



Test & Tag Training Online Anytime Anywhere

Under agreement with TLM.ERTIO 40058

contact details

ABN 48 106 908 641

business name

abn

sumame

given name

invoice address

delivery address

phone

mobile

email

online test & tag courses

Test and tag National Accreditation Course - UEENEEE101A \$360 GSTfree \$
& - UEENEEP026A.

(Note: UEENEEP024A is only \$100 extra when the test & tag and fit plugs are done together) \$100 GSTfree \$

This unit is not available in Queensland

Fit, plugs and sockets National Accreditation Course - UEENEEP024A only. \$360 GSTfree \$

This unit is not available in Queensland

products

easyste st TRADIE @ \$1,108.18 + GST \$1219 GSTInc \$

easyste st TRADIE Kit @ \$1,199.09 + GST \$1319 GSTInc \$

easyste st miniPAT @ \$718.18 + GST \$790 GSTInc \$

easyste st miniPAT Kit @ \$800 + GST \$880 GSTInc \$

easyste st MEGA @ \$1,271.82 + GST \$1399 GSTInc \$

easyste st MEGA kit @ \$1,362.73 + GST \$1499 GSTInc \$

easyste st PASS Tags (BLUE) \$70 + GST per 200 \$77 GSTInc \$

easyste st FAIL Tags (RED) \$70 + GST per 200 \$77 GSTInc \$

easyste st Compact 3-Phase adaptor @ 990 + GST \$1089 GSTInc \$

easyste st Ultimate 3-Phase adaptor @ 1790 + GST \$1969 GSTInc \$

easyste st 3-Phase adaptor cables @ \$150 + GST each \$165 GSTInc \$

(3-phase adaptors are made to order with a 2-3 week lead-time)

note: Payment is COD - unless by prior arrangement **TOTAL \$**



EFT

CREDIT CARD

PAY PAL via website cart

Submit Order

eft details: easyste st Pty Ltd, bsb 610-101, account 070921435, Adelaide bank

card number

expiry

cvv

signature

date

amount to charge

EASYTEST MANUFACTURES A RANGE OF PATS HERE IN ADELAIDE

PO Box 589, Salisbury SA 5108 email: diane@easytest.com.au m: 0403 152 259 or visit: www.easytest.com.au

Instructions

This is an on line form and should be completed by saving it to your computer and typing in your information. Alternately, if you cannot access a computer the form can be printed and completed as a manual form

Please send your completed form via email to tom@easytest.com.au

Student Information: To access your student handbook and our privacy document "Protecting Your Privacy" please go to: <http://www.time.net.au/student-information>, click this

Student Info button or or ask us to send you a copy

Personal Information

Title MR MRS MISS MS Other (specify)

Surname/Family name (or single name)

First name Middle/other names

Preferred name Former Surname

Date of birth Gender MALE FEMALE OTHER

City of birth

Your residential street number/name

Suburb Postcode

Is your postal address the same as your residential address? YES NO

If "No", please provide your full postal address below

Your PO Box/Postal street number/name

Suburb Postcode

Home phone Work phone

Mobile Secondary mobile

Email address Alternate email address

Preferred contact Mobile Email Post

Program

What is your main study reason?

- To get a job
- To get a better job or promotion
- I want extra skills for my job
- It is a requirement of my job
- To change jobs/start a new career
- To start my own business
- To develop my business
- To get into another course of study
- Personal interest / self-development
- Other reasons

What program type are you enrolling into?

Test and Tag

Conduct in-service safety testing of electrical cord equipment and cord assemblies (UEENEEP026A) **PLUS** Apply occupational health and safety practices inthe workplace (UEENEEE101A)

Cords and Plugs

Attach cords and plugs to electrical equipment for connection to a single phase 230 Volt supply



What is your USI (Unique Student Identifier)

If you have previously supplied us with your USI write "SUPPLIED" in the above box.

If you have a USI but don't remember the number write "UNKNOWN" in the above box.

Important: YOU MUST HAVE A USI TO ENROL. If you have provided a valid USI above (or have provided your USI to us previously) you do not need to complete the rest of this section. If you do not have a USI it is important that you read the USI information on our website before completing this section. To access information regarding USI requirements please click this [USI Info](#) Button.

Have you provided your USI on this form (or have provided it previously)? YES NO

If "no" you can authorise Time Education and Training to create your USI by completing this section and including a copy of a suitable ID (Medicare card, Drivers License, Birth Certificate, Australian Passport, VISA & Non Australian Passport or Imni-Card).

I authorise Time Education and Training to create my USI on my behalf AND I have included a copy of my ID with this enrolment form.

Your background

Registered Training Organisations are required to collect and report student information including the demographic information contained in this section. This information is provided directly (or via the relevant state training authority) to the National Centre for Vocational Education Research (NCVER). Additional information is contained within the document "Protecting your Privacy" which can be accessed by clicking on this student info button.

What is your indigenous status?

Aboriginal Torres Strait Islander Both Neither

Were you born in Australia?

YES NO

If you were NOT born in Australia, in which country were you born?

Are you currently at secondary school?

YES NO

If "YES", what is your SACE/student ID?

If NOT at school, what is the highest school level you completed? For example: "year 11"

In what year did you complete this level?

Where did you complete this level? (the town or city)

What is your residency status?

Aust.Citizen Perm. Resident Visa Holder

Is English the main language spoken at home? If no, what is the main language spoken at home?

YES NO

How well do you speak English

Very well Well Not well Not at all

Do you have a disability?

YES NO

If yes, please select the type or specify

Would you like to discuss any learning support needs with your program coordinator?

YES NO

What is your employment status?

- Full time employee
- Unemployed seeking full time work
- Employer
- Self employed

- Part-time employee
- Unemployed seeking part-time work
- Not employed – not seeking work
- Employed – unpaid worker in family business

Do you have any post-school qualifications? YES NO

If "yes" select from the options below. (You can select more than one option). STATUS: For each selection, indicate if achieved in Australia or overseas (International). NOTE: If achieved overseas but the qualification has been formally recognised as an Australian Equivalent qualification, select "Australian Equivalent".

<input type="checkbox"/> Certificate I	Status	<input type="text" value="Select or type"/>
<input type="checkbox"/> Certificate II	Status	<input type="text" value="Select or type"/>
<input type="checkbox"/> Certificate III / Trade Certificate	Status	<input type="text" value="Select or type"/>
<input type="checkbox"/> Certificate IV	Status	<input type="text" value="Select or type"/>
<input type="checkbox"/> Diploma	Status	<input type="text" value="Select or type"/>
<input type="checkbox"/> Advanced Diploma or Associate Degree	Status	<input type="text" value="Select or type"/>
<input type="checkbox"/> Bachelor or higher degree	Status	<input type="text" value="Select or type"/>
<input type="checkbox"/> Other/Miscellaneous	Status	<input type="text" value="Select or type"/>

PRIVACY STATEMENT AND STUDENT DECLARATION

Student Info

Under the Data Provision Requirements 2012, Time Education and Training 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 this enrolment form and your training activity data) may be used or disclosed by Time Education and Training for statistical, regulatory and research purposes. Time Education and Training may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).



I declare that the information I have provided to the best of my knowledge is true and correct and consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above

Student acceptance options

Add digital signature or print/sign **OR** Check box confirmation

Date

Parental/guardian acceptance

print/sign

OR Check box confirmation

Date

Parent/guardian name

Daytime contact number for verification

Student Signature options: The **student signature field** is a Digital signature field. To sign digitally, click on the field and follow the prompts. **Acceptance Check box** - check this box to confirm acceptance if you are completing online and cannot use a digital signature. **Manual signature** - You can complete this form and then print it signing in the signature field.

Parental Consent: If the student is under 18 the parent can sign a printed form or use the online confirmation check box however, for this option, a day time contact number must be provided for verification purposes.

Submit Form

Student Information Handbook



Training, Innovation & Management & Enterprise P/L

Making Good People Great



Training, Innovation, Management & Enterprise Pty Ltd

www.time.net.au
162 Richmond Road, Marleston SA 5033
P: 08 8351 9888 F: 08 8354-2288 E: ross@time.net.au

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Dear Student

Welcome to Training, Innovation – Management & Enterprise P/L (trading as T.I.M.E. P/L). During your time with us we will endeavour to make your learning a rewarding and exciting experience and, of course, - we expect you to do your utmost to achieve the results and goals you are aiming for.

This information booklet will enable you to familiarise yourself with the requirements associated with the program you are about to undertake and to become aware of all associated requirements. Please read the following very carefully.

ENTRY REQUIREMENTS

In some circumstances entry into a study course requires pre-requisite skills and underpinning knowledge. Should this be the case you will be informed of such at a pre-entry interview where you will have the opportunity to confirm your skills and knowledge for entry into the study course.

PROGRAM STATUS

The program you are about to undertake is listed on our website www.time.net.au and you should take the time to access the website and become familiar with the program structure and status.

CHANGE OF ADDRESS/EMPLOYER

While attending your program, should you change your employer or your residential address you must inform us at the earliest opportunity. T.I.M.E P/L, in providing this program to you, must comply with industry rules and regulations, which include accurate records of student information. Please ensure that you keep us informed of your employer name and address, work and home telephone numbers and residential address.

SPECIAL NEEDS

Should you have any special needs that will assist you in participating in this study program please identify these, at the earliest opportunity to the:

- facilitator where such need relates to your attendance, study time, access to materials to assist in your learning; and/or
- program coordinator where such need relates to mobility support or dietary requirements.

We will endeavour to provide support for your needs or where specialist support is required we will seek the assistance of appropriate agencies that have the resources available to support you in your study program.

TELEPHONE

Mobile telephones must be switched off when you are participating in your study program. If for any reason you are expecting an urgent telephone call, please switch the telephone to silent signal advice and answer any call away from the participating group.

STUDENT RESOURCES

Throughout the program you will be provided with a range of resources or references. The materials that are provided to you are for your learning purposes. Learner guides/work books are for your use aimed to assist you in your learning and for future reference. The intellectual material contained within all materials provided to you remains the property of T.I.M.E P/L and is subject to copyright. Any use thereof for purposes other than for which they were given to you requires our approval in writing.

PAYMENT OF FEES

It is our policy that payment of fees is payable in advance of course commencement.

ACCESS TO ACADEMIC RECORDS

At any time a student is able to access their academic records and have a printed copy available to them. Should extra copies be required a fee of \$2 per page will be charged.

ASSESSMENTS

You will be advised of the conditions and methods of assessment structured throughout your study program at commencement. The specifics of the assessment will be provided to you in the form of an assessment booklet as you undertake each unit.

In the event that you undertake an assessment and are found to be 'not yet competent' you will be counselled on additional requirements and provided with further opportunity to practice and apply for re-assessment.

PROGRAM COMPLETION

You must satisfactorily complete all relevant components of learning, together with associated assessments in order to successfully complete this program.

Each unit of work is designed for completion within a certain time frame. Should you find yourself in a position where you are not ready to undertake a scheduled assessment, you must inform your Facilitator. Every opportunity will be given for you to complete assessment requirements.

PROGRAM WITHDRAWAL

In the event that you decide not to complete the program, you will be invited to participate in a counseling session with the Program Coordinator. The purpose of the counseling session is to identify any issues with which we may assist you to complete the program.

If you do not complete the course within 60 days of enrolment you have withdrawn from the course and a re-enrolment fee of \$70 will be charged.

ARTICULATION TO OTHER TRAINING

Some of your study program may articulate to other Industry Training Packages and Qualifications. For example, those associated with Communication generally articulate across all industries and their associated training programs.

Should you require any information regarding articulation to other training or qualifications you should speak with the Program Coordinator.

NATIONAL RECOGNITION

As a Registered Training Organisation T.I.M.E. P/L recognises the qualifications and statements of attainment issued by other registered training organisations for nationally recognised qualifications as well as individual units.

What this means to you is that any nationally recognised qualifications and/or units of competency you have completed that has common content with the program you are about to undertake, if nationally recognised, will be recognised towards your achievement on this program. For example, if customer service is a unit within this program and you completed that unit in another program for which you can produce an academic transcript, then you will not have to repeat this unit to achieve this program.

RECOGNITION OF PRIOR LEARNING

T.I.M.E. P/L offers skills recognition to those students who believe they have the required skills and underpinning knowledge in the units delivered within the program that inclusively or partly articulate towards any nationally recognised training. The skills recognition policy provides for recognition of your skill(s) and underpinning knowledge attained through other programs of study, your previous work experience or life experience.

If you feel that you may qualify for skills recognition, please speak with your Facilitator. The process will be explained to you and you will receive an application form that will enable you to apply for skills recognition. The application fully explains the process.

COMPLAINTS AND APPEALS

If at any time throughout your program you are not satisfied with the level of tuition, the materials provided or the provision of opportunities to develop the required skill and underpinning knowledge; you have the right to address your complaint/appeal.

We have a procedure in place to listen to and deal with complaints/appeals as follows:

- You should speak with your Facilitator about your concerns. The Facilitator will document your complaint/appeal and try to deal with the issue to mutual satisfaction.
- If you are not satisfied with the outcome of discussions with your Facilitator, you should approach the Program Coordinator to review the matters discussed with the Facilitator and the recommended outcome with a view to resolving your issues.
- Should you still not be satisfied with the way in which your complaint/appeal was managed, and your program:
 - Is not a nationally recognised program facilitated under the standards of the Australian Qualification Training Framework 2010, you have the right to lodge your complaint/appeal with an industrial relations agency, where an independent review of your complaint/appeal will be undertaken;
 - Is a nationally recognised program facilitated under the standards of the Australian Qualification Training Framework 2010, you have the right to lodge your complaint/appeal with the Training Advocate who will investigate your complaint/appeal;

The Office of the Training Advocate is located at:

Ground Floor
55 Currie Street
Adelaide SA 5000
Post: GPO Box 320 Adelaide SA 5001

Contact Details:

Office hours: Monday to Friday 8.30am – 5.30pm
Phone (toll free) 1800 006 488

The 1800 006 488 phone service is monitored after hours in urgent circumstances – in urgent circumstances please leave a message so an officer can contact you as soon as possible

Email trainingadvocate@saugov.sa.gov.au

YOUR RIGHTS

You have the right to:

- Quality instruction.
- Have complaints/appeals dealt with in confidence - fairly and promptly.
- Be assessed under a framework that is fair, reliable, flexible and valid.
- Be treated with consideration and courtesy by all staff and fellow students.
- Access your assessment results and materials.
- Be free from any form of harassment or unfair treatment.
- Be free from discrimination on grounds of ethnicity, marital status, age, gender or disability.
- Be provided with a learning environment that protects your safety, health and well-being.

YOUR RESPONSIBILITIES:

Your responsibilities are to:

- Behave in a courteous, sensitive and non-discriminatory manner when dealing with staff and other students.
- Comply with all policies as advised.
- Attend all sessions regularly and punctually or to notify the Facilitator of absence.
- Pay all required tuition and assessment fees.
- Comply with Health and Safety, and Equal Opportunity policies.
- Behave in a manner that ensures reasonable freedom of others to pursue their studies.

TRAINING PROVIDER RIGHTS & RESPONSIBILITIES

We have the right to:

- Ask for, expect and receive compliance with all legislation including Health and Safety and Equal Opportunity policies and procedures.
- Access student information for purposes associated with assessment and recording of results and attendance, ensuring confidentiality is maintained.
- Provide quality instruction.
- Provide fair assessment.
- Provide support services.
- Provide a safe, and non-discriminatory study environment that complies with Occupational Health and Safety and Equal Opportunity legislation.
- Provide prompt and equitable resolution of complaints/appeals.

REFUND POLICY

A request for refund must be in writing by way of email, facsimile or letter explaining the reason for requesting a refund.

As a general policy where a student cancels 14 days prior to course commencement a full refund will be provided. Where a cancellation within 14 days of course commencement is received an administrative fee of \$250 will be charged to cover resources, printing and administrative costs. The balance of fees paid will be refunded

Where a student requests a refund after course commencement, the amount of refund will be calculated against units attended with course unit composition together with an administrative fee of \$250. The balance of fees paid will be refunded.

CODE OF PRACTICE

Please read the attached Code of Practice of TIME P/L, which is a document, required to be given to you under our registration as a training provider and as required by the Training and Skill Development Act 2008 in the delivery/assessment of nationally recognised qualifications.

Although the requirements of the Training and Skills Development Act 2008 only relates to the delivery of nationally recognised qualifications, or parts thereof, TIME P/L has adopted the same protocols across its entire offering of programs.

OUR COMMITMENT TO YOU

In selecting T.I.M.E. P/L as your training provider we commit to the delivery of a quality and relevant study program which will provide you with every opportunity to develop your skills and underpinning knowledge.

Should you find yourself in a position where you are not able to keep up with study requirements, program attendance and/or achievement of required assessments, please talk to us. We will endeavour to explore every opportunity that will assist and support you in achieving your goals. Support that is available to you is:

- Study assistance away from the program.
- Telephone support to answer your questions or to explain concepts, ideas and strategies delivered throughout the program.
- Access to additional study materials that will assist you to understand the concepts and processes delivered within the program.
- Referral to other support services to address any specific needs you may have.

ACCESS EQUITY AND CLIENT SERVICES

All participants to our study programs deserve the best of tuition and support irrespective of their personal circumstance. We have processes in place to support each individual whereby access to programs is guaranteed and equity in the delivery/assessment of your study program will provide you with every opportunity for success.

Should you at any time require additional support to complete your study program in the form of individual tuition, reasonable adjustment for assessments, speak with your facilitator and we will endeavour to facilitate your needs.

Everyone has access to the same resources and information in order to undertake their studies. Everyone will be treated equitably in all aspects, and treat others with courtesy and respect

All staff at TIME are responsible to ensure the working and learning environment is free from discrimination and harassment.

HARRASSMENT AND BULLYING

TIME has no tolerance to harassment and bullying of any kind. If you believe that you are being harassed there are a number of important steps you should take:

- Tell the person that their behaviour is unacceptable, and that it must stop. It is important to say these things to the harasser.
- Make a written note of the nature of the harassment including the identity of the person harassing.
- If the harassment continues, report the behaviour or incident to your facilitator or program coordinator.

TIME has a legal responsibility to take reasonable steps to prevent harassment from happening. This involves educating employees and facilitators about harassment, implementing complaints procedures and ensuring compliance by all within the learning environment.

OCCUPATIONAL HEALTH AND SAFETY

TIME has a responsibility under the Occupational Health, Safety and Welfare Act 1986, its regulations, codes of practice and guidance materials to create and maintain a safe and healthy environment for all.

For the health and comfort of all participants and staff, you are asked to maintain an acceptable standard of personal hygiene and use all facilities provided appropriately.

- All rubbish should be placed in bins
- Facilities should be left in a clean and orderly state
- If you smoke, please ensure you are smoking in a designated area and you dispose of your cigarette butts in the appropriate container.

While engaged in TIME activities, you must not be adversely affected by alcohol and other drugs and should observe local, state and federal laws in relation to using, possessing and giving or selling alcohol. Under no circumstances are you to offer or administer prescription drugs to any other person.

You are expected to ensure your own safety and the safety of others at all times, and should refrain from any conduct, including alcohol and other drug use, that could affect your own performance or the safety and wellbeing of others.

PRIVACY STATEMENT

Your privacy is important to TIME and we will always act in the best interest to protect your personal information. We are careful about how and when your information is collected, used and shared.

The prime reason we collect your personal information is to facilitate your learning. We are required to collect certain personal information enabling us to create your personal file and any special needs that you may have. Where you undertake nationally accredited training we are required to provide your details on a National Reporting System.

Additionally, we also like to deliver to you the services and product information that you require for the future. We wish to enhance your training experience with us.

TIME is not permitted to sell or offer your personal information to any other party under privacy legislation.

You have the right to view any information we have about you as related to your study program – all you have to do is ask.

Where any other person, with the exception of an authority approved under statutory legislation, asks for access to your personal information or to peruse your file, your written approval will be sought prior to allowing such access.

Welcome to your program, we trust you enjoy your learning experience.



Director
T.I.M.E. P/L

T.I.M.E. P/L CODE OF PRACTICE

In the delivery/assessment of qualifications, or part(s) thereof under the Australian Quality Training Framework.

1 INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by T.I.M.E. P/L, a Registered Training Organisation, number SA 40058, registered in South Australia under the Training and Skills Development Act 2008.

For the purposes of this Code “**trainee**” refers to any person, participating in education or training delivered by this organisation. A “**client**” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

2 PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of **training and assessment services**, and which safeguard the interests and welfare of trainees and/or clients.
- 2.2 Our organisation maintains a learning environment that is conducive to the success of trainees.
- 2.3 Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- 2.4 Our organisation monitors and assesses the performance and progress of its trainees.
- 2.5 Our organisation ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.6 Our organisation ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.7 Our organisation is committed to access and equity principles and processes in the delivery of its services.

3 ISSUANCE OF QUALIFICATIONS

- 3.1 Our organisation issues qualifications and statements of attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with all appropriate National Guidelines and acknowledging that qualifications are nationally recognised.

4 MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 4.1 Our organisation markets and advertises its products and services in an ethical manner.
- 4.2 Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 4.3 Our organisation accurately represents recognised training products and services to prospective trainees and clients.
- 4.4 Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 4.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

5 FINANCIAL STANDARDS

- 5.1 Our organisation has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 5.2 Our organisation has a refund policy that is fair and equitable and this policy is made available to all trainees and clients.
- 5.3 Our organisation ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client.
- 5.4 Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

6 CONSULTATION WITH INDUSTRY AND STAKEHOLDERS

- 6.1 Our organisation engages in active consultation with industry and stakeholders in order to ensure that your program reflects current industry standards and related practices.
- 6.2 The learning materials and assessment requirements are reviewed immediately prior to your program commencement to ensure currency of industry practice. Assessments related to your study program have been researched and where appropriate contextualised to your work environment.

7 SELECTION OF PROGRAM PARTICIPANTS

- 7.1 Our organisation conducts selection of program participants at all times in an ethical and responsible manner. Offers of program placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 7.2 Our organisation ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

8 SUPPORT SERVICES

- 8.1 Our organisation provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

9 COMPLAINTS/APEAL MECHANISM

- 9.1 Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/clients' complaints/appeals.
- 9.2 For this purpose, our organisation has a complaints/appeals policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the complaints/ appeals mechanism as a whole is made known to trainees at the time of enrolment.
- 9.3 Where a complaint/appeal cannot be resolved internally, our organisation advises trainees and clients of the appropriate legal body where they could seek further assistance.

10 RECORD KEEPING

- 10.1 Our organisation keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request.

11 QUALITY CONTROL

- 11.1 Our organisation seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.



Director

T.I.M.E. P/L

CONTACT US:



Training, Innovation – Management & Enterprise P/L

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diane@time.net.au

John Heidt
Executive Director
john@time.net.au

Laura Fidler
Manager – Finance & Operations
laura@time.net.au

Rachel Irlam
National Quality & Compliance Co-ordinator
rachel@time.net.au

Diane Bunworth
Easytest Company Secretary
diane@easytest.com.au

Tom Bunworth
Easytest Facilitator
tom@easytest.com.au

162 Richmond Road, Marleston. SA 5033

Ph: (08) 8351 9888 Fax: (08) 8354 2288

www.time.net.au



Customer Agreement - easytest Pty Ltd Test & Tag Training Course

General Terms

1. This Customer Agreement ("the Agreement") governs the rights and obligations of easytest Pty Ltd ("easytest") as the Vocational Education Training provider of the Test & Tag Training Course (AQTF National Accreditation Course Code - UEENEEP026A and UEENEEE101A) and the person undertaking the Test & Tag Training Course ("the student").
2. **Important information -please read carefully**
 - Within 7 days of signing this Agreement AND paying the standard fee, easytest will provide the student with password access to the easytest Test & Tag Training Course, which is provided and completed by the student on-line.
 - The course must be completed within 60 days from enrolment during which time the student has access to easytest's Test & Tag Training Course instructor for a one-on-one consultation prior to booking the assessment sessions.
 - If the training course is not completed within 60 days from the date of enrolment easytest will consider the student has withdrawn and may offer reenrolment for a fee of \$70 upon request
 - The student must have access to a recognised Portable Appliance Tester for the practical assessment. If you cannot access one alternative measures are available.
3. Until assessed competent by the easytest Test & Tag Training Course assessor, the student agrees not to use any electrical safety testing equipment except for the purpose of attaining accreditation as a tester of electrical cord connected equipment.
4. As the Test & Tag Training Course is a Nationally Accredited training course, assessment will be completed pursuant to the National Vocational Education & Training (VET) system. Any dispute as to whether or not the student has satisfactorily passed an assessment shall be determined by easytest in its absolute discretion.
5. The course cost is \$330.00 paid to easytest. easytest reserves the right to vary these fees at any time without notice.
6. The student agrees that easytest will keep a record of the student's assessment process including a video recording.

Indemnities

7. The student will indemnify and hold harmless easytest and its officers, employees and agents (those indemnified) from and against any loss (including reasonable legal costs and expenses) or liability reasonably incurred or suffered by any of those indemnified arising from any proceedings against those indemnified where the loss or liability was caused by:
 - 7.1. a breach by the student of his or her obligations under this agreement;
 - 7.2. any wilful, unlawful or negligent act or omission of the student; or
 - 7.3. the student's use or misuse of the materials and equipment supplied.
8. All intellectual property, brand, trademarks, patents, and copyright remains the property of easytest Pty Ltd. Nothing may be copied, kept or used except as required and instructed by easytest in the conduct and completion of the Test & Tag Training Course.

Jurisdiction

9. This Agreement is governed by and will be construed in accordance with the laws of the Commonwealth of Australia and the State of South Australia. In the event of a conflict, the laws of the Commonwealth prevail.

The student accepts and agrees with all the terms and conditions stated above

By checking the signature box I certify I am the enrolled person and will abide by the agreement

- Trainee name Signature date

Submit