

## Course Information and Policies

### *Grid Connected PV Systems – Install 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 02 9024 5312 if you have any questions or concerns regarding the content.

## 1 Course Details

### 1.1 Prerequisites

This course is designed for electricians who already hold an electrician's qualification, and wish to further their skills by gaining a qualification to install grid-connected photovoltaic systems.

An electrical licence is a prerequisite for enrolment in this course. Electrical apprentices may enrol in this course, however they will need to show they have completed the prerequisite Units of Competency (UEENEEE104A, UEENEEE137A, UEENEEG103A, and UEENEEE108A or UEENEEG106A) in their studies already OR wait till they are issued their unrestricted licence before being awarded a Statement of Attainment.

### 1.2 Training Outcome

Successful completion of this Grid-Connected PV Systems Install only course will result in the award of a Statement of Attainment in the current version of the following Units of Competency:

- UEENEEK125A: Solve basic problems in photovoltaic energy apparatus and systems
- UEENEEK148A: Install, configure and commission LV grid connected photovoltaic power systems

Upon successful completion of the course, students will be eligible to apply to the Clean Energy Council of Australia for the Installation of Grid-Connect PV Systems Accreditation. The Clean Energy Council has information on their website indicating their requirements to apply for Clean Energy Council Accreditation: [www.cleanenergycouncil.org.au/industry/installers/accreditation-process](http://www.cleanenergycouncil.org.au/industry/installers/accreditation-process).

Note that GSES cannot guarantee successful completion of this course, which is dependent on the effort of the individual student. GSES assesses the Language, Literacy and Numeracy skills of students upon enrolment and may offer a refund to students whose results are below the levels recommended for successful completion of the course. GSES does not provide entry level Vocational Education Training (VET) sector training.

When your course is completed, and all requirements have been met including identity verification, licensing verification and Unique Student Identifier (USI) as required by the Australian Government, you will be issued with certification within 14 days.

## 1.3 Delivery Method and Duration

This course uses two delivery methods: online theory completed at students' own pace and the face-to-face component (16 hours over 2 days) held at a GSES Training Facility. Both components must be successfully completed to receive a Statement of Attainment.

The time to complete the online component will differ between students, but students should expect to commit around 34 hours. This work may be completed at any time during the student's enrolment period, which is valid for 12 months, but approximately 60% of the online assessments (up to and including "Matching PV Array and Inverter") must be completed **before** attending the face-to-face component.

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](mailto:tutor@gses.com.au)). For the face-to-face component, students will work in small groups and individually. One trainer is assigned to a maximum of ten students for practical activities to ensure focused time with the trainers for any additional questions or advice.

## 1.4 Materials and Equipment

Students are supplied with a copy of the GSES publication *Grid-Connected PV Systems Design and Installation 8<sup>th</sup> Edition* as part of enrolment; the cost of the publication and shipping is included in the course price.

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 Techstreet or SAI Global websites ([www.techstreet.com](http://www.techstreet.com) or [infostore.saiglobal.com/store](http://infostore.saiglobal.com/store)) and are available at some local libraries. TAFE students or members of NECA or Master Electricians may be able to access the standards through their respective institutions.

It is assumed that the student will, as a licenced electrician, 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 DNSP 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 a 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 workplace. 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 or fraud is detected, including revocation of certification.

## 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 02 9024 5312
- Write to GSES, PO Box 3194, Redfern, NSW, 2016
- Email [training@gses.com.au](mailto:training@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 RTO Chief Executive Officer (CEO) at [gses@bigpond.com](mailto:gses@bigpond.com). With your permission the CEO or senior manager will respond 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 RTO Chief Executive Officer (CEO) at [gses@bigpond.com](mailto:gses@bigpond.com) 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.

In the unlikely event that GSES ceases to deliver training services, all current student records will be transferred to ASQA, who can organise completion of the Units of Competency with another RTO.

## 3 Cancellation and Refunds

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

- If the student's Learning, Literacy and Numeracy (LLN) levels are determined by GSES to be below the standard required to complete the coursework successfully, and the student has not yet submitted coursework for assessment, GSES may offer a full refund of the online course material and practical training component. If the student then opts to continue with the course, the standard cancellation and refund policy applies.
- 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 \$440 inc GST**, 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.
- The cost of an online training course is **inclusive** of the Practical Training Component (if applicable), as are course refunds.

### 3.1 Practical Training Component

The confirmed date for the Practical Training Component is only available once a student has completed the necessary online assessments, used the Moodle-provided link to select a date, and received a confirmation email from GSES. GSES may cancel a scheduled practical session at any time fourteen (14) days or more prior to the starting date: any students enrolled in the cancelled practical will be transferred to another session of their choice.

A student may change the date of their Practical Training Component fourteen (14) days or more prior to the starting date of the Practical Training Component. Changing the date of any GSES Practical Training Component less than 14 days prior to the scheduled start date will incur an admin fee of \$192.50 inc GST.

### 3.2 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 \$137.50 inc GST 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 [training@gses.com.au](mailto:training@gses.com.au) or 02 9024 5312.

## 4 Recognition of Prior Learning (RPL)

In accordance with the Australian Quality Framework, GSES is committed to providing a quality recognition process to all students that is:

- Fair
- Flexible
- Reliable
- Valid

GSES will on request engage in a recognition of prior learning evaluation. GSES does not offer entry level VET sector training.

GSES will ensure that an individual's learning and skills are recognised irrespective of how or where they have been acquired. This policy, therefore, recognises that prior study together with work and life experiences may have provided the participant (subject to the provision of suitable evidence) with competence in the outcomes prescribed in a curriculum or Training Package.

Skills recognition assessments and outcomes will be recorded, and Statements of Attainment will be issued to the participant where applicable and appropriate.

### 4.1 RPL Procedure

If a Unit of Competency (UOC) has been completed as part of an earlier taught course, that UOC will be evaluated to determine if there are any gaps in the previous training and any required training will be provided as part of a higher level or new course.

Should the participant seek RPL, an appropriately skilled staff member will assess the participant's competence against the performance criteria or learning outcomes of the unit or session.

GSES advocates a consultative approach to assessing both prior and current competencies through planning, implementing and evaluating the process.

Participants who are dissatisfied with the outcome of a recognition process are able to lodge an appeal through GSES's Customer Complaints and Appeals process, and participant feedback regarding the recognition process is used as a valuable mechanism to continually improve the process.

If competence is established a Statement of Attainment will be issued, and the student must provide USI and AVETMISS information.

Where competence is not established, the applicant will be informed on the training solution that can be offered to prove this competence.

## **4.2 Cost of RPL**

Fees for RPL evaluation will vary based on the extent of assessment and administrative services required. A simple credit transfer will typically incur a once-off administration fee, while a full RPL procedure may be billed at an hourly rate.

## **5 Intellectual Property**

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

## **6 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.