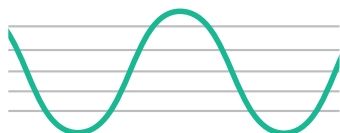


**ELECTROTECHNOLOGY  
INDUSTRY  
TRAINING PACKAGE**

**Certificate II  
REMOTE AREA ESSENTIAL SERVICES  
OPERATIONS**

**USER GUIDE**





## **DEPARTMENT OF EDUCATION, TRAINING AND YOUTH AFFAIRS**

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Printed for the ElectroComms and EnergyUtilities Qualifications Standards Body of Australia –  
EEQSBA

# An Introduction to your New Apprenticeship

Industry research has found that apprentices need better training before they enter the workforce. Your New Apprenticeship Schedule has been developed to address this need.

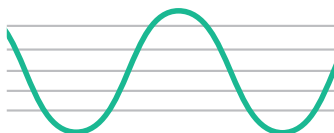
To obtain your New Apprenticeship qualification, you must complete a Training Program that gives you the knowledge, skills and experience you need to be an effective worker. It is the foundation for a rewarding career path in any area of the Electrotechnology Industry whether it is in trade, engineering, management, marketing, research or possibly a combination of these.

During your training, you will need to develop a number of qualities that are fundamental to working in the industry. These include a commitment to hard work, an equal commitment to safety, a desire to learn, the ability to meet timelines and the resourcefulness and enthusiasm to minimise waste of materials and energy to lower emissions.

In the Training Program, learning and real work have been integrated to make sure that you achieve all the specific competencies of the New Apprenticeship program before you finish. Another feature of the program is that it occurs within the normal commercial activities of the workplace. This means that your training can actually contribute to the success of your employer's business, so long as they give you the necessary support and you in turn commit to your New Apprenticeship.

The Training Program works for both you and your employer. It gives your employer an opportunity to equip you with the required knowledge and skills needed for their business making you a more effective employee. At the same time, it enhances your employment potential through increased adaptability, opportunity and job satisfaction.

Government and industry training initiatives like the New Apprenticeship Scheme are value adding and support activities that improve the national and international competitiveness of a business. Your determination to complete the New Apprenticeship Training Program is critical to you starting a new and exciting future in the Electrotechnology Industry. It is also a stepping-stone to a career in other related industries.

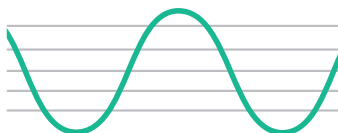




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# Contents

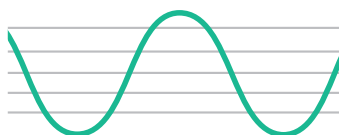
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# List of Acronyms

AAA	Affirmative Action Agency	ILO	International Labour Organisation
ACCI	Australian Chamber of Commerce and Industry	ITAB	Industry Training Advisory Body
ACTU	Australian Council of Trade Unions	LMP	Labour Market Programs
AIRC	Australian Industrial Relations Commission	MCEETYA	Ministerial Council on Education, Employment, Training and Youth Affairs
ABS	Australian Bureau of Statistics	MINCO	Ministerial Council (ANTA)
ANTA	Australian National Training Authority	NCVER	National Centre for Vocational, Education and Research
ARF	Australian Recognition Framework	NFROT	National Framework for the Recognition of Training
AQF	Australian Qualifications Framework	NESB	non-English speaking background
AVETMISS	Australian VET Management Information Statistical Standard	NOHSC	National Occupational Health and Safety Commission
CBT	Competency Based Training	NOOSR	National Office of Overseas Skills Recognition
DETYA	Department of Education, Training and Youth Affairs	NTF	National Training Framework
DIMA	Department of Immigration and Multicultural Affairs (Federal)	NTFC	National Training Framework Committee
EA	Employment Assistance	NTIS	National Training Information Service
EdNA	Education Network Australia	NTP	National Training Package
EEO	Equal Employment Opportunity	OEA	Office of Employment Advocate
EEQSBA	ElectroComms and EnergyUtilities Qualifications Standards Body of Australia	OECD	Organisation for Economic Cooperation and Development
ELT	Entry-level Training	RPL/RCC	Recognition of Prior Learning/ Current Competencies
EPE/PEPE	Employment Placement Enterprise/ Public Employment Placement Enterprise	RTO	Registered Training Organisation
ESB	English Speaking Background	SRA	State/Territory Recognition Authority
EWP	English in the Workplace	STA	State/Territory Training Authority
FOI	Freedom of Information	TAFE	Technical and Further Education
		TAP	Training for Aboriginals and Torres Strait Islanders Program
		VET	Vocational Education and Training
		WELL	Workplace English Language and Literacy





# New Apprenticeships Electrotechnology - Remote Area Essential Services Operations

## Vocational Training Program

### Purpose

Welcome to the Electrotechnology – Remote Area Essential Services Operations New Apprenticeship. This Training Program will prepare you for a career in the operation of portable generation equipment and water supplies servicing a remote area community. When you successfully complete the Training Program, you receive a National Qualification:

### **Certificate II in Electrotechnology - Remote Area Essential Services Operations**

The New Apprenticeship in Certificate II Remote Area Essential Services Operations provides specialisations in the following:

- Combined Utilities
- Power
- Water.

This User Guide explains what you have to do to get the knowledge and skills you will need to perform effectively at work and to achieve your National Qualification. You will need to read the whole Guide. Each section is quite different, but all are an integral part of the Training Program.

There are five sections covering the following:

- Terminology and Processes
- What is involved in the Training Program
- Training Records
- Competency Assessment Summary
- Useful Contacts.

### Format

Your Training Program is co-ordinated through a Training Plan that is made up of core components, elective units and optional units of competence. The Plan combines on-and-off-the-job training giving you a range of related industry experiences that will be continually monitored, evaluated and recorded. In this way, it helps you gain the knowledge and skills you need to increase your employment opportunities within the industry.

### Developer

Your Training Program was developed by the ElectroComms and EnergyUtilities Qualifications Standards Body of Australia (EEQSBA), with the assistance of the Department of Education, Training and Youth Affairs. There is more information about EEQSBA below. The Program was developed through extensive consultation with industry, training providers, Registered Training Organisations (RTOs) and government agencies. EEQSBA also talked with Trainees, Apprentices and Cadets to design the Program.

EEQSBA is nationally recognised by the Australian National Training Authority as the body responsible for progressing industry training issues for the following industry sectors:

- Electricity Generation
- Electricity Transmission and Distribution
- Communications
- Gas Supply
- Electrotechnology
- Lifts, escalators and moving walks.

The EEQSBA's primary role is to develop and maintain National Training Packages. These include respective national qualifications and advisory guides and handbooks for each of the above industry sectors.

The EEQSBA works with industry representatives from across Australia to develop and maintain these products. It also acts as a mediator between lots of other organisations on vocational education and training issues (such as industry groups, government agencies and related bodies, organisations, enterprises and authorities).

Most importantly the EEQSBA also works with a network of State and Territory Industry Training Advisory Bodies. The Network helps to maintain links with key industry practitioners and helps put the National Training Packages and industry priorities in place. You will find a list of the Network contacts in Section 5.



# Terminology and Processes

As you read through this Guide, you will come across a lot of unfamiliar terms that are crucial to understanding the way your Training Plan works. This section explains some of the terminology and processes that are used throughout the Training Plan.

The following terms and processes will be covered in this section:

- Appeals and assistance
- Articulation
- Assessment
- Australian Qualifications Framework (AQF)
- Competency Standards
- Competency Based Training (CBT)
- Employer
- Entry Requirements
- Learner
- Monitoring
- Modules
- New Apprenticeship
- New Apprenticeship Centres (NACs)
- Productivity
- Qualification
- Recognition of Prior Learning (RPL)
- Registered Training Organisations (RTOs)
- Sustainable Energy Principles and Practice
- The Training Period (Nominal)
- The Training Plan
- The Training Program
- User Choice.

## Appeals and assistance

If you or your employer need advice or assistance with any issue relating to your Training Program or Training Plan, the selected Registered Training Organisation (RTO) or New Apprenticeship Centre (NAC) can help. If a difference of opinion arises over the sufficiency of evidence associated with Section 2 - The Training Plan, the standard reference point shall be the National Electrotechnology Training Package, which contains the Units of Competency, Assessment Guidelines and Qualification details.

### Articulation

Successfully completing the Training Program allows you to enter an appropriate higher level qualification under the Australian Qualifications Framework (AQF), or a similar level qualification. There are six Vocational Education and Training Sector Qualifications with a further five for the Higher Education Sector. Credit or advanced standing can be given for same or similar outcomes existing in different qualifications where these have been agreed.

### Assessment

During your training and at the end of the Training program, your progress will be assessed to see if you have gained the right knowledge and skills. Assessment is necessary so that you can be attributed competence and/or issued with a qualification. This is the role of a Registered Training Organisation (RTO). The RTO must take account of your prior knowledge and skills to make the assessment.

The selected RTO will check your knowledge and skills against those set out by the nationally endorsed industry competency standards, and the completion requirements that make up the qualification.

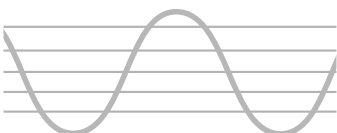
The RTO must see the way you integrate your knowledge and skills into the workplace. They are responsible for assessing the knowledge that underpins your performance on the job. This means you need to show that you understand *why* a job or task is done as well as *how* to do it.

You are able to take a very active role in your own assessment. It is your responsibility to gather evidence of your workplace experiences and activities and record them in a Training Record form. This information can be verified by your supervisor or mentor who is best placed to monitor and 'sign off' each progress, experience, activity or task. The Training Record will also be appropriately monitored and evaluated by your RTO. It forms an integral part of the decision making process about your performance.

The RTO will use your Training Record form and other evidence to determine your ability to:

- plan the work activity;
- carry out the task(s);
- complete the activity relative to the performance criteria associated with the unit(s) of competency.

Once you are considered to have developed sufficient workplace specific knowledge and skills, a final judgement about your performance may then be carried out.



## Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent and flexible framework for all qualifications in Australia. The AQF was introduced Australia-wide on 1<sup>st</sup> January, 1995. A qualification is defined as “*formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs.*” (Ref: AQF Implementation Handbook – Second Edition, 1998).

## Competency Standards

Competency Standards are industry agreed statements that describe the knowledge and skills required to carry out a job or task.

Someone who is said to be ‘competent’ has gained all the necessary knowledge and skills, and has applied that knowledge and skills effectively at work. This involves three things:

- applying the knowledge and skills in a range of situations (that is, new or non-routine);
- simultaneously managing the different activities that make up the competency;
- dealing with the responsibilities and expectations of the workplace.

Competency standards can stand alone or be used to make up an Australian qualification. Individual competency standards are called Units of Competency. Each Unit is made up of five parts:

### Unit title

A Unit is a summary of an area of work. It describes a useful work function, activity or skill.

### Elements of competency

Elements are parts of a Unit. They detail the broader functions or purposes covered by the unit. Generally, a unit is quite broad, whereas the element focuses on the actual activities or responsibilities that make up the competency.

### Performance Criteria

These are further subsets of the Elements, which can be assessed. They describe the level of performance for each task that makes up an Element.

### Range of Variables statement

This expands and gives context to the performance criteria and Elements. It explains the scope covered by the Unit in terms of such requirements as types of equipment covered, technology categories, environment and job role.

### Evidence Guide

This provides critical information for your assessors and trainers (such as the knowledge and skills that underpin the Unit of Competency). It covers such things as critical aspects of evidence, context of assessment, pre-requisite and/or co-requisite competencies and underpinning knowledge and skills.

### Competency Based Training (CBT)

The New Apprenticeship Training Program uses a method of training called “competency based training” or CBT. CBT allows you to continue training until you achieve competence. It does not specify a time for achieving the full range of competencies that make up a qualification. Time is a factor of learning but not the critical requirement. (The New Apprenticeship Training Program nominates a nominal period of training as a guide for those delivering the training.)

CBT requires you to perform a number of skills that are detailed in the competency standards. You will need to demonstrate:

- task skills - individual tasks;
- task management skills – managing a number of different tasks within the job;
- contingency management skills - responding to irregularities and breakdowns in routine;
- job/role environment skills - dealing with responsibilities and expectations of the work environment.

CBT also requires you to develop underpinning knowledge and skills. It focuses on what you can do as a result of training rather than on what has been learned. The focus is no longer on the learning process but on workplace performance.

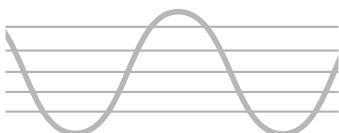
### Employer

The employer is the person, organisation or company that has employed you. The term employer also includes Group Training Companies or similar bodies. These are established for the purpose of training Apprentices, Trainees or Cadets. If your employer is a Group Training Company, they will typically assign you to several host employers during your Training Period.

The employer is responsible for certain obligations under statute when they take you on under a New Apprenticeship Training Program. It’s a good idea to make sure you understand the obligations of your employer, listed below:

#### The Employer should:

- provide you with an environment conducive to learning the necessary competencies (knowledge and skills) required of the Training Program;
- become familiar with the content, purpose and use of this Training Plan and the Training Record form;



- ensure that you are exposed to a variety of relevant job experiences, and are given the opportunity and support to progress through the activities listed in your Training Plan. A variety of experiences are essential, so that you get enough opportunities to acquire and apply the knowledge and skills that will help make you an independent and competent worker;
- be sure that you have had the opportunity to gain and demonstrate the required knowledge and practical skills in the workplace, before you are verified (that is, 'signed off' in your Training Record);
- be aware of your training and study program and assist you where possible to progress. This should include helping you relate your new knowledge to your jobs and tasks in the workplace;
- ensure that the relevant supervisor/mentor/coach provides:
  1. supervision of your workplace activities;
  2. clear and concise instructions;
  3. a demonstration of the correct and safe procedures necessary for each task or activity you perform;
  4. an emphasis and guidance on safety and on working to sustainable energy principles and practices at all times;
  5. information relating to:
    - Occupational Health & Safety
    - Sustainable energy principles
    - Statutory requirements
    - Australian Standards
    - Codes of Practice
    - Quality Assurance
    - Manufacturers specifications
    - Company procedures and policies.
- supply you with all the equipment you need to do your work. Such items may include:
  1. plans, drawings and text
  2. workplace facilities and transportation
  3. tools, materials and component parts
  4. testing and measuring instruments;
- liaise with you in choosing the preferred Registered Training Organisation (RTO);
- assist the selected RTO in monitoring the information required in the Training Plan.

### Entry Requirements

Before you begin your New Apprenticeship Training Program, it is expected that you will be competent in effective literacy and numeracy skills. You should be capable of a number of tasks (to the levels required by the performance criteria of your Training Program). These tasks include:

- writing relevant to workplace documentation;
- number recognition;
- conversion of a decimal to a fraction;
- conversion of a fraction to a decimal;
- transposition of simple formulae;
- substitution of units into simple formulae;
- simple calculations using scientific notation.

### Learner

In this User Guide and during your Training Program, you may be referred to as the 'Learner'. A Learner may be identified by others as a Trainee, Apprentice or Cadet. By entering a New Apprenticeship Training Program, you - the Learner – commit to certain obligations and responsibilities.

### Responsibilities of the Learner:

You are to perform all allocated workplace activities under the direct supervision of your supervisor/mentor/coach. You should not attempt an activity unless you have clearly understood all the necessary and appropriate information you have been given.

In the performance of an allocated job or task, you should:

- perform the task in a safe and proper manner in accordance with the relevant Health and Safety Acts or regulations;
- follow the necessary and appropriate codes, standards and policies;
- perform work to instruction and within prescribed specifications;
- cooperate with supervisor/mentor/coach and fellow workers;
- seek advice whenever instructions and/or procedures are unclear; work to acceptable standards of cleanliness, neatness and safety;
- carry out activities with a minimum of waste or rework and practice sustainable energy principles and practices;



- keep this Training Plan in a safe place. It is important that your Training Plan and Training Records are not lost. The Training Record contains essential information on how to gather evidence on your work experience/activities and training and development. It's a fundamental part of the way your qualification will be issued. The consequences for losing this information could result in an RTO conducting a more rigorous and extensive assessment before your qualification can be issued;
- ensure that a record of learning experiences is maintained;
- attend training courses as required;
- use all opportunities provided by both your employer and the RTO to gain the required underpinning knowledge and skills needed for successful training outcomes;
- stay 'honest'. You should not ask for an item to be verified, that is, 'signed off', until you are confident that the particular knowledge and/or skill has been developed and applied;
- advise your new employer (if changing jobs) about their role in the "signing off" of the experiences/activities recorded in your Training Record. Your employer or supervisor/mentor/coach will need to be presented with the Training Record form periodically.

## Monitoring

Regular monitoring of your workplace activities is an integral part of this Training Program. Your workplace experiences/ activities are to be recorded. This may be with the use of a Training Record form or by an alternative method. This is a matter for the Employer, yourself and the Registered Training Organisation to decide. The monitoring process and evaluation of your workplace experiences/activities is the responsibility of a RTO.

## Module(s)

A module of study is like a short subject commonly delivered in an environment that supports effective learning. Modules are packaged in such a way that a specific area or stream of knowledge or skill is addressed. Generally modules are grouped together as courses. Module delivery is typically sequenced to allow learning to develop from easy to more complex. Typically a modular based course is made up of core (compulsory) and elective modules. It should be noted that substantial learning also occurs in the workplace and forms part of the requirements in this Training Program.

## New Apprenticeship

See Training Program.

## New Apprenticeship Centres (NACs)

You and your employer are generally required to enter into a formal agreement (legal contract) which details the Training Program and outlines everybody's responsibilities. NACs can assist you and your Employer with these agreements.

### **Productivity**

The Electrotechnology Industry believes that sound structured training not only benefits you (the Learner) but also, by its very nature, increases the productivity of a business. This happens when the training requires you to carry out a range of activities directly related to the business. In other words, you actually learn by doing productive work.

To ensure productive effort in the workplace, you must acquire relevant knowledge and skills concurrently, and apply them. This leads to competent performance, safety and increased productivity in the workplace.

### **Qualification**

The qualification for this Training Program will be titled:

**Certificate II in Electrotechnology Remote Area Essential Services Operations.**

When you successfully complete this Training Program, you will be presented with the above vocational qualification. The qualification is recognised throughout Australia. It gives you the opportunity to work in a variety of areas within the Electrotechnology industry and related industries. It also provides you with opportunities for articulation or recognition of knowledge and skills in allied vocations.

### **Recognition of Prior Learning (RPL)**

You are entitled to have your prior learning recognised when undertaking this Training Program. If you believe that you have acquired the necessary knowledge and skills through formal training (in Australia or overseas), work experience or life experience, you can have them formally recognised. Applications would need to be made to respective Registered Training Organisations.

### **Registered Training Organisation (RTO)**

RTO refers to any training organisation registered by a State/Territory Training Authority in accordance with the Australian Recognition Framework (ARF) providing vocational, education, training and/or assessment services. These include TAFE colleges/institutes, private commercial providers, community providers, schools, higher education institutions, enterprises and firms, industry bodies and any other organisation which meets the requirements of registration. RTO registration is managed by State and Territory Recognition Authorities within their legislation and decision-making framework.

You and your Employer must select an RTO to manage, deliver, monitor and assess your progress against completion of the Training Plan. On successful completion of the Training Program the RTO will issue you with a nationally recognised qualification. Like both you and your Employer, the RTO you select has certain responsibilities:



**The Registered Training Organisation should:**

- provide you with the necessary materials, resources, feedback and other information that will assist your learning;
- provide advice to your Employer on your progress, and the relevance of the work experience;
- ensure a high level of quality for your training and monitoring;
- complete the assessment of your knowledge and skills against the relevant competency standards;
- issue the nationally recognised Qualification or Statement of Attainment.

**Sustainable Energy Principles and Practice**

Sustainable Energy Practice refers to workplace actions that contribute to the reduction of greenhouse gases. These are caused by the combustion of fossil fuels such as coal and gas. As most electricity is generated using fossil fuels, a reduction in the unnecessary use of electricity reduces the production of greenhouse gases. Also, most materials used in the workplace are manufactured using electricity or gas, so recycling and reducing the wastage of these materials also helps. There is a worldwide commitment to reducing greenhouse gases, which are considered to contribute to global warming. This User Guide promotes workplace strategies to assist in achieving the same goals.

**The Training Period (Nominal)**

This is the estimated period that you will take to gain the competencies detailed in the Training Plan to achieve your qualification. Whilst it is recognised that qualifications are based on competence (see Competency Standards and Competency Based Training), such competence nonetheless requires a period of training time. This is to allow both the relevant knowledge and skills and workplace experience to be integrated and applied to the standard defined in individual units of competence and other related units. The Nominal Training Period for this Training Program is detailed in the Training Plan.

**The Training Plan**

The Training Plan describes the training requirements during the training period. It is essential that you complete the required technical education experiences as well as the workplace experiences/activities. For the technical education experiences your chosen training provider will give you a statement of the learning outcomes you have achieved for this part.

You must also gather evidence of your workplace experiences and activities. In Section 3 of this Training Program, a Training Record form has been provided for you to do this and submit to the RTO. You will need to discuss whether this is the preferred approach of your RTO.

These two pieces of evidence are likely to be the cornerstone of information required by your RTO in determining whether you are developing the appropriate knowledge and skills for the units of competency making up the qualification.

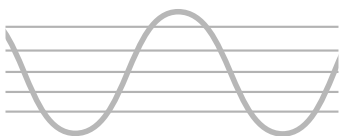
This Training Plan was designed in accordance with the industry and nationally endorsed National Electrotechnology Training Package which contain the Units of Competency, Guidelines for Assessment and the Qualification you are undertaking.

### **The Training Program**

This describes training arrangements and training agreements that assist State/Territory Training Authorities to formally recognise employment contracted vocations, known as New Apprenticeships. These include Traineeships, Apprenticeships and Cadetships. The training model used in this Program comprises an on-and-off-the-job approach.

### **User Choice**

User Choice means that you and your Employer can choose the appropriate qualification together with the requisite content requirements (Units of Competency). Both parties can then choose and negotiate with a suitable RTO for the training delivery arrangements associated with the Training Plan.



# The Training Plan

This section explains in detail what is involved in undertaking the Training Plan.

This Training Program was developed to meet the needs of the Remote Area Essential Services Operations sector of the Electrotechnology Industry.

## **Certificate II in Electrotechnology Remote Area Essential Services Operations**

In the specialisation of:

- Combined Utilities
- Power
- Water.

A Description of each specialisation is outlined in Specialisation Descriptors on the following page.

This Certificate may be granted when you, the Learner, can demonstrate competence in the units of competency that make up the Training Program (or have been chosen as part of the Training Program).

To achieve this qualification it is necessary for you to complete all the core units, and the selected elective unit(s). Additionally, an optional unit can be chosen if required. Choosing an elective or optional unit(s) will be dependent on the workplace needs, and will require agreement between you and your employer in consultation with your RTO.

Selection of elective and/or optional unit(s) should be determined prior to starting your qualification. The qualification is made up of the following types of units;

### **Core units**

Core units are compulsory units, which must be completed within the overall group that makes up the structure of the qualification (where *Specialisations* apply they are directly related to the core units).

### **Optional units**

Optional units may be selected, where applicable, to support particular workplace conditions that may apply.

**Elective units**

Elective units are generally those units that provide flexibility related to a particular employer’s quality assurance arrangements. These include administrative matters relating to work outcomes.

The reference document for the Units of Competency, Assessment Guidelines and Qualifications requirements used in this Training Program is the National Electrotechnology Training Package, which is available from the EEQSBA.

**Specialisation Descriptors**

Description of the specialisation within the Certificate II in Electrotechnology Remote Area Essential Services Operations qualification:

<b>Specialisation</b>	<b>Typical work function</b>	<b>Typical work environment</b>
Combined Utilities	Monitor, service and maintain portable generation and water and equipment.	Sheds, compounds and easements supply plant.
Power	Monitor, service and maintain portable generation plant and equipment.	Sheds, compounds and easements.
Water	Monitor, service and maintain water supply plant and equipment.	Sheds, compounds and easements.

**The Training Plan**

To assist you in achieving this qualification, a Training Plan has been developed which should be followed. This Training Plan is detailed in the following pages and it covers:

**Undertaking Work**

During the on-the-job part of your training, you will be expected to adapt to the values and practices of your new workplace. This section outlines a number of key characteristics that will help you prepare for this.

**The Training Plan Summary**

This outlines the specific training to be completed to gain your qualification.

**The Units of Competency**

This section details the units of competency to be completed in your Training Program. These include the on-the-job work (workplace experiences) and off-the-job modules (the underpinning knowledge and skills).

**Nominal Training Period**

This is the estimated period of the Training Program. For this Program the nominal period is 2,000 hours, which includes 360\* hours of off-the-job training.

## Training Record

A Training Record has been developed and included in this section to assist you in keeping a record of your workplace experiences/ activities. This will be required by the RTO as part of the evidence needed for issuing your Qualification. You don't have to use this Record, but you should liaise with your Employer and RTO to determine the most appropriate method for gathering this information.

A possible option is to use the sample work record sheet (template) included in the Training Record if so required by the RTO.

## Competency Assessment Summary

A summary sheet of the competencies is included for the RTO to sign confirming achievement of the units of competency making up the qualification.

You should become familiar with those aspects of the Training Plan which require information to be provided to the RTO. This information is vital for the RTO in issuing the Qualification.

This may vary according to local requirements, as special attention may need to be given to developing appropriate "bridging" or "entry level" programs to assist special needs client groups.

## Undertaking Work

Through this Training Program you are likely to be seen as both a person-in-training and a worker. You will experience all the requirements and circumstances of working with other employees, learners, mentors and supervisors. This will be a valuable experience and is likely to shape the way you feel towards work in the future. In this role, you will be exposed to your Employer's corporate goals, workplace values and norms and to the legislative statutes governing work. Certain attitudes and behaviour will be expected from you as an active member of the workplace. These can be categorised as follows:

### General

In undertaking work it is generally expected that you will do the following:

- work diligently;
- work cooperatively with fellow workers and other members of your workplace;
- seek assistance or advice from the supervisor/coach/mentor when in doubt;
- be active in gaining knowledge and skills appropriate to the job and competencies undertaken for future job prospects;
- work to approved specifications, procedures and accepted work practices;
- recognise the relationship and obligations that have been established between you and your Employer. These will be determined as soon as you enter into an employment based contracted New Apprenticeship Training Program (legal contract);
- develop and maintain an interest in the Electrotechnology Industry as a career.

### Safety

In every workplace, you are expected to perform tasks in a safe and proper manner in accordance with relevant Acts or regulations. This means:

- always work in accordance with best practice procedures, to attain and apply the knowledge associated with safety practices;
- be cautious about taking short cuts;
- do not act dangerously or irresponsibly.

Safety is a learned attitude. Once you have this attitude, it means that concern for safety will be a prerequisite to every task or action that you perform. Working safely also includes recognising and responding actively to unsafe and hazardous situations. Where unsafe incidents occur, you should follow established employer procedures in relation to responding and reporting the matter. Most importantly, you must ensure that you do not put yourself in danger of any potential harm.

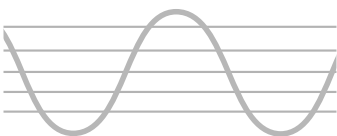
Many occupational, health and safety policies and procedures are determined by law. Additionally, specifically designed policies and procedures may exist within an individual business. Your workplace should give you the information you need to understand and follow all of the safety responsibilities associated with your job.

### Environment

All members of the workforce have important duties with respect to the environment.

To help advance this important worldwide objective, you should endeavour to:

- dispose of waste in an appropriate way and in accordance with industry standards;
- limit the opportunities for contaminations to occur;
- handle chemicals carefully and in accordance to manufacturer's and enterprise specifications;
- respect the environment.



## Sustainable Energy Practice

Sustainable Energy Practice is closely related to the 'environment'. Sustainable energy practice aims to reduce the amount of wastage in electricity and other forms of energy that lead to the production of greenhouse gases. Many of the principles and practices that apply in the workplace also apply in the home and the general environment. These include:

- examining work practices that may use excessive electrical energy;
- reducing energy by using energy efficient machines and appliances (e.g. star ratings);
- switching off devices such as lights, machines and computers when not in use;
- using power-save devices, such as those incorporated in photocopiers, business machines and the like;
- replacing incandescent lamps with compact fluorescent lamps;
- using natural light to replace artificial light;
- regularly cleaning air conditioner filters;
- closing windows and doors when climate control units are used;
- insulating dwellings, offices and workplaces and preventing draughts;
- using reflective curtains to control heat;
- using natural or artificial shade to control sunlight;
- using solar water heating;
- using automatic processes to manage energy usage;
- reusing materials used in construction, engineering and manufacturing;
- recycling waste materials;
- driving motor vehicles and other machines with care;
- using natural gas for heating rather than oil or coal based fuels
- using devices to reduce water usage;
- checking for leakage in hot water system pressure relief valves and elsewhere in plumbing systems;
- sharing information about energy conservation with other workers.

## Training Plan Summary

This is to certify that

**Kim Smith**

Has fulfilled the requirements for  
Certificate II

in

**Electrotechnology Remote Area  
Essential Services Operations**

Date 1 January 2002

The relevant RTO can provide detailed documentation of the recommended EEQSBA Delivery Strategies. (off-the-job components - modules)

### Statement of Results

Underpinning Knowledge and Skills

#### Modules:

NUE002, NUIE050

Refer to the following pages for titles of modules.

### Experiences/ Activities

Refer to following pages for details of the Experiences/Activities required for each unit of competency that contributes to gaining the qualification. The tools you use to record your workplace experiences forms part of the Training Record. The Work Record Forms can be found at the back of this User Guide.

### Transcript

In the Specialisation e.g. Combined Utilities

#### Unit of Competency

##### Core

UTE NES013 A	Monitor a remote area essential services operation	<input type="checkbox"/>
UTE NES216 A	Perform basic servicing to plant/equipment associated with a remote area essential service operation	<input type="checkbox"/>
UTE NES217 A	Maintain environmental conditions of a remote area utilities operation	<input type="checkbox"/>

##### Elective (one to be completed)

UTE NES002 A	Attend to breakdown	<input type="checkbox"/>
UTE NES005 A	Coordinate materials	<input type="checkbox"/>

The information contained in the following pages has been extracted from the National Electrotechnology Training Package. The information has been summarised for the purposes of this Training Program.

## Underpinning Knowledge and Skills

Module No.	Module Name	Duration
<b>Core Modules</b>		
*	Bridging Program, where required	
NBB002	Occupational Health & Safety	0.5
BCTM05	First Aid	0.5
NE175	Workshop Practice	1
NUE025	Remote Area Essential Services	2
NUE208	Introduction to Welding	0.5
NUE026	Repairs and Maintenance to Community Facilities	1
Plus other optional modules relevant to the Learner's <b>specialisation</b> , e.g.:		
<i>Combined Utilities</i>		
NUE028	Power Station Instrument/Meter Reading	1
NUE029	Minor Maintenance to a Generating Plant	1.5
NUE027	Power Station and Compound Maintenance	1.5
NUE020	Portable Water Distribution System	1
NUE022	Waste Water Connection Point	1
NUE024	Water Supply – Sources Collection and Storage	1
NUE021	Portable Water Treatment Facility	1
NUE023	Wast Water Treatment and Storage	1
<i>Power</i>		
NUE028	Power Station Instrument/Meter Reading	1
NUE029	Minor Maintenance to a Generating Plant	1.5
NUE027	Power Station and Compound Maintenance	1.5
<i>Water</i>		
NUE020	Portable Water Distribution System	1
NUE022	Waste Water Connection Point	1
NUE024	Water Supply – Sources Collection and Storage	1
NUE021	Portable Water Treatment Facility	1
NUE023	Wast Water Treatment and Storage	1
* This may vary according to local requirements, as special attention may need to be given to developing appropriate 'bridging' or 'entry level' programs to assist special needs client groups.		

**UTE NES013 A – Monitor a remote area essential services operation**

<p><b>MAJOR ACTIVITIES</b></p>	<p><b>EXPERIENCES Related Work Activities</b></p>	<p><b>OFF-THE-JOB COMPONENT - MODULES Underpinning Knowledge and Skills (Recommended EEQSB delivery strategies)</b></p>
<p><b>Unit Descriptor:</b> Monitoring the readings of instruments and gauges and general operating conditions of a remote area essential service operation involving power and/or water. This unit can only apply in a <i>utility</i> context.</p> <p><b>Unit Elements:</b> Plan and prepare for monitoring. Monitor operations. Inspect and notify completion of work.</p>	<p>Monitoring is planned and prepared for to ensure OH&amp;S policies and procedures are followed and the work is appropriately sequenced in accordance with requirements. Appropriate personnel are consulted to ensure the work is coordinated effectively with others involved on the work site. Location in which monitoring is to be carried out is determined from job requirements. Materials necessary to complete the work are obtained in accordance with established procedures and checked against job requirements. Tools, equipment and testing devices needed to carry out the monitoring work are obtained in accordance with established procedures and checked for correct operation and safety, if needed. Observations are undertaken to ensure no damage has previously occurred to plant or equipment. OH&amp;S policies and procedures for monitoring operations are followed. Monitoring is carried out in accordance with requirements, without damage or distortion to equipment or the surrounding environment or related services. Unplanned events or conditions are responded to in accordance with established procedures. Approval is obtained in accordance with established procedures from appropriate personnel before any contingencies are implemented. On-going checks of the quality of the work are undertaken in accordance with established procedures. Final inspections are undertaken to ensure the monitoring conforms to requirements. Work completion is notified in accordance with established procedures.</p>	<p>NBB002 Occupational Health and Safety BCTM05 First Aid NEI175 Workshop Practice</p>

**UUTE NES216 A – Perform basic servicing to plant/equipment associated with a remote area essential services operation**

**MAJOR ACTIVITIES**

**Unit Descriptor:**

Undertake basic servicing to plant and equipment involving the replacement of consumable items, cleaning of plant and equipment and replacement of minor components. This unit can only apply in a utility context.

**Unit Elements:**

- Plan and prepare for basic servicing.
- Carry out servicing operations.
- Inspect and notify completion of work.

**EXPERIENCES**

**Related Work Activities**

Basic servicing is planned and prepared for to ensure OH&S policies and procedures are followed and the work is appropriately sequenced in accordance with requirements.

Appropriate personnel are consulted to ensure the work is coordinated effectively with others involved on the work site.

Location in which servicing is to be carried out is determined from job requirements.

Materials necessary to complete the work are obtained in accordance with established procedures and checked against job requirements.

Tools, equipment and testing devices needed to carry out the servicing work are obtained in accordance with established procedures and checked for correct operation and safety, if needed.

Observations are undertaken to ensure no damage has previously occurred to plant or equipment.

OH&S policies and procedures for servicing operations are followed.

Servicing is carried out in accordance with requirements, without damage or distortion to equipment or the surrounding environment.

Unplanned events or conditions are responded to in accordance with established procedures.

Approval is obtained in accordance with established procedures from appropriate personnel before any contingencies are implemented.

On-going checks of the quality of the work are undertaken in accordance with established procedures.

Final inspections are undertaken to ensure the servicing conforms to requirements.

Work completion is notified in accordance with established procedures.

**OFF-THE-JOB COMPONENT - MODULES**

**Underpinning Knowledge and Skills**

(Recommended EEQSBA delivery strategies)

- NBB002 Occupational Health and Safety
- BCTM05 First Aid
- NEI175 Workshop Practice
- NUJE025 Remote Area Essential Services
- NUJE208 Introduction to Welding
- NUJE026 Repairs and Maintenance to Community Facilities

**UTE NES217 A – Maintain environmental conditions of a remote area utilities**

**MAJOR ACTIVITIES**

**EXPERIENCES**

**Related Work Activities**

**OFF-THE-JOB COMPONENT - MODULES**  
**Underpinning Knowledge and Skills**  
 (Recommended EEQSBA delivery strategies)

**Unit Descriptor:**

Maintaining environmental conditions involving the removal of industrial waste, fluids and used components and including hazard minimisation of naturally occurring combustible fuels and general housekeeping. This unit can only apply in a utility context.

**Unit Elements:**

Plan and prepare for maintaining environmental conditions.  
 Carry out environmental maintenance.  
 Inspect and notify completion of work.

Environmental maintenance is planned for and prepared to ensure OH&S policies and procedures are followed and the work is appropriately sequenced in accordance with requirements.  
 Appropriate personnel are consulted to ensure the work is co-ordinated effectively with others involved on the work site.  
 Location in which environmental maintenance is to be carried out is determined from job requirements.  
 Materials necessary to complete the work are obtained in accordance with established procedures and checked against job requirements.  
 Tools and equipment needed to carry out the environmental maintenance work are obtained in accordance with established procedures and checked for correct operation and safety, if needed.  
 Observations are undertaken to ensure no damage has previously occurred to plant or equipment.  
 OH&S policies and procedures for environmental maintenance operations are followed.  
 Environmental maintenance is carried out in accordance with requirements, without damage or distortion to equipment or the surrounding environment.  
 Unplanned events or conditions are responded to in accordance with established procedures.  
 Approval is obtained in accordance with established procedures from appropriate personnel before any contingencies are implemented. On-going checks of the quality of the work are undertaken in accordance with established procedures.  
 Final inspections are undertaken to ensure the environmental maintenance conforms to requirements.  
 Work completion is notified in accordance with established procedures.

- NBB002 Occupational Health and Safety
- BCTM05 First Aid
- NEI175 Workshop Practice
- NUE025 Remote Area Essential Services
- NUE208 Introduction to Welding
- NUE026 Repairs and Maintenance to Community Facilities

**UTE NES002 A – Attend to breakdown**

**MAJOR ACTIVITIES**

**EXPERIENCES**

**Related Work Activities**

**WORKPLACE KNOWLEDGE AND SKILLS**  
**(Can be delivered on or off-the-job)**

**Unit Descriptor:**  
Attend to breakdowns of apparatus and installations.

**Unit Elements:**  
Prepare to attend breakdown.  
Evaluate extent of work.  
Confirm completion.

Instructions are received and checked to ensure they are clearly understood.  
Tools, equipment and personnel protective equipment needed to do the work are obtained and checked to ensure they work correctly and are safe to use.  
OH&S policies and procedures are read to ensure they are understood.  
Appropriate personnel are consulted to ensure the work is coordinated effectively with others involved on the site.  
Instruction for the work activities are followed.  
Further instructions are sought from appropriate personnel in the event of unplanned events or condition occurring.  
On going checks of quality of the work undertaken in accordance with instructions.  
Final check is made to ensure work conforms with instruction and requirements.  
Appropriate personnel is notified of completion of the work.  
Tools and equipment are cleaned and checked and returned to storage.  
Work area is cleaned up and made safe.

Business documentation and record systems including the use of computers, information systems and business equipment technologies, as appropriate.  
Business occupational health and safety instructions.  
Responsibilities and rights of others involved including clients, property owners, other workers and the public.  
Time management and co-ordination processes.  
Organisational arrangements for communicating plans, information, intensions and safety criteria to others by appropriate means.  
Operation of plant and equipment associated with a given workplace.  
Perform necessary actions to protect the environment.

**UTE NES005 A – Coordinate materials**

**MAJOR ACTIVITIES**

**Unit Descriptor:**

Coordinate apparatus, associated accessories, components, materials and circuit wiring required to prepare and implement work.

**Unit Elements:**

- Plan and prepare to coordinate materials.
- Coordinate materials.
- Inspect and notify completion of work.

**EXPERIENCES**

**Related Work Activities**

Materials coordination are planned and prepared to ensure OH&S policies and procedures are followed, the work is appropriately sequenced in accordance with requirements.

Appropriate personnel are consulted to ensure material is coordinated effectively with others involved on the work site.

Materials are identified in accordance with established procedures and checked against requirements.

Materials coordination are detailed in accordance with requirements.

Obtain approval to change specifications where appropriate in accordance with established procedures and from appropriate personnel.

On-going checks on the coordination of materials are undertaken in accordance with established procedures.

Final inspections of material are undertaken in accordance with established procedures.

Store and dispatch materials in conjunction with others involved or affected by the work in accordance with established procedures.

**WORKPLACE KNOWLEDGE & SKILLS  
(Can be delivered on or off-the-job)**

Completion of materials coordination is notified in accordance with established procedures. Business documentation and record systems including the use of computers, information systems and business equipment technologies, as appropriate.

Business occupational health and safety instructions.

Responsibilities and rights of others involved including clients, property owners, other workers and the public.

Time management and co-ordination processes.

Organisational arrangements for communicating plans, information, intentions and safety criteria to others by appropriate means.

Operation of plant and equipment associated with a given workplace.

Perform necessary actions to protect the environment.

# Training Records

This section explains the process for recording your workplace experiences and your technical education. Both these aspects of your training – ‘on-the-job’ and ‘off-the-job’ - need to be attained and demonstrated to achieve your qualification.

## Training Records

In this industry, competence is achieved through regular exposure to recurring workplace events where knowledge and skills, developed through technical educational experiences, are applied.

Records of all learning activities need to be kept. The way you record your workplace experiences/activities is different to the way your technical educational experiences will be recorded. Each method is described below.

## Workplace Experiences/Activities

The recording process of your training has two main functions. The first is so that your RTO can check if you are getting enough exposure to the required range of practical experiences. During your on-the-job training, you should be exposed to a range of functions that are representative of normal work place activities. Your tasks and activities may be associated with plant and equipment, tools, components, electrical and electronic devices, and the like.

The second more important function of the records is so that they can be analysed to see if your workplace performance is progressing towards competence or if some changes need to be made. This information, together with the information about your technical educational achievements (e.g. modules), can be used to advise on how you are developing and progressing. It may also help determine your readiness for a final assessment.

An example of a form for recording these workplace experiences (Sample Work Record) is shown after the page headed ‘Filling out the Work Record’ in this section. Your RTO can tell you which relevant recording instrument is required.

Note: The instrument provided by the RTO may differ slightly from the example provided here. The RTO may agree to use the Work Record included in this Training Program. Alternatively, the RTO may have a different way in which it gathers the required information.

Instructions on how and when to fill out the Work Record should be given to you by your RTO in consultation with your employer. You should fill out the Work Record regularly, be accurate in entering the data, gain verification from your supervisor/mentor/coach and return the completed form(s), as requested. It is important that you keep in mind the need for accuracy in making your entries.

The recording process for your off-the-job training will depend on the way this training is organised by your RTO.

### **Technical Educational Experience**

Your technical educational training will be arranged so that the content is logically grouped into manageable topics or subjects. This will make learning easier and more relevant to the practical application of the knowledge and skills in the workplace.

The content groups are called modules (subjects). Each module has its own characteristics and its own separate assessment. Your RTO should advise you on how the learning will be conducted, the time slots in which it will occur and where it will be delivered. This will determine how records will be kept and managed.

There should be three copies of the record of results. You and your employer should both keep records of the modules you've completed. A copy should also be held by the RTO. The record of learning outcomes or modules issued by the relevant training provider or RTO should be attached to this User Guide for future reference and safe keeping.

Your RTO should keep you informed on all issues relating to your off-the-job training. If in doubt seek advice or assistance from your RTO.



## Filling out the Work Record

The following Work Record is a sample of the kind of evidence-gathering tool you may be required to use to record your workplace experiences/activities. The purpose of this information is to indicate to the RTO the type of work you are doing and to reveal any trends that may be occurring in your learning process. In particular, information is gathered about the type of work experience/activities, the degree to which supervision is required and the standard of all aspects of your work. This can then be used to see if your performance is improving and to inform the RTO about your readiness for a final judgement about your performance.

The frequency with which the records are completed will be determined by your RTO in consultation with yourself and your employer.

The sample work record produced below shows a step-by-step guide to completing the work record. A form should be completed regularly and should adequately reflect all the day-to-day activities that have occurred during the reporting cycle. You complete the forms yourself and have them verified, that is, signed off by your supervisor/mentor. The supervisor/mentor/coach should have a thorough understanding of the purpose of the work record and should know how to verify and use it correctly. If there is any doubt, the RTO and the employer should be consulted. The Work Record is not a Wage Sheet. It is not intended that the hours of exposure should add up to 8 in a day or 35-40 in a week.

Note that there are three key indicators of progress which are sought for each unit of competency. Your reports must address each of these:

- Activity
- Exposure
- Supervision.

In summary – your reports should be regular, against each unit of competency. They should cover a range of representative items of plant, equipment, tools, materials and the like that you have used. They should refer specifically to Activity, Exposure and Supervision. This will give your RTO and your Employer valuable information for evaluating your progress towards competence.

To assist you and the RTO, a set of Work Record forms has been included at Attachment A of this Training Program. If you run out of forms you can photocopy them as required.

## A Final Word

Be positive and Good luck!



# Sample Work Record Form

## Sample

A step-by-step guide to completing the Work Record Form follows.

# CERTIFICATE II ELECTROTECHNOLOGY

**Step 1**  
Enter Learner's details

**Step 3**  
Complete details  
start and finish dates

**BEOSBA** Sample Work Record Sheets  
Certificate II in Electrotechnology Business Support **Specialisation - Administration**

Learner Name: Andrew Citizen  
Employee No: 12305  
Company Name: JPY Ltd.

Phone: 02 9999 9991  
Fax: 02 9999 9992

Units of Competence	
Core	
UTE NES014	Undertake basic office/warehouse administrative activities
UTE NES015	Promote basic organisational service/products
Elective	
UTE NES005 A	Coordinate materials
UTE NES009 A	Participate in the training of others

Activity	Exposure	Supervision	Period 1		Period 2		Period 3		Period 4	
			Start	Finish	Start	Finish	Start	Finish	Start	Finish
B	A	1			B	A	2	B	B	3
B	A	2			B	B	2	B	C	3
BC	A	3			BC	C	3	BC	C	3
BC	A	4			BC	C	4	BC	C	4

**Reporting Period:** Each period can range from 1 day to 1 month. This is a matter for the RTO and Learner to establish.

**Step 7**  
Enter 1, 2 or 3 as per key - Supervision

**Step 5**  
Enter A, B or C as per key - Activity

**Step 4**  
Cross out unwanted units

**KEY**  
Activity Did you?  
A Plan and prepare.  
B Perform function, or  
C Complete work function  
**Exposure:**  
How long did you work on the "Activity"?  
A Up to 1 day,  
B 2 to 4 days, or  
C 5 days or more

**Step 6**  
Enter A, B or C as per key - Exposure

*Cross-out the elective and/or option unit not chosen*

Learner's Signature: AC AC AC AC  
*Andrew Citizen Andrew Citizen Andrew Citizen Andrew Citizen*

Range of Items used in work process:	
Tools	Stationary, wordprocessing, email, internet, calculator, accounts software, payroll software
Plant	Nil
Equipment or Apparatus	Computer, fax, copier, phones, printer, record storage and retrieval equipment, dictaphone, switchboard
Materials	Stationary, disks, recording and retrieval resources, forms, purchase order, invoice
Other	Cash handling

**Supervision:**  
What level of supervision did you experience?  
1 Observe only,  
2 Assist others,  
3 Work under direct supervision,  
4 Work with limited supervision,  
5 Work autonomously or  
6 Supervise others  
*Note: Supervision can include mentoring*  
  
*For each of the Range of Items briefly list the types of items used in the carrying out of the related work. For example in relation to tools list the types of tools used.*

**Step 8**  
Complete details for each Range

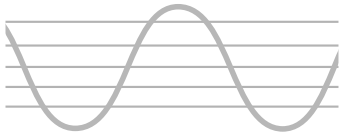
I confirm that **Andrew Citizen** has carried out the above experiences/activities.

Sheet No: \_\_\_\_\_

Supervisor's Signature: J Bloggs  
*Jane Bloggs*

**Step 2**  
Enter sheet number

**Step 9**  
Supervisor to sign



# Competency Assessment Summary

Learner Name: \_\_\_\_\_ Learner No: \_\_\_\_\_

## Certificate II in Electrotechnology Remote Area Essential Services Operations

*Specialisation* - (Please tick appropriate specialisation)

Combined Utilities  Power  Water

Unit No	Unit Title	Achieved	Signature
<b>Core Units (must be completed)</b>			
UTE NES013 A	Monitor a remote area essential services operation		
UTE NES216A	Perform basic servicing to plant/equipment associated with a remote area essential services operation		
UTE NES217 A	Maintain environmental condition of a remote area utilities operation		
<b>Elective Units (one to be selected and completed)</b>			
UTE NES002 A	Attend to breakdown *		
UTE NES005 A	Co-ordinate material *		

\* Strike out those units not chosen.

Registered Training Organisation signing off this assessment report:

Name: \_\_\_\_\_

Company/Business Name: \_\_\_\_\_

Registration Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



# Useful Contacts

## **ElectroComms and EnergyUtilities Qualifications Standards Body of Australia**

Address: Suite 1301, 66 King St  
SYDNEY NSW 2000  
PO Box Q284, QVB Post Shop  
SYDNEY NSW 1230  
Tel: (02) 9290 2533  
Fax: (02) 9290 2544  
Email: [eeqsba@eeqsba.com.au](mailto:eeqsba@eeqsba.com.au)  
Website: [www.eeqsba.com.au](http://www.eeqsba.com.au)

## **ACT Utilities and Light Manufacturing Industry Training Advisory Board**

Address: Canberra Business Centre, Bradfield St  
DOWNER ACT 2602  
PO Box 626  
DICKSON ACT 2601  
Tel: (02) 6241 8259  
Fax: (02) 62418295  
Email: [ulmi@austarmetro.com.au](mailto:ulmi@austarmetro.com.au)

## **NSW Utilities and Electrotechnology Industry Training Advisory Body**

Address: Level 5, 339-341 Pitt St  
SYDNEY NSW 2000  
PO Box A238  
SYDNEY SOUTH NSW 1235  
Tel: (02) 9350 6231  
Fax: (02) 9350 6319  
Email: [itab@ozemail.com.au](mailto:itab@ozemail.com.au)

## **SA Training Revelation**

1/22 Grenfell Street  
ADELAIDE SA 5000  
PO Box 3136  
ADELAIDE SA 5000  
Ph: (08) 8231 5566  
Fax: (08) 8231 5300  
Email: [admin@eeewtb.asn.au](mailto:admin@eeewtb.asn.au)

## **QLD Utilities & Services Industry Training Advisory Board**

Address: 45 Berwick St  
FORTITUDE VALLEY QLD 4006  
Tel (07) 3252 0370  
Fax: (07) 3252 0375  
Email: [qusitab@qusitab.com.au](mailto:qusitab@qusitab.com.au)

## **TAS Electrotechnology and Utilities Industry Training Board**

Address: 2/94 Central Avenue  
DERWENT PARK TAS 7009  
Tel: (03) 6273 4445  
Fax: (03) 6273 4446  
Email: [teuitb@bigpond.com](mailto:teuitb@bigpond.com)

## **Epic Industry Training Board (Victoria)**

Address: 1<sup>st</sup> Floor,  
1024-1038 Lygon Street  
CARLTON NORTH VIC 3054  
Tel: (03)381 1366  
Fax: (03) 9381 1427  
Email: [epic@eisa.net.au](mailto:epic@eisa.net.au)

## **Electro-tech & Utilities – NT**

Address: 1<sup>st</sup> Floor Winlow House  
75 Wood St  
DARWIN NT 0800  
PO Box 1388  
DARWIN NT 0801  
Tel: (08) 8999 3575  
Fax: (08) 8999 3577  
Email: [electrotech@octa4.net.au](mailto:electrotech@octa4.net.au)

## **Utilities, Electrical, Electronics & Information Industries Industry Training Council**

Address: Suite 3, 207 Balcatta Rd  
BALCATTWA WA 6914  
PO Box 597  
BALCATTWA WA 6021  
Tel: (08) 9240 2688  
Fax: (08) 9240 2930  
Email: [ieuitc@iinet.net.au](mailto:ieuitc@iinet.net.au)  
Website: [www.ieuitc.iinet.net.au](http://www.ieuitc.iinet.net.au)

## **Lift-Skills Australia**

Address: Suite 1301, 66 King St  
SYDNEY NSW 2000  
PO Box Q284, QVB Post Shop  
SYDNEY NSW 1230  
Tel: (02) 9262 6733  
Fax: (02) 9290 2544  
Email: [christina@alistc.com.au](mailto:christina@alistc.com.au)



# Work Record Forms

















































































