Management Process, Figure 5) under **direct** supervision of a competent person.

Further training requirements:

- within 2 weeks of completing the Pre-SSE Workbook the operative **Must** attend SSE training
- within 6 weeks of completing the Pre-SSE Workbook the operative **Must** attend training in a chosen stream.

**NOTE:** If any of the above criteria is not adhered to, then the operative will no longer be approved to work on an ATCO worksite, and the process will start again.

Until the successful completion of the relevant workplace assessments (WPA) all operatives who work on the network will do so under the **direct** supervision of a competent person.

Further qualifications that are/ may be required are as follows:

- First Aid – within 6 months of completing the Pre-SSE, in all cases a First Aid-trained person will always be on site
- Basic Worksite Traffic Management – there will be at least one person qualified per crew
- Class G Permit – if required by contract or SWI

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- any other qualification or training required by the contract.

For more detailed requirements please refer to Contracts Manager/ Supervisor.

## 11. RECOGNISED PRIOR LEARNING

ATCO Gas Australia, will ensure the process for recognition of a learners' existing skills and knowledge are measured against the relevant qualification, complies with the assessment requirements of the relevant training package or VET-accredited course and is conducted in accordance with the:

### Principles of Assessment

- Fairness
- Flexibility
- Validity
- Reliability.

### Rules of Evidence

- Validity
- Sufficiency
- Authenticity
- Currency.

ATCO Gas Australia use a [Candidate RPL Assessment Tool](#) and a [RPL Portfolio Assessment Instrument](#) to assist the Candidate and Assessor with the RPL process. A decision is made based on whether or not the evidence provided meets the above Principles of Assessment and Rules of Evidence. Where evidence is deemed incomplete a gap analysis and Training Plan will then be established to help the learner achieve the required outcome.

Contact the Training Coordinator for more information on this process.

## 12. CREDIT TRANSFER

ATCO Gas Australia accepts and provides credit to learners for Units of Competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF-authorized issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

Verification of these qualifications shall be followed up by the Training Coordinator by phone call and email to the relevant RTO to confirm the qualification is valid and authentic.

If there is an area of concern then the learner seeking credit may be required to supply sufficient information to validate the qualification and its authenticity.

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Contact the Training Coordinator for more information and requirements for this process.

## 13. EDUCATION SUPPORT AND PROGRESSION

ATCO Gas Australia has various means to support its learners through the qualifications and courses it provides to learners enrolled in the training.

With the Certificate III in Gas supply industry operations, the Training Coordinator and Manager Training will schedule regular progress meetings, site visits, and plan the training timeframe to allow a learner to build the skills, knowledge and experience required to meet the requirements of the qualification. Learners can contact the Training Coordinator, Manager Training and the Trainers at any time during the training for assistance and clarification on course requirements.

Progress reports (SAP/ SMS) are used to review a learner's training and assessment journey and identify support needs as appropriate along the way. The Training Coordinator and the Trainer Assessor are responsible for ensuring the learner has sufficient time to complete each task.

With all courses on scope, ATCO Trainers will continually check understanding during the course to ensure all learners are progressing as required through formative assessment.

In addition summative assessments are completed in two or more of the following:

- Oral – Verbal questioning
- Written – Theory Assessments
- Observation – Practical Skills Assessment
- Portfolio – Workplace Evidence.

### 13.1 Learner Needs

If a learner has additional needs, e.g., access or educational support, they can request this is arranged through the Training Coordinator, Manager Training or a Trainer/ Assessor. This can be done at enrolment or as identified during training and assessment.

It is important to note that any prerequisites to a course are met prior to enrolment and therefore 'additional needs/ support' does not include help with any prerequisites once at this stage.

All Training and Assessing staff have training qualifications in dealing with Literacy, Language and Numeracy (LLN) requirements and will make the necessary adjustments to meet those requirements. When developing training packages, consideration is given to possible literacy, language or numeracy difficulties.

ATCO staff have various skills and knowledge to support learners with technology challenges including computers, software and internet.

Concerns with disability, physical, cultural, socio-economic or family issues will be directed to the Manager Training and suitable solutions will be sought and agreed upon by both parties. Any special needs requirements, for example, wheelchair access, dietary, religious and literacy, language and numeracy can be catered for if requested at the time of enquiry into booking a course. All concerns discussed are treated as confidential.

Learners can access various support mechanisms ranging from counselling services, financial services and social assistance through organisations such as:

- Employers Assistance Program (EAP) (ATCO staff only)
- Mental Health First Aid Officers within ATCO Gas Australia
- Lifeline – **13 11 14** – Mental Health assistance
- 1800 RESPECT – **1800 737 732** – Counselling, Sexual Assault, Family Violence
- Department Human Services – [www.humanservices.gov.au](http://www.humanservices.gov.au) – Financial assistance.

### 13.2 Cert III Gas supply industry operations

For the Certificate III in Gas supply industry operations course, learners are required to attend regular progress meetings, designed to help keep learners on track with achieving their outcomes. These meetings are valuable opportunities to ask questions and to receive feedback on course progression.

Work placement in the Gas industry should be sought, to enable workplace assistance and to build on skills and knowledge gained in the formal training. ATCO training team will contact the employer to arrange a site visit to monitor progress, clarify experiences and ensure the learner is using the correct techniques and skills on the job.

The ATCO training team have the skills and experience to identify if a learner is struggling with the course. They will try to assist and may even offer some one-on-one training to understand a task. ATCO understands learners have different learning styles and can adapt our delivery methods to suit. The Trainers and Assessors are there to help learners through the course.

### 13.3 Short Courses

For any of the short courses, additional support for any learner can be sought through the Training Coordinator when booking the course, or from the Trainer/ Assessor during the course.

The ATCO training team have the skills and experience to identify if a learner is struggling with the course. They will try to assist and may even offer some one-on-one training to understand a task. ATCO understands learners have different learning styles and can adapt our delivery methods to suit. The Trainers and Assessors are there to help learners through the course.

ATCO Gas Australia has an [RTO Complaints and Appeals Practice](#) and process for any learner wanting to lodge a Complaint or Appeal. See section **15.13** of this document for more information.

### 13.4 Withdrawal from the course:

If a student wants to withdraw from the enrolled course, they will be directed to the Training Coordinator or the Manager Training and the “[Terms and Conditions of Service](#)” section **15** in the [ATCO Training Scope of Services – Accredited and Non-accredited marketing document](#) (this document), will be referenced. The Training Coordinator and Manager Training will attempt to accommodate the learner on a future course that may better suit their requirements, if agreed by all parties.

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ATCO Gas Australia has an [RTO Complaints and Appeals Practice](#) and process for any learner wanting to lodge a Complaint or Appeal. See section **15.13** of this document for more information.

## 14. FITNESS FOR WORK AND TO PARTICIPATE IN TRAINING

ATCO Gas Australia has a responsibility to ensure a safe place and system of work. ATCO Gas Australia understands that many factors may adversely impact on an employee's/ contractor's/ learner's fitness for work.

It is the responsibility of every employee/ contractor/ learner to notify their Manager/ Supervisor of any concerns about, or potential impairment to their fitness for work and that of their colleagues.

All employees, contractors, subcontractors, service providers and learners enrolled in our courses have a duty to take reasonable care so as not to expose themselves or others to health or safety risks.

It is important for all learners/ contractors/ employees enrolled in ATCO courses to:

- ensure that they are in a fit state to work and are able to carry out their duties without risk to themselves or others
- understand they have a duty to report situations where they are not fit for the course or work, or become unfit for course or work during their course or work shift and report situations where they observe behaviours which clearly indicate that other learners or employees may not be fit for work
- comply with the ATCO [Alcohol and other drugs, fitness for work procedure](#)
- immediately cease training or work safely and report to their Trainer Assessor or Supervisor and/or Management where the learner or employee believes they may not be fit for work, for any reason, including the consumption of alcohol and/or drugs
- report situations where they observe behaviours that clearly indicate that other individuals may not be fit for work; and
- comply with reasonable directions from Trainer Assessors, Supervisors and Managers of ATCO Gas Australia in relation to attending fitness for work assessments or cooperating with any workplace investigations.

For further information please contact the Training department for a copy of ATCO Australia's [Alcohol and other drugs, fitness for work procedure](#).

## 15. TERMS AND CONDITIONS OF SERVICE

The trading terms and conditions listed below are general in nature and subject to regular reviews and may change.

Access to these terms and conditions is available by contacting ATCO Gas Australia Training department during business hours or on our website (<https://www.atco.com/en-au.html>).

The terms listed are written with consideration to fairness and equity to all ATCO stakeholders.

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Where applicable, additional conditions may be contained in the Training Management Process and Prerequisites of the courses.

## 15.1 Payment

### Non-account Customers

Non-account Customers are customers who do not regularly engage in business with ATCO. Due to this, Non-account Customers can pay by credit card for the training course, rather than opening an account with ATCO.

Customers who choose to pay by credit card must pay course fees at the time of booking and prior to issue of course booking confirmation. Payment can be arranged by contacting the Training Coordinator at ATCO Gas Australia during office hours 8.00 am–3.00 pm on **08 6163 5000**. A receipt will be emailed to you on completion of payment.

It should be noted that Non-account Customers are not required to pay more than \$1,500.00 up front per semester.

### Account Customers

Account Customers are customers who regularly engage in business with ATCO. Customers who wish to open an account with ATCO are welcomed to. Please contact ATCO Finance department.

Payment for all ATCO Gas Australia Training services is to be made within 30 days from the date of invoice, unless otherwise agreed.

All bookings must be accompanied by an approved Purchase Order number.

Non-payment of course fees by the due date shall result in “stop credit”. As a minimum, all pending bookings will be placed on hold until outstanding fees are paid in full, unless authorised by the ATCO Gas Australia Manager Training.

Ongoing non-payment may result in debts being referred to the ATCO Legal department for remedial action.

All efforts will be made to maintain a healthy business relationship between both ATCO Gas Australia and the customer wanting to utilise our training services.

## 15.2 Cooling Off Period/ Cancellations

Cooling off period is up to 7 days prior to the course starting. A full refund will apply.

Cancellations must be advised in writing (email accepted) no later than as set out below:

- 7 working days’ notice prior to the course starting = 100% refund
- 3–6 working days’ notice prior to the course starting = 75% refund (unless a suitable replacement can be found)
- 2 working days’ notice prior to the course starting = 50% refund (unless a suitable replacement can be found)

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- 1 working day's notice prior to the course starting = 0% refund (unless a suitable replacement can be found)

**NOTE:** For on-site training, cancellation or deferral of training must be advised in writing no later than 14 days prior to Trainer/ Assessor mobilisation or a fee equivalent to the mobilisation and one day of training shall apply.

All flights and accommodation already booked and not refundable shall be paid for by the person requesting the cancellation of the training.

If a learner is unable to attend training due to illness or injury within the notice requirements above, then a medical certificate must be presented as sufficient evidence. A reasonable and fair judgement shall be made by the Manager Training and the Training Coordinator for course of action.

All attempts to reschedule the learner into another course date shall be made by ATCO in consultation with the learner.

### **Course arrangement is cancelled early by ATCO**

ATCO will advise the learner of their intention to cancel the nominated course in writing (email) as early as practicable to avoid any inconvenience to the learner. All attempts will be made to reschedule the learner into another nominated course date that suits both parties.

If the learner finds that the course doesn't meet their expectations, the learner can request a meeting with the Manager Training and discuss a suitable solution that meets both parties' requirements.

If for any reason the nominated course is not being run by ATCO, a full refund, 100% of the course fee shall apply to learners enrolled in the nominated course.

All decisions will be determined by the Manager Training and the Training Coordinator, based on the principles of natural justice and procedural fairness.

### **ATCO fails to provide the agreed services**

If ATCO fails to deliver the agreed services to the learner, a meeting will be scheduled with the Manager Training and the learner to resolve the issue. Please see [ATCO Complaints and Appeals Practice](#).

If the learner requests a refund of the set course fee, then the decision will be determined based on the principles of natural justice and procedural fairness. If the learner is not satisfied with the decision, they will be directed to the ATCO Complaints and Appeals process for further consideration.

Where there are any changes to agreed services then ATCO shall advise the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Training Coordinator and Manager Training will advise of any of these changes via email to each and every learner currently enrolled in ATCO courses.

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### 15.3 Non-compliance

ATCO Gas Australia has an obligation to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with the RTO Standards 2015 and for the issuance of the AQF certification documentation.

If the RTO is found to be non-compliant, a full investigation will be conducted by the Training department management and a suitable resolution shall be sought.

Participants who fail to comply with the following requirements will be turned away and full course fees shall apply:

- upon arrival, wear appropriate attire as described in the [ATCO Booking Confirmation](#)
- upon arrival, those attending driver training must present a valid Driver's Licence for the vehicle they will be trained in, as required by the *Road Traffic Act (1996)*

**NOTE:** Photos, copies of licences and Foreign, International licences that are not in English will not be accepted.

- upon arrival, those attending any training must present valid photo identification
- use ATCO Gas Australia's facilities, materials and other resources for any purpose other than that for which it is intended
- comply with any reasonable direction from ATCO Gas Australia staff
- comply with any ATCO Gas Australia practice, procedures, SWI's and safety processes.

ATCO Gas Australia accepts no responsibility for participants who present a driver's licence that is not valid (i.e., suspended for any reason).

Any costs relating to traffic offences or damage to vehicles by a participant who knowingly or unknowingly present an invalid licence will be at the cost of the participants or their employer.

### 15.4 Personal Information

Personal information about clients and/or visitors to our sites is collected only when knowingly and voluntarily submitted. For example, we may need to collect such information to provide you with further services or to answer or forward any requests or enquiries.

It is our intention that this policy will protect your personal information from being dealt with in any way that is inconsistent with applicable privacy laws in Australia.

#### Use of Information

Personal information submitted to ATCO Gas Australia by clients and visitors is used only for the purpose for which it is submitted or for such other secondary purposes that are related to the primary purpose unless we disclose other uses at the time of collection.

Copies of correspondence provided by clients, that may contain personal information, are stored as archives for record-keeping and back-up purposes only.



## Disclosure

Apart from instances where persons have consented to disclosure, personal information may be disclosed in special situations where we have reason to believe that doing so is necessary to identify, contact or bring legal action against anyone damaging, injuring, or interfering (intentionally or unintentionally) with our rights or property, users, or anyone else who could be harmed by such activities.

Furthermore, we may disclose personal information when we believe in good faith that the law demands disclosure.

We may engage third parties to provide you with goods or services on our behalf. In that circumstance, we may disclose your personal information to those third parties in order to meet your request for goods or services.

## 15.5 Security

ATCO Gas Australia strives to ensure the security, integrity and privacy of personal information submitted to ATCO Gas Australia.

We review and update our security measures in line with current technologies, however, no data transmission over the internet can be guaranteed to be totally secure. We will endeavour to take all reasonable steps to protect the personal information you may transmit to us either in writing, verbally or from our online products and services.

Our employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by us. However, ATCO Gas Australia will not be held responsible for events arising from unauthorised access to your personal information.

### Access to Information

ATCO Gas Australia will endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up to date.

If, at any time, you discover that information held is incorrect, you may contact us to have the information corrected.

In addition, ATCO employees and the contractors who provide services related to our information systems are obliged to respect the confidentiality of any personal information held by ATCO Gas Australia.

### Privacy Notice

Under the *Data Provision Requirements 2012*, ATCO Gas Australia is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the submitted RTO Enrolment Form), may be used or disclosed by ATCO Gas Australia for statistical, administrative,

regulatory and research purposes. ATCO Gas Australia may disclose your personal information for these purposes to:

- a VET regulator (the Australian Skills Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment (DESE)
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

Personal information that has been disclosed to NCVET may be used or disclosed by NCVET for the following purposes:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cwlth), the National VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

For more information about NCVET's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

If you would like to seek access to or correct your information, in the first instance, please contact ATCO Gas Australia Manager Training.

### **Further Privacy Information**

For more information about privacy issues in Australia and protecting your privacy, visit the Australian Federal Privacy Commissioner's website <http://www.privacy.gov.au>.

DESE is authorised by law, including the *Privacy Act* and the *NVET Act*, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

You may receive a student survey which may be administered by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact information

At any time, you may contact ATCO Gas Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled, or
- ask a question about this Privacy Notice.

## 15.6 Qualifications

### Accredited Training

All qualifications, certificates and “Statements of Attainment” issued by ATCO Gas Australia in the delivery of its training services comply with the Australian Qualification Framework.

Whilst ATCO Gas Australia will endeavour to assist learners or corporate clients to identify the appropriate outcomes for their circumstances, it is the responsibility of the learner or corporate client to ensure that the required outcome is requested at the time of booking the training.

### Non-accredited Training

Only staff and contractors with ATCO Gas Australia will have access to the Non-accredited Training (Safety Case Training). This cost will be absorbed by ATCO Gas Australia as part of the Safety Case requirements within the current Access Arrangement.

All Non-accredited courses will receive a “Statement of Attendance” if the course is successfully completed. ATCO staff will have their training records updated to reflect the outcomes of these courses.

Whilst ATCO Gas Australia will endeavour to assist the client to identify the appropriate outcomes for their circumstances, it is the responsibility of the learner or corporate client to ensure that the required outcome is requested at the time of booking the training.

## 15.7 Train out periods

ATCO Gas Australia constantly updates its Training and Assessment materials and subscribes to Training.gov.au website to assist in remaining current with its marketing and training materials.

All courses are fully audited on a bi-yearly basis for relevance, currency, validity and to ensure they meet the Units of Competency. If, during audit, any course is found to be not meeting any of the above-mentioned requirements, the course will be assessed and updated as soon as practicable and within the required time frame.

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If a training product has been superseded or is no longer available the following shall occur:

- the new current training product that supersedes the old training product shall be introduced within 6 months and any new enrolments shall be enrolled in the new training product
- As all training products have a train-out period, learners already enrolled in that non-current training product shall be trained in the enrolled course and completed before the train-out period expires
- if a suitable replacement training product cannot be found, a refund of that course fee shall apply to the learner/s enrolled in that course
- if for any reason a student is enrolled in a course that is no longer on the Scope of Services, and a suitable course replacement is not available then a full refund of that course fee shall apply.

### **Accredited Training**

All qualifications, certificates and “Statements of Attainment” issued by ATCO Gas Australia in the delivery of its training services comply with the Australian Qualification Framework and RTO Standards 2015.

Whilst ATCO Gas Australia will endeavour to assist the client to identify the appropriate outcomes for their circumstances, it is the responsibility of the learner or corporate client to ensure that the required outcome is requested at the time of booking the training.

### **Non-accredited Training**

ATCO staff and contractors will have their training records updated to reflect the outcomes of these courses.

Whilst ATCO Gas Australia will endeavour to assist the client to identify the appropriate outcomes for their circumstances, it is the responsibility of the learner or corporate client to ensure that the required outcome is requested at the time of booking the training.

## **15.8 Client Approval**

Except in cases where the training does not meet the requirements of the Australian Qualification Framework, ATCO Gas Australia does not accept liability for any training that does not meet client approval requirements.

Whilst ATCO Gas Australia will endeavour to assist the client to identify the appropriate outcomes for their circumstances, it is the responsibility of the learner or corporate client to ensure that the required course is requested at the time of booking the training.

## **15.9 Onsite Training**

ATCO Gas Australia will endeavour to fully accommodate the needs of our other business interests and clients and may be requested to travel to sites nationally. If this is requested then a written quotation shall be provided and accepted prior to training being booked into the Training Calendar. Consultation with the Manager Training must be sought.

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Additional terms may apply for on-site training which is provided when the work is quoted. Those terms will be detailed in the quotation.

### **15.10 Contractors and Subcontractors**

From time to time ATCO Gas Australia may employ contractors and subcontractors.

Each contractor or subcontractor shall be vetted by the Manager Training to ensure that they can complete the work required to the expected standard.

Where necessary, the contractor's employees may be required to undertake additional training at the contractor's expense to meet the ATCO Gas Australia minimum requirements of our courses.

Contractors conducting training and assessing on behalf of ATCO Gas Australia shall be subject to a written agreement and will be required to abide by this agreement and its terms and conditions. All marketing and training materials will be managed and provided by ATCO Gas Australia. On successful completion of the contracted/ subcontracted course, the certification will be issued by ATCO Gas Australia.

If an ATCO Gas Australia contractor closes or ceases to deliver any part of our training a learner is enrolled in, ATCO Gas Australia will take necessary steps to find a suitable replacement to complete the training or a refund may be offered if the learner is not satisfied with the outcome.

### **15.11 Learner's Records**

ATCO Gas Australia is required to securely retain, and be able to produce in full at audit if requested to do so, all completed student assessment items for each student, for a period of six months from the date on which the judgement of competence for the student was made.

Student outcomes are recorded and maintained on ATCO Gas Australia's AVETMISS-compliant Student Management System and are available in accordance with statutory requirements.

### **15.12 Drug and Alcohol Procedure**

As a minimum, ATCO's Drug and Alcohol procedure applies to all staff, contractors, subcontractors, employees, participants and visitors on ATCO sites, either involved directly or indirectly in training or work.

All employees have a responsibility to ensure a safe place and system of work. ATCO Gas Australia understands that many factors may adversely impact on a learner or employee's fitness for work. It is the responsibility of every learner and employee to notify their Trainer Assessor or Manager/ Supervisor of any concerns about, or potential impairment to their fitness for work and that of their colleagues.

All employees, contractors, subcontractors, service providers and learners have a duty to take reasonable care so as not to expose themselves or others to health or safety risks.

It is important for all candidates and staff to:

- ensure that they are in a fit state to work and are able to carry out their duties without risk to themselves or others

- understand they have a duty to report situations where they are not fit for the course or work, or become unfit for course or work during their course or work shift and report situations where they observe behaviours which clearly indicate that other learners or employees may not be fit for work
- comply with our Alcohol and other drugs, fitness for work procedure
- immediately cease training or work safely and report to their Trainer Assessor or Supervisor and/or Management where the learner or employee believes they may not be fit for work, for any reason, including the consumption of alcohol and/or drugs
- report situations where they observe behaviours that clearly indicate that other individuals may not be fit for work, and
- comply with reasonable directions from Trainer Assessors, Supervisors and Managers of ATCO Gas Australia in relation to attending fitness for work assessments or cooperate with any workplace investigations.

For further information please contact the Training department for a copy of ATCO's "Alcohol and other drugs, fitness for work" procedure.

### **15.13 Complaints and Appeals**

A detailed copy of ATCO's Complaints and Appeals Practice can be found on ATCO's website (<https://www.atco.com/en-au.html>).

Any learner, a potential learner, Assessor or any other stakeholder who is not satisfied with any aspect of ATCO RTO, should refer to this practice if they wish to make an informal and/or a formal complaint or an appeal.

## 16. NATIONALLY ACCREDITED COURSES ON SCOPE

### 16.1 Certificate III in Gas supply industry operations



#### Overview

This qualification provides competencies to conduct gas supply industry activities, including installation, maintenance, fault find and repair, operations of distribution and transmission gas pipelines, cylinders and associated equipment.

#### Prerequisites

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

There are no entry requirements for this qualification.

To complete ATCO Gas Australia's courses, job placement in the Gas supply and industry operations is a must, to enable you to complete all tasks and build on industry skills, knowledge and experience. Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

Unless stated in the confirmation email the minimum requirement for attending ATCO Gas Australia's training is Long Pants, Long-sleeved Shirt (preferably Hi-Visibility) Safety Boots, valid Photo Identification and a Unique Student Identification number.

Contact ATCO Gas Australia Training department for further information if required.

Email: [mailbox@atco.com](mailto:mailbox@atco.com) or phone: **08 6163 5000**.

Course Title: UEG30120 - Certificate III in Gas supply industry operations		Pathway	Duration
<b>Core Units</b>			
BSBLDR301	Support effective workplace relationships	The pathway for this industry is as follows: <ul style="list-style-type: none"> <li>• UEG40120 Certificate IV in Gas supply industry operations</li> <li>• UEG50120 Diploma of Gas supply industry operations</li> <li>• UEG60120 Advanced Diploma of Gas supply industry operations</li> </ul>	This qualification will be based on 12–36 months
BSBXTW301	Work in a team		
BSBWHS311	Assist with maintaining workplace safety		
BSBPEF301	Organise personal work priorities		
UEGNSG005	Prepare to work in the gas industry		
UEGNSG132	Carry out basic work activities in a gas industry work environment		
UEGNSG133	Comply with environmental policies and procedures in the utilities industry		
UEGNSG141	Apply Workplace Health and Safety regulations, codes and practices in the gas supply industry		

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Course Title: UEG30120 - Certificate III in Gas supply industry operations		Pathway	Duration
<b>Elective Units</b>			
BSBWHS308	Participate in WHS hazard identification, risk assessment and risk control processes		This qualification will be based on 12–36 months
UEGNSG004	Locate, prove and protect utility assets		
UEGNSG006	Use portable gas detectors to locate escape		
UEGNSG134	Establish a Utilities infrastructure work site		
UEGNSG140	Apply environmental policies and procedures in the Utilities industry		
UEGNSG212	Construct, lay and connect a residential single point gas distribution service to a plastic main		
UEGNSG216	Commission or decommission gas distribution pipelines		
UEGNSG217	Launch and recover PIGs in a gas distribution pipeline		
UEGNSG220	Construct and lay polyethylene gas distribution mains		
UEGNSG229	Prepare simple drawings of as laid gas mains and services		
<b>Units to be achieved through credit transfer</b>	<b>HLTAID011</b> Provide first aid (ATCO has this on scope)	<b>NOTE:</b> The costs of these Units are not included in the cost of the Certificate III Gas supply industry operations UEG30120  Whilst we would like you to complete this training with ATCO Gas Australia, it is not a requirement that you complete these units with ATCO Gas Australia	8 hours
	<b>RIIWH302D</b> Implement traffic management plan (External Provider only)		8 hours
	<b>RIIMPO320F</b> Conduct civil construction excavator operations (ATCO has this on scope)		16 hours

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**Please Note:** The following ATCO Courses and all relevant workplace assessments are prerequisites of the Certificate III Gas supply industry operations qualification.

- Pre-SSE
- SSE
- Tooling and Equipment
- Legislation
- Attending Gas Escapes
- Gas Pipe Installation
- Service Laying 1 & 2
- Mains Laying 1 & 2

See each course's detail for duration and specific content within this document.

### Assessment Methods

- **Work Portfolio:** shall be compiled for the duration of training containing evidence to validate the knowledge, skills and experience that has been completed in the workplace
- **Direct Observation:** shall be in the form of workplace assessments, classroom-simulated and work environment situations including all required practical activities included in the course
- **Written Questions:** shall be in the form of any course assessment paperwork required to complete the course.

### Duration and Location

- The duration of this course is estimated to be 12–36 months depending on each learner's ability and work placement situation
- Commencing 8:00 am (registration at 7:45 am) for all training at the Jandakot Training Centre
- On-the-job training will depend on your job placement requirements
- Location – 81 Prinsep Road, Jandakot, for scheduled Training Centre training and assessment
- Location – on-the-job training and assessment will be determined by your job placement requirements

### Post-training Requirements

- workplace assessments are required after completion of all training and will be conducted throughout the duration of the work placement
- compile a portfolio of evidence to support your progress for the duration of the course
- attend workplace portfolio review meetings throughout the duration of the course to provide and receive feedback on progress
- final Capstone assessment and final review of portfolio meeting to determine whether all requirements of the qualification have been met.

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**Cost of course**

\$2,700.00

To provide an easier path to become qualified, the cost shall be broken into two parts, 50% on enrolment and 50% on the commencement of the second year of the course.

**17. NATIONALLY ACCREDITED SHORT COURSES ON SCOPE**

**17.1 Provide First Aid**



**Overview**

**HLTAID011 – Provide First Aid**

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.

Specific licensing/ regulatory requirements relating to this competency, including requirements for refresher training, should be obtained from the relevant national/ state/ territory Work Health and Safety Regulatory Authorities.

**Pathway**

- this Unit of Competency (HLTAID011 Provide First Aid) can be used as either core or elective units within many nationally endorsed qualifications
- this course is part of ATCO Gas Australia’s Certificate III Gas supply industry operations qualification
- having this qualification can also benefit people looking for employment; with the current industry focus on workplace safety, having a current Provide First Aid accreditation gives you an advantage over other jobseekers; especially for high risk workplaces.

Training Course	Length of Course	
	Study	Assessment Includes Theory and Practical
HLTAID011 - Provide First Aid	6 Hours	2 Hours

**Content**

- how to respond to an emergency situation
- apply appropriate first aid procedures
- principles and procedures for first aid management of the following scenarios:

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- abdominal injuries, allergic reaction, anaphylaxis, basic care of a wound, bleeding control, burns, cardiac conditions, including chest pain, choking and airway obstruction, crush injuries, diabetes, dislocations, drowning, envenomation, environmental impact, including hypothermia, hyperthermia, dehydration and heat stroke, eye and ear injuries, fractures, febrile convulsions, head, neck and spinal injuries, minor skin injuries, needle stick injuries, poisoning and toxic substances, respiratory distress, including asthma, seizures, including epilepsy, shock, soft tissue injuries, including strains and, sprains, stroke, unconsciousness.
- communicate details of the incident
- review the incident.

**Practical sessions include:**

- manage, in line with ARC guidelines, the unconscious, breathing casualty including appropriate positioning to reduce the risk of airway compromise
- manage, in line with ARC guidelines, the unconscious, non-breathing adult, including:
  - perform at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - follow the prompts of an automated external defibrillator (AED) to deliver at least one shock
  - demonstrate a rotation of single rescuer operators with minimal interruptions to compressions
  - respond appropriately in the event of regurgitation or vomiting
- manage, in line with ARC guidelines, the unconscious, non-breathing infant, including:
  - perform at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
- manage casualties, with the following:
  - anaphylaxis
  - asthma
  - non-life-threatening bleeding
  - choking
  - envenomation, using pressure immobilisation
  - fractures, dislocations, sprains and strains, using appropriate immobilisation techniques
  - minor wound cleaning and dressing
  - nosebleed
  - shock
- respond to at least one simulated first aid incident contextualised to the candidate's workplace or community setting, where the candidate has no knowledge of the casualty's condition prior to starting treatment, including:

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- identify the casualty's illness or injury through history, signs and symptoms
- use personal protective equipment (PPE) as required
- provide appropriate first aid treatment
- convey incident details to emergency services or advise casualty on any required post-incident action
- provide an accurate verbal and written report of the incident
- review the incident.

### **Prerequisites**

There are no prerequisites for this course at the time of publication. Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

Unless stated in the confirmation email the minimum requirement for attending ATCO Gas Australia's training is Long Pants, Long-sleeved Shirt (preferably Hi-Visibility) Safety Boots, valid Photo Identification and a Unique Student Identification number.

Contact ATCO Gas Australia Training department for further information if required.

Email: [tmailbox@atco.com](mailto:tmailbox@atco.com) or phone: **08 6163 5000**.

### **Assessment Methods**

- Written assessment
- Practical assessment

### **Session Duration and Location**

- 1 day (8 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### **Post-training Requirements**

- None

### **Cost of course**

\$130.00

## 17.2 Confine Small Emergencies in a Facility

### Overview

#### PUAFER008 – Confine Small Emergencies in a Facility



This course provides you with the skills and knowledge required to confine small emergencies in a facility and it applies to participants/ learners who are required to have first attack firefighting skills. It includes preparing for emergency situations, identifying and assessing an emergency, safely confining emergencies, using initial response equipment and reporting on the facility's emergency response.

Small emergencies in a facility include incidents such as small fires that can be controlled using a fire extinguisher; chemical spills that can be controlled using facility personal protective clothing and equipment and a spill kit; or a vehicle accident where there is no significant injury or damage.

All aspects of the unit must be undertaken in line with legislative requirements, organisational procedures, and accepted work practices.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

### Pathway

- this Unit of Competency (PUAFER008 Confine Small Emergencies in a Facility) can be used as either core or elective units within many nationally endorsed qualifications
- this course is part of ATCO Gas Australia's Certificate III Gas supply industry operations qualification
- this Confine small emergencies in a facility training is suitable for those looking to use a fire hose reel, fire extinguisher and or fire blanket in their workplace, who need to fulfil an employment requirement, or people who want to have the ability to provide an emergency response in an everyday situation
- having this qualification can also benefit people looking for employment; with the current industry focus on workplace safety, having a current Confine small emergencies in a facility accreditation gives you an advantage over other jobseekers; especially for high risk workplaces.

Training Course	Length of Course	
	Study	Assessment Includes Theory and Practical
PUAFER008 – Confine Small Emergencies in a Facility	2.5 Hours	1.5 Hours

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## Content

You will receive a classroom theory, practical demonstration followed by Written and Practical assessment on the following:

- prepare for emergency situations
- identify and assess emergency
- safely confine emergencies
- use initial response equipment
- report facility emergency response
- initial response actions including activation of response team, activation of suppression systems, use of alerts, containment of emergency, evacuation of area, removal of occupants from danger, removal of emergency, basic aid, shut down procedures, use of containment systems and use of portable fire extinguishers, fire blankets and/or hose reels
- limitations of initial response equipment, emergency control equipment or facilities
- methods of extinguishment.

## Prerequisites

There are no prerequisites for this course at the time of publication. Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

Unless stated in the confirmation email the minimum requirement for attending ATCO Gas Australia's training is Long Pants, Long-sleeved Shirt (preferably Hi-Visibility) Safety Boots, valid Photo Identification and a Unique Student Identification number.

Contact ATCO Gas Australia Training department for further information if required.

Email: [tmailbox@atco.com](mailto:tmailbox@atco.com) or phone: **08 6163 5000**.

## Assessment Methods

- Written assessment
- Practical assessment

## Session Duration and Location

- 4 hours
- Commencement time to be confirmed when booking
- Location – 81 Prinsep Road, Jandakot

## Post-training Requirements

- None

## Cost of course

\$150.00

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## 17.3 Operate Commercial Vehicle



### Overview

#### TLIC1051 – Operate Commercial Vehicle

This unit involves the skills and knowledge required to maintain the safety of and to operate, a commercial vehicle across a variety of job roles. It includes monitoring traffic and associated equipment, managing vehicle condition and performance, and effectively managing hazardous situations.

Driving must be carried out in accordance with relevant state/ territory roads and traffic authority licence requirements and regulations. Driving is performed with limited supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

Licensing, legislative, regulatory or certification requirements are applicable to this unit. Provisional car licence must be held prior to commencement of this Unit of Competency.

### Pathways

- this Unit of Competency (TLIC1051 Operate Commercial Vehicle) can be used as either core or elective units within many nationally endorsed qualifications
- this course is part of ATCO Gas Australia’s Certificate III Gas supply industry operations qualification
- our Operate Commercial Vehicle training is suitable for those looking to use a commercial vehicle in their workplace, who need to fulfil an employment requirement, or people who want to have the ability to use a commercial vehicle in an everyday situation
- having this qualification can also benefit people looking for employment; with the current industry focus on workplace safety, having a current Operate Commercial Vehicle accreditation gives you an advantage over other jobseekers; especially for high risk workplaces.

Training Course	Length of Course	
	Study	Assessment Includes Theory and Practical
TLIC1051 – Operate Commercial Vehicle	6 Hours	2 Hours

### Content

- check and replenish fluids and carry out lubrication processes
- apply precautions and required action to minimise, control or eliminate identified hazards
- operate commercial vehicle
- monitor traffic and road conditions
- monitor and maintain vehicle performance
- fatigue management strategies including on-road techniques

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- pre-operational checks carried out on vehicle and related action
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- procedures to be followed in a driving emergency
- map reading and road navigation techniques
- relevant state/ territory road traffic authority road rules, regulations, permit and licence requirements
- factors that may cause traffic delays and diversions, and related action that can be taken
- vehicle controls, instruments and indicators and their use
- low-risk driving behaviours

### Prerequisites

There are no prerequisites for this course at the time of publication. Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

Unless stated in the confirmation email the minimum requirement for attending ATCO Gas Australia's training is Long Pants, Long-sleeved Shirt (preferably Hi-Visibility) Safety Boots, valid Photo Identification and a Unique Student Identification number.

Contact ATCO Gas Australia Training department for further information if required.

Email: [tmailbox@atco.com](mailto:tmailbox@atco.com) or phone: **08 6163 5000**.

### Assessment Methods

- Written assessment
- Practical assessment

### Session Duration and Location

- 1 Day (8 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- None

### Cost of Course

\$135.00



## 17.4 Conduct Civil Construction Excavator Operations



### Overview

#### RIIMPO320F Conduct Civil Construction Excavator Operations

This unit describes the skills and knowledge required to perform excavator operations to lift, carry and place materials. The unit applies to those working in site-based roles.

Licensing, legislative, regulatory and certification requirements that apply to this unit can vary between states, territories, and industry sectors. These requirements must be sourced from the individual state jurisdictions, prior to applying to complete this unit.

This unit alone does not provide sufficient skill to independently load and unload equipment. To perform this activity safely, personnel must either complete or be assisted by someone who has completed RIIHAN308F Load and Unload Plant or equivalent.

### Pathways

- this Unit of Competency (RIIMPO320F Conduct Civil Construction Excavator Operations) can be used as either core or elective units within many nationally endorsed qualifications
- this course is part of ATCO Gas Australia’s Certificate III Gas supply industry operations qualification
- ATCO Gas Australia’s Conduct Civil Construction Excavator Operations training is suitable for those looking to use an excavator in their workplace, who need to fulfil an employment requirement, or people who want to have the ability to use an excavator in an everyday situation
- this Unit of Competency is an elective from Group A of the RII30815 Certificate III in Civil Construction Plant Operations. This qualification reflects the role of a skilled operator working with civil construction plant, who applies a broad range of skills in a varied work context, using some discretion and judgement and relevant theoretical knowledge. The individual may provide theoretical advice and support a team
- having this qualification can also benefit people looking for employment; with the current industry focus on workplace safety, having a current Conduct Civil Construction Excavator Operations accreditation gives you an advantage over other jobseekers; especially for Civil Construction and Utilities workplaces.

Training Course	Length of Course	
	Study	Assessment Includes Theory and Practical
RIIMPO320F – Conduct Civil Construction Excavator Operations	12 Hours	4 Hours

### Content

On successful completion of this unit candidates will have the ability to complete the tasks outlined in the elements and performance criteria of this unit.

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The candidate must demonstrate completion of excavator operations that safely, effectively and efficiently follow workplace procedures to carry out work activity on at least two occasions, and include:

- conduct prestart checks prior to commencing operations and shutdown procedures on completion of operations
- drive and operate the equipment, and adjust techniques to site conditions
- complete operations to specification using at least two different material types and activities including:
  - lift and carry materials
  - bulk excavation
  - mixing/backfilling
  - trench excavation
  - stockpiling
  - battering
  - benching
  - site clean up
- select, fit, test, use and remove at least two attachments; the attachment must be certified and approved in line with workplace procedures and could include, but not limited to, the following:
  - tilt bucket
  - buckets
  - lifting device
- assist with loading and unloading skid steer loader from float/ trailer
- park and secure equipment.

In the course of the above work the candidate must also:

- locate and apply relevant documentation, policies and procedures
- select and wear personal protective equipment required for work activities
- carry out vehicle refuelling requirements and procedures where applicable
- apply safe work practices, identify and report all potential hazards, risks and environmental issues
- apply problem-solving and troubleshooting techniques when operating equipment
- monitor and manage equipment performance using indicators and alarms
- identify common equipment faults
- apply levelling techniques
- select and use the required tools and equipment
- apply methods of changing machine attachments

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- establish weight of load
- manage changes in the load's centre of gravity during transportation
- use a range of communication techniques and equipment essential to the safe completion of work activity, including hand, audible and other signals
- meet written and verbal reporting requirements and procedures associated with equipment operations
- organise work activities to meet all task requirements.

### Prerequisites

There are no prerequisites for this course at the time of publication. Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

Unless stated in the confirmation email the minimum requirement for attending ATCO Gas Australia's training is Long Pants, Long-sleeved Shirt (preferably Hi-Visibility) Safety Boots, valid Photo Identification and a Unique Student Identification number.

Contact ATCO Gas Australia Training department for further information if required.

Email: [tmailbox@atco.com](mailto:tmailbox@atco.com) or phone: **08 6163 5000**.

### Assessment Methods

- Theory assessment
- Oral assessment
- Practical assessment

### Session Duration and Location

- 2 Days (16 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- None

### Cost of Course

\$222.00

## 18. NON-ACCREDITED COURSES

ATCO Gas Australia conducts Non-accredited training including:

### 18.1 Site Safety and Environment Induction Training (Pre-SSE)

#### Overview

This prerequisite material will be completed by all prospective field operatives and is used as part of the registration process to attend an ATCO training course. It covers a range of site, safety, health and environmental topics associated with working on the Gas Distribution Network.

Participants will be required to complete a classroom assessment at the start of the Site Safety and Environment Course to determine their level of knowledge and understanding from the prerequisite material.

Training Course	Length of Course	
	Study	Theory Assessment
Prerequisite – Site Safety and Environment (Pre-SSE) (Refer to AGA-CM-MA01 Site Safety and Environment – Prerequisite Course)	Approximately 6 Hours (Self Study)	1 Hour Completed when attending SSE

#### Content

- Safety and Environment
- Induction to ATCO
- Gas Awareness
- Spill Management
- Sediment Containment
- Stockpile Soil and Dust
- Management of Acid Sulphate Soil
- Weed and Pathogen Management
- Weed Removal
- Hazardous Substance Management
- Removal of Hypodermic Syringes
- Manual Handling
- Excavation Hazards
- Tools and Equipment
- Volt Stick, Continuity Bonds
- Residual Current Devices
- Working at Heights

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- Ladders
- Site Setup
- Traffic Management Devices

#### **Prerequisites**

- Construction Induction Card
- Pre-SSE Workbook to be read and completed prior to attending training at ATCO
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

#### **Assessment Methods**

- Written assessment
- Practical assessment

## 18.2 Site Safety and Environment (SSE)

### Overview

This essential course will introduce participants to critical safety, health and environmental requirements and approaches to risk management in the workplace. It will introduce the gas distribution network and the characteristics of working with gas and provide understanding and knowledge to ensure a safe site setup.

Training Course	Length of Course	
	Study	Theory Assessment
Site Safety and Environment	17 Hours	2.5 hours

### Content

- Prerequisite Overview
- Prerequisite Assessment
- Gas Characteristics
- Safety, Health and Environment
- Personal Protective Equipment (PPE)
- Job Risk Assessment/ Take 5
- Asbestos Awareness
- Personal Gas Monitors
- Site Setup
- Location of Underground Assets
- Barricading
- Working in the Vicinity of Overhead Power Lines
- Fire Extinguishers
- Excavation
- Excavation and Backfilling
- Soil Types
- Shoring
- The Role of a Spotter
- Theory Assessment

### Prerequisites

- Pre-SSE

### Assessment Methods

- Written assessment

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- Practical assessment

#### **Session Duration and Location**

- 2 ½ days (19.5 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

#### **Post-training Requirements**

- At least **1** further training stream applicable to most participants
- WPAs are required after completion of training

### 18.3 Gas Pipe Installation (GPI)

#### Overview

This theory-based course will introduce participants to gas pipelines and cover the common elements of both mains and service laying.

Training Course	Length of Course	
	Study	Theory Assessment
Gas Pipe Installation	9 Hours	2.5 Hours

#### Content

- GMI Gas Detectors
- Storing and Handling Gas Pipe
- Selection of Pipe Fittings
- Tapping Bands
- Gas Pipe Jointing Techniques
- As-constructed Drawing Mains and Services
- Protective Wrapping
- Trenchless Installations
- Theory Assessment

#### Prerequisites

- Pre-SSE
- SSE
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

#### Session Duration and Location

- 1 ½ days (11.5 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

#### Post-training Requirements

- WPAs are required after completion of training

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## 18.4 Service Laying 1 (SL1)

### Overview

This course will introduce participants to construct, test and commission gas service pipes. This blended course will include some theory with a significant amount of time allocated for hands-on practical learning to allow participants to put their newly-developed knowledge into practice.

Training Course	Length of Course	
	Study	Theory Assessment
Service Laying 1	16 Hours	3.5 Hours

### Content

- Installing a new PE gas service up to and including 25 mm
- Copper Skills (Risers and Viega)
- Pipe Sizing
- Installing a Plastic Gas Service
- Pneumatic Testing
- Operation of a Cutter Tee
- Use of Squeeze-off tools
- Regulator Setting Tube

### Prerequisites

- Pre-SSE
- SSE
- GPI
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 2 ½ days (19.5 hours)
- Commencing 12:30 pm after Day 2 of GPI (registration at 11:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- WPAs are required after completion of training

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## 18.5 Service Laying 2 (SL2)

### Overview

This advanced Service Laying course will introduce participants to key activities associated with disconnecting, transferring, altering and relaying a gas service. It includes key flow-stopping techniques.

Training Course	Length of Course	
	Study	Theory Assessment
Service Laying 2	13.5 Hours	1.5 Hours

### Content

- Installing a new and altering an existing gas service up to and including 63 mm
- Copper Skills (Oxy and Acetylene Use)
- Installing a Gas Service in the Central Business District (CBD)
- Transfer, Alter, Disconnect and Relay a Gas Service
- Installing a Service to Upsize, Alter or Upgrade a Domestic Meter (Up to AL18)
- Metallic Services
- Clements Plugging Tool
- Service Plugging Tool

### Prerequisites

- Pre-SSE
- SSE
- GPI
- Service Laying 1
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 2 days (15 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- WPAs are required after completion of training

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## 18.6 Mains Laying 1 (ML1)

### Overview

This course will introduce participants to construction, pigging and testing of a gas distribution main. This course has been designed to be hands-on and allow participants to put their theory-based learning into practice.

Training Course	Length of Course	
	Study	Theory Assessment
Mains Laying 1	9.5 Hours	2 Hours

### Content

- Butt Fusion Jointing
- Horizontal Directional Drilling
- Installing a Plastic Gas Main
- Pigging
- Pneumatic Testing

### Prerequisites

- Pre-SSE
- SSE
- GPI
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 1 ½ day (11.5 hours)
- Commencing 12:30 pm after Day 2 of GPI (registration at 11:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training requirements

- WPAs are required after completion of training

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## 18.7 Mains Laying 2 (ML2)

### Overview

This course will introduce participants to the commissioning of a gas distribution main and flow stopping tools and techniques required to safely work on live gas mains.

Training Course	Length of Course	
	Study	Theory Assessment
Mains Laying 2	28.5 Hours	1.5 Hours

### Content

- Commission a Gas Main
- Decommission a Gas Main
- Operate Rogan Equipment
- Squeeze-off

### Prerequisites

- Pre-SSE
- SSE
- GPI
- Mains Laying 1
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 4 days (30 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- WPAs are required after completion of training

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## 18.8 Meter and Regulator Activities (MRA)

### Overview

This course will introduce participants to a range of gas meter and regulator activities related to inspection, maintenance, commissioning and decommissioning of Gas Meters, Regulators and Appliances associated with appliance connections.

Training Course	Length of Course	
	Study	Theory Assessment
Meter and Regulator Activities 1	13 Hours	2 Hours

### Content

- Gas Tightness Testing of Consumer Installations
- Class G Installation Inspections
- Unsafe Gas Installations
- Install, Disconnect and Reconnect Gas Regulators
- Purge and Light Appliances
- Install, Disconnect and Reconnect Gas Meters (Domestic and Commercial)
- Test Gas Meter for High Gas Consumption
- Pressure Upgrade Inspector Approved
- Set Pressure 1843 Regulator
- No Gas Procedure
- Multistorey Buildings (Awareness)

### Prerequisites

- Pre-SSE
- SSE
- Class G Gasfitting Permit
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 2 days (15 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- WPAs are required after completion of training

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## 18.9 Horizontal Directional Drillers (HDD)

### Overview

This course will introduce operatives to ATCO’s HDD guidelines and other procedures relevant to this task.

Training Course	Length of Course	
	Study	Theory Assessment
Horizontal Directional Drillers	3.5 Hours	0.5 Hour

### Content

- Horizontal Directional Drillers
- Handling and Storage of PE Pipe
- Installing a Plastic Gas Main
- Horizontal Directional Drilling
- As-constructed Drawings – Services and Mains

### Prerequisites

- Certificate III Trenchless Technology
- Pre-SSE
- SSE
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 4 hours
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- WPAs are required after completion of training

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## 18.10 Completion

### Overview

This course is an addition to all previous modules with the exception of HP Locators and will be completed immediately prior to a person becoming competent in any particular work stream. It focuses on the responsibilities that a competent person has while working on the ATCO Network.

Training Course	Length of Course	
	Study	Theory Assessment
Completion	3.5 Hours	0.5 Hour

### Content

- Completion
- Supervision, Training and Assessment requirements
- Legislation
- Hazard Incident and Notification
- Permit to Work (Awareness)

### Prerequisites

- All training and completion of one or more workplace assessments in at least **1** of the previous streams
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- ½ day (4 hours)
- Commencing 8.00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

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## 18.11 High Pressure Locators (Initial)

### Overview

This course will enable participants to become Approved Locators after being provided with training on how to locate high pressure (HP) gas mains and how to safely work in the proximity of ATCO assets.

Training Course	Length of Course	
	Study	Assessment
High Pressure Locators	6.5 Hours	1 Hour

### Content

- High Pressure Locators
- Provide information on locating and identifying High Pressure Assets
- Identify key requirements of how to protect the assets
- Theory assessment
- On-site practical training

### Prerequisites

- all personnel are to make an initial request to become an approved HP Locator through the Supervisor Pipeline Maintenance
- an expression of interest (EOI) will be completed when additional HP Locators are requested
- an applicant should have at least 5 years' experience working with underground assets
- all the criteria listed on the form AGA-O&M-PR09-FM01 High Pressure Pipeline Locator Application Information will be met
- intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 1 day (7.5 hours)
- Commencing 8.00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- WPAs are required after completion of training

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## 18.12 High Pressure Locators (Renewal)

### Overview

This course will enable participants to keep their status as Approved Locators after being provided with refresher training and a practical competency assessment.

Training Course	Length of Course	
	Study	Assessment
High Pressure Locators	2.5 Hours	1.5 Hours

### Content

- High Pressure Locators
- provide information on locating and identifying High Pressure assets
- identify key requirements of how to protect the assets
- theory assessment
- On-site practical assessment.

### Prerequisites

- all personnel are to be approved HP locators whose training is expiring
- an expression of interest (EOI) will be completed when HP Locators are renewing
- all the criteria listed on the form AGA-O&M-PR09-FM01 High Pressure Pipeline Locator Application Information will be met
- intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- ½ day (4 hours)
- Commencing 7.30 am or 12.00 pm
- Location – 81 Prinsep Road, Jandakot

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## 18.13 Maintenance Assist

### Overview

This course will enable participants to assist ATCO Maintenance and Project teams on regular day-to-day activities.

Training Course	Length of Course	
	Study	Theory Assessment
Maintenance Assist	28 Hours	2 Hours

### Content

- Legislation
- Hazard and Incident Reporting
- Permit to Work
- Notifiable Incidents
- Welfare Checks for Lone Workers
- Tooling and Equipment
- Operate Rogan Equipment
- Operate Manual Squeeze-off – Service Isolation Only
- Operate Squeeze-off - Monitor and Bypass
- Clements Plugging Tool
- Service Plugging Tool
- Modified Tapping Band Replacement Tool
- Service Valve Replacement Tool
- Live Service Isolation Tool

### Prerequisites

- nominated by Principal Contractors and subject to approval from relevant ATCO departments to cover operational requirements
- all training completed in at least 1 stream (ML1/SL1) including Completion
- intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 4 days (30 hours)
- Commencing 8.00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

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## 18.14 Maintenance Assist Callout (MAC)

### Overview

This course will enable participants to carry out first response call out activities.

Training Course	Length of Course	
	Study	Assessment Both Theory and Practical
Call Out Assist	15 Hours	7.5 Hours

### Content

- Attending Gas Escapes
- GMI Gas Detectors
- Attending Gas Escapes
- Locating Underground Assets
- Emergency Response Management Plan (Awareness)

### Prerequisites

- nominated by Principal Contractors and subject to approval from relevant ATCO departments to cover operational requirements
- Maintenance Assist
- intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 3 days (22.5 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training requirements

- on completion of this course on-site experience **Must** be gained with a competent person who is on call at the same time.

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## 18.15 Customer Service Call Out (CSCO)

### Faults Response

#### Overview

This course will enable participants to carry out first response call out, carry out repairs at meters and small repairs on the service and MCV, assist ATCO Maintenance and Projects teams, as required, once deemed Competent.

Training Course	Length of Course	
	Study	Assessment Includes Theory and Practical
Customer Service Call Out	35 Hours	12.5 Hours

#### Content

- Legislation
- Permit to Work (full training)
- Notifiable Incidents
- Welfare Checks for Lone Workers
- GMI Gas Detectors
- Attending Gas Escapes
- Locating of Underground Assets
- Emergency Response Management Plan (Awareness)
- Additional Contractor First Response SWI's
- Electrofusion Jointing
- Joining uPVC Pipe
- Commissioning of a Gas Service
- Disconnection of a Gas Service
- Operate Manual Squeeze-off - Service Isolation Only
- Operate Squeeze-off - Monitor and Bypass
- Operating Rogan Equipment
- Pneumatic Testing Services
- Bacharach Gas Detectors
- Repair Mains and Services
- Service Riser Plugging Tool

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### Prerequisites

- ATCO Operations will request person/s to be nominated by Principal Contractors to cover operational needs
- MRA stream including Completion and all WPAs
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

### Session Duration and Location

- 6 ½ days (47.5 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

### Post-training Requirements

- Additional WPAs are required after completion of training
- On completion of this course on-site experience **Must** be gained with a competent person who is on call at the same time.

## 18.16 Regional Call out (RCO)

### Faults Response

#### Overview

This course will enable participants to carry out first response call out, carry out repairs on Main, Service and Meter, once deemed Competent.

Training Course	Length of Course	
	Study	Theory Assessment
Regional Call Out	12.5 Hours	2.5 Hours

#### Content

- Electrofusion Jointing
- Joining uPVC Pipe
- Commissioning and Disconnection of a Gas Service
- Operate Manual Squeeze-off - Service Isolation Only
- Operate Squeeze-off - Monitor and Bypass
- Operating Rogan Equipment
- Pneumatic Testing Services
- Bacharach Gas Detectors
- Repair Mains and Services
- Service Riser Plugging Tool

#### Prerequisites

- ATCO Operations will request person/s to be nominated by Principal Contractors to cover operational needs
- MRA Stream including Completion and all WPAs
- Maintenance Assist Call Out
- Intermediate level of English, literacy, language and numeracy are required to successfully complete this course.

#### Session Duration and Location

- 2 days (15 hours)
- Commencing 8:00 am (registration at 7:45 am)
- Location – 81 Prinsep Road, Jandakot

#### Post-training Requirements

- additional WPA are required after completion of training

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- on completion of this course on-site experience **Must** be gained with a competent person who is on call at the same time.

## 19. BOOKING COURSES

Once you have researched and found the course you would like to enrol in, simply contact our Training department and speak to one of our friendly staff who will assist you to find a suitable time to commence your course.

Email: [tmailbox@atco.com](mailto:tmailbox@atco.com) or phone: **08 6163 5000**.

Please keep in mind any leave or lifestyle commitments you may have planned and mention this to our staff, so we can accommodate accordingly.

Any special requirements and/or needs will need to be disclosed at this stage of the booking to assist us in accommodating those special requirements and needs.

From this point our staff will send you some more information on the course:

- Booking Confirmation
- Course Training and Assessment Strategy (Nationally Accredited Training)
- some pre-course reading materials (if required).

## 20. TRAINING AND ASSESSING

### 20.1 Modes of Delivery

The modes of delivery used by ATCO Gas Australia on all of its courses can vary and will be detailed in the Training and Assessment Strategies. The training is designed to consider existing skills, knowledge and experience. ATCO's courses are a good blend of classroom theory and practical activities and use methods such as small group tasks as a great way to share ideas and check understanding.

All learning resources will be provided in a high quality format that is easy to read and understand. Physical activities will be conducted with the latest materials and equipment available.

### 20.2 Assessment

ATCO Gas Australia works hard to capture all the skills you need to learn in your enrolled course. We take pride in the results and achievements of students who have completed past courses.

Compliance with the training packages or VET accredited courses is of utmost importance to us and your knowledge and skills will be assessed in accordance with the [Principles of Assessment](#); Fairness, Flexibility, Validity and Reliability and measured within the [Rules of Evidence](#); Validity, Sufficiency, Authenticity and Currency.

Recognised Prior Learning is a big part of what we do to assist you in achieving your outcomes, and we have a strategic plan in place to capture the skills, knowledge and experience to save you time and money having to repeat something you have probably been doing for years.

Talk to our staff about the RPL process if you feel you have already completed some relevant training and/or have existing skills.

## **21. COMPLETING A COURSE**

If you are deemed competent in all aspects of your chosen course, you will be issued with either a Statement of Attainment (for Nationally Accredited courses) or a Statement of Attendance (Non-accredited course). ATCO Gas Australia seeks to issue your certificate within one week from completion of your course.

If you complete your course and achieve your outcomes, we ask that you provide feedback and comment on how you felt the course was presented to you. We monitor this feedback on a weekly basis during our internal validation process, as an important part of our continuous improvement and always wanting to be the leaders in our field.



## 22. QUALITY ASSURED

ATCO Gas Australia has an obligation to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

ATCO Gas Australia prides itself on quality throughout the business and is ISO Accredited in the following fields:

- AS/NZS ISO 9001:2008 – Quality management systems
- AS/NZS ISO 14001:2004 – Environmental management systems
- AS/NZS 4801:2001 – Occupational health and safety management systems

The core function of the Quality Assurance team is to support the business strategy to maintain certification of its operations. This enables optimisation of the Registered Training Organisation and increased customer satisfaction.

The Quality team is made up of two key areas being Quality Assurance and Document Control, both critical to the company's ongoing certification and the ultimate success of the business.

### **Quality is important as it:**

- ensures the safety of our people and the public
- ensures ongoing certification
- sets direction to meet customers' expectations
- improves internal processes
- reduces wastage and workload
- raises morale.

### **Specific Quality Activities:**

- conduct internal audits at regular intervals across all ATCO Gas Australia locations including field operations, to assess the effectiveness of the Training Management Process
- report on audit and Management Review findings including origination and level of risk, and manage the timely close-out of actions
- review, audit and continuously improve processes relating to the Training Management Process
- liaise with business units to determine the source of training needs analysis, trends and continuous improvement and corrective actions options available
- work with stakeholders and provide recommendations/ solutions to resolve any issues and improve training outcomes with the aim to increase efficiency and mitigate potential non-conformances
- provide quality advice on projects and business changes when required
- conduct quality assurance checks on processed items
- oversee Document Control and its various information management activities.

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### 23. RESPONSIBILITIES/ ACCOUNTABILITIES

Position Title	Key Responsibilities
<p>Manager Training</p>	<p>Reports to the Senior Manager and nominated Fit and Proper Person for all matters relating to the RTO.</p> <p>Manager Training is responsible for the Operations and Financial reporting of the RTO to ensure it remains compliant with RTO Standards 2015, AQF and any other relevant Acts and Legislation required for compliance.</p> <p>Provide advice on training requirements to Profiles and stakeholders when requested. Implement Training Package to effectively deliver training requirements for the Profiles.</p> <p>Oversee the use of external training providers, liaise with provider/s, ensuring learning and development needs are met and are consistent with ATCO Gas Australia requirements.</p> <p>Provide support to the Profile Managers, Supervisors and the Training Coordinator to facilitate the recording of completed training.</p> <p>Analyse effectiveness of training across the business through feedback from management, training evaluations, dual training and assessments, through customer surveys as necessary, Trainers’ feedback and learner feedback and complaints.</p> <p>Work with Supervisor and RTO Compliance to develop and continually improve the training and remain compliant with the RTO Standards 2015 and AQF.</p>
<p>Training Coordinator</p>	<p>Receive and book in employees/ contractors/ learners for both Accredited and Non-accredited Training with the ATCO Gas Training Department. Administer all correspondence for anyone requesting to attend our training, and liaise with all relevant parties.</p> <p>Prepare training plans for the learner to assist with the progress in completing the course outcomes.</p> <p>Prepare training plans for the employee in conjunction with HR, the Manager Training and where applicable the rest of the Training and Assessment department.</p> <p>Utilise the Training Matrix, Student Management System and the Training Calendar to schedule training to meet the timeframe in the prepared training plan.</p> <p>Monitor progression of training and development to meet business requirements. Follow up with appropriate Manager/ Supervisor to ensure training and assessment timeframes are met.</p> <p>Ensure training is carried out in stipulated timeframes using qualified trainers and assessors.</p> <p>Source external training providers where required and liaise with providers to ensure the learning and development for employees or contractors is administered and delivered.</p> <p>Keep records of costs associated with training delivery by external parties. Benchmark fees with other training providers to ensure cost effectiveness.</p> <p>Oversee, update and maintain records of qualifications training and assessment in the Student Management System and Training Matrix.</p> <p>Issue Certificates to candidates if deemed competent and if relevant (all monies owing have been paid in the required timeframe).</p>

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Position Title	Key Responsibilities
	<p>Compile and assist in analysing the effectiveness of delivered training through feedback from completed training evaluations and learner feedback, industry consultation.</p> <p>Quarterly AVETMISS Reporting as required by the Data Provision Requirements 2012.</p>
RTO Compliance	<p>RTO Compliance is responsible for the operations reporting of the RTO to ensure it remains compliant with RTO Standards 2015, AQF and any other relevant Acts and legislation required for compliance.</p> <p>Ensure Quarterly AVETMISS Reporting as required by the Data Provision Requirements 2012 is completed and compliant. Provide quality data to the national regulator on an annual basis.</p> <p>Manages the Student Management System including student and course data entry, and issuance of certificates.</p>
Supervisor Training and Assessing	<p>The Supervisor must ensure training is conducted in the manner required by the course outline and the Training Management Process, and must also ensure sufficient evidence is collected to satisfy the assessment requirements.</p> <p>In conjunction with HR, Profile Supervisors and Training Coordinator carry out an RPL process for new employees.</p> <p>Ensure all Training and Assessing staff current qualifications are up to date and kept up to date with industry compliance and best practices.</p> <p>Work with Trainers and/or Assessors to develop and continually improve the training and remain compliant with the RTO Standards 2015 and AQF.</p> <p>Ensure Quarterly AVETMISS Reporting as required by the Data Provision Requirements 2012 is completed.</p>
Trainer/ Assessor	<p>The Trainer/ Assessor must train the set course in the manner required by the course outline and Training Management Process, and they must also collect sufficient evidence to satisfy the assessment requirements of the relevant qualification being applied.</p>
Learner	<p>Learner must meet all the Prerequisites of the nominated course.</p> <p>Learner must attend the minimum number of hours required for the course.</p> <p>Learner must follow reasonable instruction from the Training staff and participate in the course outlines.</p> <p>The learner must provide sufficient evidence to justify a decision being made on the skills, knowledge and experience they have gained in a relevant qualification.</p>

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## 24. REFERENCES

REFERENCE SOURCE	REFERENCE
<b>Legislation and Standards</b>	<ul style="list-style-type: none"> <li>AS/NZS 4801:2001 – Occupational health and safety management systems</li> <li>AS/NZS ISO9001:2008 – Quality management systems</li> <li>AS/NZS ISO14001:2004 – Environmental management systems</li> <li>Australian Qualifications Framework (AQF)</li> <li><i>Data Provision Requirements 2012</i></li> <li><i>Gas Standards Act 1972</i></li> <li><i>National Vocational Education and Training Regulator Act 2011</i></li> <li><i>Privacy Act 1988</i> (Cwlth)</li> <li><i>Road Traffic Act (1996)</i></li> <li>Standards for Registered Training Organisations 2015 (RTO Standards 2015)</li> </ul>
<b>Supporting Documents</b>	<ul style="list-style-type: none"> <li>AGA-CM-MA01 Site Safety and Environment – Prerequisite Course</li> <li>AGA-CM-PC02 RTO Complaints and Appeals Practice</li> <li>AGA-CM-PC02-FM01 RTO Complaints and Appeals Form</li> <li>AGA-CM-PR01 Training Management Process</li> <li>AGA-O&amp;M-PR09-FM01 High Pressure Pipeline Locator Application Information</li> <li>Alcohol and other drugs, fitness for work procedure</li> <li>ATCO Booking Confirmation</li> <li>Candidate RPL Assessment Tool</li> <li>RPL Portfolio Assessment Instrument</li> <li>Training and Assessment Strategies (TAS)</li> </ul>
<b>Email addresses/ Numbers/ Websites</b>	<ul style="list-style-type: none"> <li><a href="mailto:tmailbox@atco.com">tmailbox@atco.com</a></li> <li><b>08 6163 5000</b> Training Coordinator, ATCO Gas Australia (8.00 am–3.00 pm)</li> <li><b>08 6163 5000</b> ATCO Gas Australia Training department</li> <li><b>13 11 14</b> Lifeline</li> <li><b>1800 737 732</b> 1800 RESPECT</li> <li><a href="https://www.atco.com/en-au.html">https://www.atco.com/en-au.html</a></li> <li><a href="https://www.dese.gov.au/national-vet-data/vet-privacy-notice">https://www.dese.gov.au/national-vet-data/vet-privacy-notice</a></li> <li><a href="https://www.ncver.edu.au/privacy">https://www.ncver.edu.au/privacy</a></li> <li><a href="http://www.privacy.gov.au">http://www.privacy.gov.au</a></li> <li><a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a></li> <li><a href="http://www.ncver.edu.au">www.ncver.edu.au</a></li> </ul>

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## 25. DOCUMENT APPROVAL

	Title	Name	Date
<b>Owner:</b>	Manager Training	M Broomhead	28/10/2021
<b>Reviewer:</b>	Trainer RTO Compliance	C Grigio	28/10/2021
<b>Approver:</b>	Chief Executive Officer AGA Registered Training Organisation	D Solmundson	28/10/2021

## 26. DOCUMENT HISTORY

Rev	Date	Amended By	Reason for Change
0	28/10/2021	M Broomhead	New Document

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