



GENERAL INDUCTION

PRECOURSE INFORMATION

FOR ONSITE COURSES

Time to Arrive:

Participants must arrive 15 minutes before the scheduled start time for registration and ID check.

All courses close for entry 10 minutes after the scheduled start time. If you are more than 10 minutes late you will not be admitted.

The course is about 7 hours long allowing for 5 hours of face-to-face learning, 1 hour of breaks and around 1 hour of assessment.

What To Bring:

- 100 points of ID as per following pages
- A black pen

What To Wear:

- Comfortable clothing

Assessment

At the end of the course Participants are required to successfully complete a written assessment.

English Language

Participants undertaking any course with Courtenell need to have a clear understanding of both written and spoken English.

To assist, interpreters are permitted during the course at the company's cost, however, they are not to assist during any assessment. The assessment must be completed in English.

Special Needs

Before booking you should advise us if you have any special learning needs that would need to be fulfilled in order for you to do this course?

Booking Conditions and Refund Policy

<p>A. Changes (Transfer) of Course Dates:</p>	<p>1. Change to the date of a course is available. <i>(Must be by written request)</i></p> <p>2. If a change is made less than 14 days prior to course commencement, to the dates of an on-site course booking, a transfer fee applies as follows:</p> <p>(i) Less than 14 days but more than 2 days notice: a fee of \$300 plus GST (\$330 incl.) is payable.</p> <p>(ii) 2 or less days notice: a fee of \$500 plus GST (\$550 incl.) is payable.</p>
<p>B. Cancellation of Course:</p>	<p>1. All on-site course cancellations must be received in writing, by fax or email.</p> <p>2. If an on-site course is cancelled 14 or more days prior to course commencement, a refund is available if the course has already been paid.</p> <p>3. If an on-site course is cancelled less than 14 days prior to course commencement, or on the same day of the course, a cancellation fee of 50% of the total course fee is payable.</p>
<p>C. Absentees:</p>	<p>If there are persons unable to attend on the day of the course, they may attend one of our public courses for a cost of \$110. Please contact our Training Consultant team for assistance.</p>
<p>D. Changes to Trainer Travel & Accommodation:</p>	<p>In the event that an on-site course entails trainer travel and/or accommodation arrangements, any costs incurred in making the changes to these arrangements (due to an amendment of training times/dates by the client), are to be paid for by the client.</p>



Evidence Of Identity (EOI) Check

1. The RTO is to ensure the minimum age of a person attending general induction training is fourteen (14) years.
2. The RTO is to ensure that a 100-point EOI check is undertaken for each participant immediately prior to the commencement of general induction training by completing an Evidence Of Identity For General Induction Training Under The National Code Of Practice For Induction For Construction Work form (EOI form). The EOI form is to be retained by the RTO and may be called upon for review during an audit or in response to a complaint or compliance related issue. The RTO is not to allow any person who cannot provide adequate EOI to commence training.
3. The RTO is to ensure that only EOI documentation contained within the EOI table (right) or the Special Provisions for EOI (Appendix 1) are accepted.
4. Within the EOI documents, the participant must be able to show their: date of birth, signature, current address.

and all EOI documentation must:

- be originals (certified documents are not to be accepted)
- be in the same name unless accompanied by a document from the NSW Registry of Births, Deaths and Marriages (or State/Territory equivalent) verifying the change of name
- include the participant's full name - initials can only be accepted for property (Council) Rates Notice
- be in English unless accompanied by an English translation issued by a NAATI accredited translator.

Note: bank statements/credit cards and savings account cards from overseas institutions can only be accepted if the institutions have representation in Australia, subject to the card or statement being issued in Australia and in English.

EVIDENCE OF IDENTITY (EOI) TABLE	
Primary Document Type - Only use ONE primary document.	Points
Australian Birth Certificate or Birth Card issued by the Registrar of Births, Deaths and Marriages	70
Passport – Australian or International (Current or expired within last two years, but not cancelled)	70
Australian Citizenship Certificate	70

Secondary documents Allowed to use a combination of secondary documents. If you want to use more than one credit and savings account card, they must be from different banks.	Points
Current Australian issued driver's licence	40
Current Australian issued learner driver's licence/permit	40
Current Australian boat operators licence with photo	40
Current NSW firearms photo licence	40
Current Australian issued NCOC photo licence (post 2006) or High Risk Work Licence	40
Current Australian state or territory proof of age/photo card (eg NSW RTA issued photo card)	40
Australian Defence or Police photo identification card	40
Department of Veterans Affairs Card	25
Centrelink Card	25
Property (Council) rates notice	25
Property lease agreement	25
Home insurance papers	25
A utility bill (eg water, electricity, gas)	25
Telephone account	25
Credit cards/savings accounts cards/bank statements	25
Medicare Card	25
Moor vehicle registration or insurance documents	25

APPENDIX 1 – SPECIAL PROVISIONS FOR EVIDENCE OF IDENTITY (EOI)

Special provisions apply to the following groups:

- School Sector
- Correctional Centres
- Aboriginal and Torres Strait Islanders
- Overseas visitors or persons recently arrived in Australia (less than six weeks).

All evidence of identity (EOI) documents provided must be original. Certified documents cannot be accepted.

Where the person cannot provide 100 points of EOI and does not fall within the groups covered by the special provisions, the nominated trainer must not allow the participant to commence general induction training. Please contact the Third Party Management Unit hotline on 1800 855 969 or thirdparty@workcover.nsw.gov.au or fax 02 9287 5994 for further information.

School Sector

The following provisions apply to the EOI requirements for school students. The special provisions are based on the Financial Transactions Regulation 1990, Regulation 6 – Child under 18.

Please complete the EOI form and the Special Provisions Part A – School Sector using one of the following options listed below.

1. The identity of the student may be verified by sighting one of the following original documents:
 - Australian Birth Certificate or Birth Card issued by the Registry of Births, Deaths and
 - Marriages in each state.
 - Australian Citizenship Certificate.
 - International travel documents including a current passport or a passport that has expired but has not been cancelled within the preceding two years.
 - Australian Learners Permit or Drivers Licence (current)
 - Current Australian issued Driver's Licence or Learner Driver's Licence/Permit.

OR

2. The identity of the student may be verified by sighting a written statement signed by one of the following school officials:
 - Principal or Deputy Principal

- Head Teacher or Deputy Head Teacher
- Secretary or Deputy Secretary
- Chief Administrator or Deputy Chief Administrator.

The statement must be written on the school letterhead and include the student's date of birth.

OR

3. The identity of the student may be verified by sighting a Student ID card issued by the school containing the school crest/seal or stamp. The student ID card must have the student's photo, name and date of birth.

Correctional Centres

The following provisions apply to the EOI requirements for Correctional Centre inmates.

The special provisions are based on an existing agreement between WorkCover NSW and the Department of Corrective Services.

Correctional Centre inmates will need to provide documentary evidence of EOI equating to 100 points using acceptable EOI listed in the table below. Please complete the EOI form and the Special Provisions Part B – Correctional Centres using the acceptable evidence of identity listed in the table below.

Document	Points
Full Australian Birth Certificate (not an extract)	70
Australian Passport	70
Australian Certificate of Citizenship	70
Current Driver's Licence	40
Medicare Card	25
Statement from Centrelink	25
Letter of Verification of Identity of identity from the Department of Corrective Services	25
Correctional Centre Inmate MIN Card	5

The trainer must sight the original EOI documents on the day, prior to general induction training being delivered.

Aboriginal and Torres Strait Islanders

Special provisions apply to the EOI for people with an Aboriginal or Torres Strait Islander background.

The EOI must be verified by two persons recognised as Authorised Referees.

Authorised Referees for Aboriginal and Torres Strait Islanders include:

- Chairperson, Secretary or CEO of an incorporated indigenous organisation (including land councils, community councils, housing organisations etc)
- Structured Training and Employment Projects (STEP) Employment and Related Services
- (STEP ERS) panel member (formally the Community development Employment project
- (CDEP) Coordinator)
- School Principal/Counsellor
- Minister of Religion
- Treating Health Professional or Manager in an Aboriginal Medical Service or Health Service
- Centrelink Agent or Government employee with at least two years continuous service (State, Territory or Commonwealth Government.

The authorised referee is to verify the person's identification by providing a written statement on organisational or company letterhead. The written statement must include:

- The person's full name, current address and date of birth
- Evidence that the Authorised Referee has witnessed the person's signature
- The period of time the Authorised Referee has known the person and how they have know the person eg professionally or personally
- The Authorised Referee's signature and date.

Please complete the EOI form and the Special Provisions Part C – Aboriginal and Torres Strait Islanders.

Overseas Persons Recently Arrived in Australia (Less than six weeks)

Special provisions apply to the EOI for overseas visitors or for persons that have recently arrived in Australia.

These special provisions only apply if:

- immediately before the person most recently arrived in Australia, the person was not ordinarily a resident of Australia
- the person has been in Australia for less than six weeks.

Please complete the EOI form and the Special Provisions Part C – Overseas Persons Recently Arrived In Australia Less Than Six Weeks using the acceptable evidence of identity listed below:

- An international travel document which includes:
 - a current passport
 - a passport, which is expired but not cancelled, within the preceding two years
 - other international documents of identity, which have the same characteristics as a passport eg diplomatic documents and documents issued to refugees.

AND

One of the following supporting EOI documentation:

- drivers licence (Overseas or Australian)
- savings/credit card or statement (Overseas or Australian).

A full 100-point EOI check is required where the person has been lawfully in Australia for more than six weeks.