

## Course Information and Policies

### *Grid-Connected Battery Storage 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, have completed the Grid-Connected PV Systems Install only course or equivalent, and wish to further their skills by gaining a qualification to install grid-connected battery storage systems.

An electrical licence is a prerequisite for enrolment in this course. Electrical apprentices may enrol in this course; however, they will need to wait till they are issued their unrestricted licence before being awarded a Statement of Attainment OR show they have completed the prerequisite Unit of Competency in their studies already:

- UEEL0012: Install low voltage wiring, appliances, switchgear and associated accessories

### 1.2 Training Outcome

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

- UEERE0054 Conduct site survey for grid-connected photovoltaic and battery storage systems
- UEERE0077 Install battery storage equipment power conversion equipment to grid
- UEERE0078 Install battery storage to power conversion equipment

Upon successful completion of the course, students will be eligible to apply to Solar Accreditation Australia for Install Battery Storage Accreditation. Solar Accreditation Australia has information on their website indicating their requirements to apply for accreditation: <https://saaustralia.com.au/about-accreditation>.

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 fourteen (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 Grid-Connected Battery Storage Systems Install Only course is nominally 110 hours of training, including the online assessments and practical session. Students may take more or less time than this to complete the course.

The online component may be completed at any time during the student's enrolment period, which is valid for twelve (12) months, but approximately 60% of the online assessments (up to and including "System Layout") 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 *Battery Storage Systems for Grid-Connected PV Systems with Battery Storage 3<sup>rd</sup> Edition* as part of enrolment. This publication is an online-only e-book that can be accessed on the GSES online training platform. You will be given access to the textbook through the GSES training platform with an account linked to your email.

You may not have access to the textbook whenever our online training platform is down, for example during maintenance outages. You will retain access to this version of the e-book even after the expiry of your access to this course.

You can opt to get a **printed hardcopy** of the publication at an extra cost on top of the course price. This option will be available to you when you are purchasing the course.

Students will require a current copy of the following standards:

- AS/NZS 5139 – Electrical installations – Safety of battery systems for use with power conversion equipment
- AS/NZS 4777.1 – Grid connection of energy systems via inverters – Part 1: Installation requirements
- AS/NZS 5033 – Installation and safety requirements for photovoltaic (PV) arrays
- AS/NZS 3000 – Wiring Rules
- AS/NZS 3008.1.1 – Electrical installations – Selection of cables

These are not supplied by GSES; they can be purchased from the Standards Australia, Techstreet or SAI Global websites (<https://store.standards.org.au>, [www.techstreet.com](http://www.techstreet.com) or [infostore.saiglobal.com/store](http://infostore.saiglobal.com/store)) and may be available at some libraries. TAFE students or members of NECA or Master Electricians may be able to access the standards through their respective institutions.

The following standards are not required, but are recommended reading:

- AS/NZS 2676.1 - Guide to the installation, maintenance, testing and replacement of secondary batteries in buildings - Part 1: Vented cells
- AS/NZS 2676.2 - Guide to the installation, maintenance, testing and replacement of secondary batteries in buildings - Part 2: Sealed cells
- AS/NZS 3011.1 - Electrical installations - Secondary batteries installed in buildings - Part 1: Vented cells
- AS/NZS 3011.2 - Electrical installations - Secondary batteries installed in buildings - Part 2: Sealed cells
- AS/NZS 4509.1 - Stand-alone power systems - Part 1: Safety and installation
- AS/NZS 4509.2 - Stand-alone power systems - Part 2: System design

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 thirty (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 first 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:

- Email [training@gses.com.au](mailto:training@gses.com.au)
- Call 02 9024 5312
- Write to GSES at Suite 301/191 Botany Rd, Waterloo NSW 2017

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

### **2.3.1 Complaints involving GSES staff, contractors, third-party service providers, or other students**

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 [rto.ceo@gses.com.au](mailto:rto.ceo@gses.com.au). With your permission the CEO or senior manager will respond in writing within ten (10) working days. We may need to separately interview all involved parties to ensure procedural fairness.

If the complaint is not able to be finalised within sixty (60) calendar days, the CEO or senior manager will notify you of the reasons for this in writing, and regularly update you on the process. If the complaint is unable to be resolved internally, you may request a review by a third-party independent mediator registered with the Australian Mediation Association. The mediation fees will be at the complainant's cost, unless otherwise approved by the CEO or senior manager.

### **2.3.2 Complaints and appeals of training and assessment results**

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 [rto.ceo@gses.com.au](mailto:rto.ceo@gses.com.au) who will review the result and respond in writing within ten (10) working days.

If the appeal is not able to be finalised within sixty (60) calendar days, the CEO or senior manager will notify you of the reasons for this in writing, and regularly update you on the process. If you are unhappy with the result of the appeal, you have the right to engage a suitably qualified independent assessor. The external assessment fees will be at the complainant's cost, unless otherwise approved by the CEO or senior manager.

## **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**, 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 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 form on the student portal 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 fourteen (14) days prior to the scheduled start date will incur an admin fee of \$192.50.

### 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, a monthly administration fee 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.