

TLILIC0004

Licence to operate an order picking forklift truck



Learner Information

RTO Information											
Name/Code of RTO	TCE Services PTY LTD trading as Training Course Experts RTO # 52355										
Phone Number	08 9225 5122										
Address	3 Aberdeen Street NORTHBRIDGE WA 6003										
Web Site	www.tcettraining.com										
ABN	86 606 435 876										
Registration Details	We are listed on Training.gov.au. Click on the following link to see our registration details. http://training.gov.au/Organisation/Details/52355										
Course Information											
Unit Code	TLILIC0004										
Unit Title	Licence to operate an order picking forklift truck										
Link to Unit of Competency	https://training.gov.au/Training/Details/TLILIC0004										
Course Duration	<table border="0"> <tr> <td>Beginner</td> <td>Experienced</td> </tr> <tr> <td>Pre-course learning – up to 3 hours</td> <td>Pre-course learning – up to 3 hours</td> </tr> <tr> <td>Theory Session 4.5 hours</td> <td>Theory Session 4.5 hours</td> </tr> <tr> <td>Practical Training 4 hours</td> <td>Practical Assessment 1.5 hours</td> </tr> <tr> <td>Practical Assessment 1.5 hours</td> <td></td> </tr> </table>	Beginner	Experienced	Pre-course learning – up to 3 hours	Pre-course learning – up to 3 hours	Theory Session 4.5 hours	Theory Session 4.5 hours	Practical Training 4 hours	Practical Assessment 1.5 hours	Practical Assessment 1.5 hours	
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Location of Delivery	3 Aberdeen St Northbridge										
Entry Requirements	<ul style="list-style-type: none"> You must be 18 years to undertake this course due to WorkSafe WA Licencing Requirements. You must be able to read, write and communicate in the English Language to a level that would ensure safe operation in an Australian workplace. Interpreters are not allowed to assist students with assessments. WorkSafe considers that to assist in ensuring safety at the workplace, and to comply with the regulatory requirement, applicants for a HRWL must have sufficient knowledge of the English language to communicate verbally with other workers and where appropriate be able to read and understand: <ul style="list-style-type: none"> Safety signs at workplaces. Operator manuals in the case of plant such as, forklift trucks and work platforms. Load charts and/or compliance plates in the case of plant as exemplified above. Assembly instructions and drawings associated with order picking work. Job Hazard Analyses (JHAs). You must be free of any physical or medical condition that may affect the safe undertaking of the practical activities involved. You must complete pre-course learning prior to course (Learner Guide). Details on how to access this is provided in your confirmation email. 										
Legislation	https://www.safeworkaustralia.gov.au/system/files/documents/1702/nationalstandard_licensingpersonsperforminghighriskwork_2006_pdf.pdf										
Licensing	Temporary Licence (60 days) issued on successful completion of course. WorkSafe WA Licencing fee payable to WorkSafe. Training Course Experts will provide you with all the paperwork, photos and copies of SOA required to lodge your Licence Application.										
Punctuality	Please arrive 15 minutes prior to your course start time to register and have your ID, USI and Learner Guide checked. If you arrive more than 10 minutes after the scheduled start time you will not be allowed to enter the class and will need to pay a further 50% rescheduling fee to reschedule to an alternative class date.										
What to Bring	<ul style="list-style-type: none"> Photo ID Wear enclosed shoes (i.e. no sandals or thongs) and long pants Monday to Friday there is a lunch bar next to our office, for weekend classes lunch options are limited in the very near vicinity Your USI and a pen 										

USI	<p>If you are studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.</p> <p>To create or retrieve your USI please go to www.usi.gov.au please bring this with you on the day of your training. TCE will be unable to issue your Statement of Attainment until we have received and verified your USI.</p>
RTO Obligation to Learners	
Support Services	<p>LL & N are addressed prior to course commencement through a consultative process with you. You will receive a link to the LLN Assessment Tool, with the confirmation email for the course. https://trainingcourseexperts.lln.training/admin/courses</p> <p>You are requested to complete the assessment. The assessment tool measures the following areas: Reading, Writing and Numeracy. In cases where the results are lower than the AQF level of the course, the results are reviewed by the trainer/assessor and consideration is given to the impact on the learning and assessment.</p> <p>You may be eligible to access: Centrelink Literacy and Numeracy training information - http://www.humanservices.gov.au/customer/services/centrelink/skills-for-education-and-employment</p> <p>Good comprehension, effective language, communication in the English language is a requirement for the Skills and Knowledge criteria throughout this course.</p> <p>You will be required to complete the Learner Guide before the face to face class room training, details of which are sent with your course confirmations. If you have limited or no internet access you can collect a hard copy of the Learner Guide from our office.</p>
RPL	<p>Recognition of Prior Learning is an essential component of competency based training. It focuses on current competency standards gained by individuals through formal or informal training, work experience and life experience, which relate to an accredited course of study.</p> <p>Eligibility – if you believe that you possess, and can substantiate, relevant competencies, you may apply for RPL. Where possible, Training Course Experts enables Recognition of Prior Learning via an Assessment Only Pathway.</p> <p>Process - In order to do so, you would need to book in a mutually agreeable assessment time with a suitable trainer at our premises, to ensure that adequate supervision and assessment is upheld. The assessment will be undertaken in line with the relevant Assessment Instructions for the unit of competency.</p> <p>This RPL process will be undertaken on a one-on-one basis and will include all theory components of the written assessment and any observations of practical tasks that may be required.</p>
Certificates	<p>TCE will recognise all AQF Statements of Attainments and Qualifications issued by other Registered Training Organisations within Australia.</p> <p>On successful completion of a course, and verification of your USI, you will be issued with the appropriate certification on the next business day after your course.</p>
Course Fees	<p>You are required to pay all course fees at the time of booking, prior to the commencement of the course (all current course fees are available on our website and marketing flyers).</p> <p>For your convenience, course payment can be made via credit or debit card (via the Visa or MasterCard network), or with cash or EFTPOS (over the counter only). If you do not have access to any of these means, payment can be made via internet bank transfer on agreement with TCE, but bookings can only be confirmed on receipt of either (a) cleared funds in our bank account, or (b) on receipt of proof of funds transfer.</p>
Subsidies	<p>If you are working in the construction industry you may be able to apply for a subsidy of up to 70% of the course fee directly from the Building and Construction Industry Training Fund (BCITF) upon completion of this course. We can provide you with the application form on the day of your course.</p>
Booking/Refund Conditions	<p>If you need to cancel or reschedule a course please refer to the Learner Information page on our website for the Fees and Refunds https://trainingcourseexperts.wa.edu.au/learner-information/fees-and-refunds.cfm</p>
Competency Based Training	<p>All training is based on the principles of Competency Based Training. Delivery and assessment will involve you accomplishing tasks required to demonstrate competency in any given unit. You will be provided with every opportunity to demonstrate that you can carry out required tasks.</p>

Re-assessment costs	<p>If you are deemed Not Yet Competent for the Theory component of the course, you are eligible to re-attend the theory session and be re-assessed on another day at no additional cost. You are not eligible to be assessed for the Practical component until the Theory component is completed successfully.</p> <p>If you are deemed Not Yet Competent for the Theory on the second re-assessment you will need to pay a fee of \$70 to re-book for a new date.</p> <p>If you are deemed competent for the Theory component of the course on the second or third attempt you can then attempt the Practical component on the same day for a fee of \$160.</p> <p>If you are deemed Not Yet Competent for the Practical component you are eligible to re-attend the practical session and be re-assessed on another day for a fee of \$160.</p>
Certificate Re-print	<p>Your Statement of Attainment can be provided to you again on request.</p> <p>If you need your HRWL reissued please contact WorkSafe WA.</p>
Complaints and Appeals	<p>TCE believes that if you have a complaint or appeal, you have the right to raise the complaint or appeal and expect that every effort will be made to resolve it in accordance with our policy, without prejudice or fear of reprisal or victimisation.</p> <p>Refer to the Learner Information page on our website for the full Policy. https://trainingcourseexperts.wa.edu.au/learner-information/complaints-and-appeals-policy.cfm</p>
Changes to agreed services	<p>Training Course Experts will notify you of any changes to agreed services by phone, email or SMS as soon as practicable.</p>
Learner' Rights and Responsibilities	
	<p>Learners in our courses have the right to:</p> <ul style="list-style-type: none"> • Have access to course information, our policies and procedures, prior to enrolment, to ensure that they can make an informed decision about their study; • Study in a course that meets both the current industry standards and accreditation requirements; • Be provided with information about the assessment requirements of the course at its commencement • Have their training outcomes assessed and be provided with regular feedback on their progress; • Be treated fairly and respected by fellow learners and training staff; • Be trained in an environment free from any form of discrimination and harassment; • Have their personal records kept private and secure and only made available to authorised users; • Have access to an appeals/complaints process; • Learn in a safe and supportive environment
	<p>Learners also have the responsibility:</p> <ul style="list-style-type: none"> • To manage their own learning and assessment requirements (e.g. participate in activities, complete any pre-course work that is required etc); • To complete all assessments within set time periods (as advised); • To treat all training staff and other learners with respect and fairness; • Not to discriminate or harass other learners or staff; • To follow all health and safety procedures in the learning environment; • Not to undertake courses while under the influence of drugs or alcohol; • To advise staff of any changes to their personal details; and • To advise staff if they will be withdrawing from the course.