

Course Information and Policies

Grid Connected PV Systems – Design Only

We at GSES send you a warm welcome and thank you for choosing us.

This document contains important information about your course and relevant GSES policies. Please contact the GSES office on + 61 2 9024 5312 (or tutor@gses.com.au) if you have any questions or concerns regarding the content.

1 Course Details

1.1 Prerequisites

As a minimum all course students should have the following skills:

- Some knowledge of safe work practices;
- Minimum Senior Secondary School maths (or in country equivalent) skills for solving standard problems; and
- Minimum Senior Secondary School English (or in country equivalent) and reading skills.

All course students must be able to read and understand English.

It is preferred that the students already have knowledge and skills in:

- Electricity, electrical terms, and common formulae;
- Working knowledge of tools and meters used in installation and maintenance of electrical systems; and
- Basic customer education and service practices.

Though having these skills is preferred, the students can learn these skills during the course or with extra work while completing the course.

1.2 Training Outcome

Students who complete the course will receive a certificate of completion.

If the participants are located in the Pacific islands the certificate will state that they have successfully completed the registered Unit Standard listed in the Pacific Qualifications and Standards Register (PQSR):

PPAGC100 Designer of Grid Connected PV Systems

For those students from the Pacific Islands: Upon successful completion of the course, students will be eligible to apply to the Pacific Power Association/Sustainable Energy Industry Association of Pacific Islands (PPA/SEIAPI) for the Design of Grid-Connect PV Systems Accreditation. SEIAPI has information on their website indicating their requirements to apply for accreditation: www.seiapi.com.

Note that GSES cannot guarantee successful completion of this course, which is dependent on the effort of the individual student.

1.3 Delivery Method and Duration

This course is delivered online at students' own pace. The time to complete the online component will differ between students, but students should expect to commit around 56 hours (40 hours for online content and assessments, and 16 hours for the design task). This work may be completed at any time during the **student's enrolment period**, which is **valid for 12 months**.

GSES has a team of tutors who mark the online work and as necessary supply feedback or additional technical information to the students. GSES's tutors are also available to be contacted by phone (02 9024 5312) during business hours or email (tutor@gses.com.au).

1.4 Materials and Equipment

Students are supplied with a copy of the GSES publication *Grid-Connected PV Systems Design and Installation 8th Australian Edition* as part of enrolment; the cost of the publication is included in the course price and international shipping is charged in addition to this.

Students will require a **current** copy of **AS/NZS 4777.1 - Grid connection of energy systems via inverters** as well as **AS/NZS 5033 - Photovoltaic arrays**. These are not supplied by GSES; they can be purchased from the SAI Global website (<http://infostore.saiglobal.com/store>) and are available at some local libraries and institutions.

It is assumed that the student will have and be familiar with **current** copies of the following:

- AS/NZS 3000 - Wiring Rules
- AS/NZS 3008.1.1 - Electrical installations - Selection of cables
- Local Service and Installation Rules

Due to the online nature of the course platform, students will require access to a computer and the Internet in order to complete the course. Students will also need a scientific calculator, and access to Microsoft Excel or OpenOffice Calc (freeware) spreadsheet program is recommended.

2 Student Rights and Responsibilities

2.1 Code of Practice

As an Australian registered training organisation (RTO) GSES complies with the Standards set out by the regulator, the Australian Skills Quality Authority (ASQA), for Vocational Education Training (VET).

GSES will inform students within 30 days of any changes to services provided to them. This includes any changes to education and support services, any change in the RTO ownership or to third party arrangements.

GSES does not countenance discrimination of any kind in the work place. We wish to provide a safe and comfortable place of work.

2.2 Behaviour

GSES maintains an adult workplace. We do not countenance any behaviour that is contrary to safe work practice. We do not countenance inappropriate language in all forms of communication. GSES asks that all persons treat others with respect.

2.2.1 Cheating and plagiarism

Cheating will not be tolerated. If detected, sanctions may be implemented at the discretion of GSES.

Students are required to ensure that all responses and/or work they submit is their own work. Any referenced material should be annotated as to its origin. Sanctions may be implemented at the discretion of GSES if plagiarism is detected.

2.3 Complaints and Appeals

GSES has a policy of treating all complaints quickly and professionally. GSES welcomes your feedback.

We ask that you seek to resolve any issue with the GSES staff person who is providing the service. If you are unsure with whom you need to raise your issue, please:

- Call +61 2 9024 5312;
- Write to GSES PO Box 614 Botany, NSW, Australia, 1455; or
- Email info@gses.com.au.

We will attempt to resolve your complaint within 10 working days.

2.3.1 General complaints and further appeals

If you cannot resolve the complaint informally with a staff member, you may lodge the complaint in writing with the GSES RTO Chief Executive Officer (CEO). With your permission the CEO or senior manager will initially respond to you by phone and then in writing within 10 working days. GSES may use mediation and conciliation to resolve the complaint.

2.3.2 Complaints and appeals of training and assessments

All GSES course participants have the right to appeal the results they obtain in assessments and examinations. The appeal should be sent in writing to the GSES RTO Chief Executive Officer (CEO) who will review the result and respond in writing. GSES may use mediation and conciliation to resolve the complaint. Students also have the right to engage a suitably qualified independent assessor.

2.4 Student Records

Your records are accessible in your online course. GSES urges you to keep copies of all your work until the course is completed and certificate issued.

3 Cancellation and Refunds

Cancellation of online training courses will be subject to the following conditions:

- Cancellation of online training courses made *within fourteen (14) days* of the date of payment **AND before the online course has been accessed**: the student will receive a full refund of the online course payment.
- Cancellation of online training courses made *within fourteen (14) days* of the date of payment **AND after the online course has been accessed AND before any coursework has been submitted for assessment**: the student will receive a refund of the online course payment **less a cancellation fee of AU\$440**, unless the value of the course is lower than this, in which case the student will receive *no* refund.
- Cancellation *more than fourteen (14) days* after the date of payment **OR after the first coursework (i.e. the Workplace Health & Safety Assessment) is submitted for assessment** (whichever occurs first): the student will receive *no* refund.
- All course refunds are exclusive of the price of the supplied course publication as advertised at the time of enrolment, unless the publication is returned to GSES in an undamaged and unused condition. GSES reserves the right to refuse a refund of the publication on the basis that goods are damaged or have been used prior to return.

3.1 Course Validity

Courses are valid for twelve (12) months from the date on which enrolment is finalised, therefore the course must be completed within the expiry date given at the time of enrolment. If any extensions are required after the course expiry date, an administration fee of AU\$137.50 per month will be incurred to extend the course. Extension fees apply from the date of expiry, and the maximum extension permitted is six (6) months from the date of expiry. After this time (i.e. eighteen (18) months from enrolment), students must be re-enrolled into a new course if intending to continue. Standard enrolment fees will apply in this situation, and Recognition of Prior Learning (RPL) may be available for an additional fee.

If a cancellation/extension/change of date is required, please email or telephone GSES at info@gses.com.au or +61 2 9024 5312.

4 Intellectual Property

The material on the GSES website is subject to copyright as are the written materials supplied with the GSES name on them.

5 Disclaimer

All material and information provided by GSES is in good faith and is believed to be accurate and current at the date of publication. GSES endeavours to inform all stakeholders of any change in applicable regulations, codes of practice, or standards.

GSES will not be liable for computer viruses or damage resulting from the accessing of third party websites.