



Conditions for approved training providers delivering entry permit holder training in NSW under the *Work Health and Safety Act 2011*

Effective 1 August 2012

Disclaimer

This publication may contain work health and safety and workers compensation information. It may include some of your obligations under the various legislations that WorkCover NSW administers. To ensure you comply with your legal obligations you must refer to the appropriate legislation.

Information on the latest laws can be checked by visiting the NSW legislation website (www.legislation.nsw.gov.au).

This publication does not represent a comprehensive statement of the law as it applies to particular problems or to individuals or as a substitute for legal advice. You should seek independent legal advice if you need assistance on the application of the law to your situation.

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Introduction

To enter a workplace, a union official must hold a work health and safety entry permit. To obtain a work health and safety entry permit, a union official must:

- have satisfactorily completed the prescribed work health and safety training that relates to the entry permit
- hold an entry permit under the *Fair Work Act 2009* (FW Act) or the *Industrial Relations Act 1996* (IR Act)
- have had the application for a work health and safety entry permit endorsed by their union.

An entry permit is valid for three years but can be revoked if the permit is misused.

The prescribed training for the purposes of sections 131 and 133 of the *Work Health and Safety Act 2011* (WHS Act) is training, that is provided or approved by the regulator. For this purpose, WorkCover NSW have developed and approved a standard Entry Permit Holder (EPH) Training Course for delivery in NSW by WorkCover approved training providers (ATPs). Approval is for a period of five years.

These conditions are provided to ensure the structured administration by ATPs for the delivery of the approved Entry Permit Holder Training Course and contain a step-by-step process for complying with these conditions. Non-compliance with these conditions may lead to the suspension and/or cancellation of a training provider's approval. In addition to the conditions, ATPs will need to refer to the:

- NSW work health and safety legislation
- *How to become a WorkCover NSW approved provider of entry permit holder training* (catalogue no. WC03817). This document can be found on the WorkCover website workcover.nsw.gov.au
- advertising specifications for training providers delivering WorkCover approved EPH training (advertising specifications) as detailed in part 2.5
- WorkCover Entry Permit Holder Training Course manual.

These approval conditions become effective on 1 August 2012.

Additional copies of this document are available on the WorkCover website workcover.nsw.gov.au or by contacting the Third Party Management (3PM) Unit.

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Glossary of terms

| | |
|--|---|
| 3PM | Third Party Management (3PM) Unit. The WorkCover unit that is responsible for the management of approved EPH training providers. |
| Adverse comments | Comments that are detrimental or harmful to the overall aims of WorkCover. |
| Advertising specifications | ATP specifications for appropriate terminology in advertising the delivery of WorkCover approved Entry Permit Holder Training Courses. Compliance with these specifications is required under the conditions of approval. |
| Approved training provider | A person or organisation who has been approved by WorkCover to deliver EPH training under the WHS Act. |
| Certificate | The certificate issued to a participant who successfully completes a WorkCover Entry Permit Holder Training Course. |
| Conditions | The mandatory requirements contained within this document with which an ATP must comply. |
| Course | The entire process from notification of the scheduled training to WorkCover, through to and including issuing certificates to participants. |
| Ethical behaviour | Conforming to the accepted standards of professional behaviour. Being open, honest and fair in interpersonal and professional relationships. Respecting the dignity and rights of individuals and groups of people. Being accountable for one's actions. Refer to the code of conduct (section 2) for more information. |
| Facilitator's guide | A guide to assist the nominated trainer of an ATP to present the information provided in the approved Entry Permit Holder Training Course. The guide also provides sample answers for course activities. |
| Participant | A person attending training in the capacity of a learner. |
| Suitable venue and appropriate learning environment | <p>A suitable venue and appropriate learning environment may include the provision of:</p> <ol style="list-style-type: none"> adequate lighting and ventilation suitable chairs and tables for each participant to undertake administrative functions and course activities an environment free of external noise a venue suitable for learning activities. <p>The training must not be delivered at a trainer's private residence unless it is free of domestic activities and is separated from the trainer's personal living area.</p> |
| Training evaluation form | The form used to capture and record a participant's comments to determine if the training has achieved its objectives. |
| Training records | All records and forms associated with the delivery of WorkCover Entry Permit Holder Training Course that must be kept by the ATP, as specified in these conditions. |
| Verification | The processes used to verify compliance with these conditions, the WorkCover advertising specifications and the WorkCover approved Entry Permit Holder Training Course. |

1. Principal conditions of approval

All WorkCover approvals to deliver EPH training in NSW are for a fixed period, as stated in an approval document.

Within these conditions, the term 'approved training provider' or 'ATP' includes individual trainers, registered training organisations and other training organisations who are approved by WorkCover to deliver the WorkCover EPH training.

All ATPs must comply with the following conditions:

- a. Comply with all work health and safety, injury management and workers compensation legislation.
- b. Comply with all requirements specified in this document.
- c. Comply with the advertising specifications for approved training providers delivering WorkCover EPH training.
- d. Not sub-contract or on-sell the approval to deliver the training or training course materials to a person or organisation.
- e. Notify and gain approval from WorkCover for all nominated trainers prior to them delivering WorkCover EPH training.
- f. Notify WorkCover in writing within 14 days of any nominated trainer who is no longer authorised by the ATP to deliver WorkCover EPH training.
- g. Notify any change in address and/or contact details, in writing, to 3PM within 14 days.
- h. Ensure all delivery of WorkCover EPH training is undertaken using face-to-face delivery techniques.
- i. Ensure the continuing development and currency of knowledge of trainers in Work Health and Safety and trainer competencies.
- j. Attend any compulsory briefings, orientation programs or assessment programs as notified by WorkCover.
- k. Cooperate with all reasonable requests from WorkCover in connection with their approval.
- l. Maintain ethical and professional conduct in connection with the advertising and delivery of training at all times.
- m. Protect copyright of the WorkCover Entry Permit Holder Training Course materials, guides and other WorkCover publications.
- n. Comply with any additional specific conditions in relation to a WorkCover approval. Any specific conditions will be notified to the ATP in writing.
- o. Immediately advise WorkCover, in writing, of any court conviction in Australia for a work health and safety offence.
- p. Immediately advise WorkCover, in writing, of any enforceable undertaking which has been entered into with a work health and safety regulator.
- q. Immediately advise WorkCover of any criminal offence, or if their approval as a work health and safety training provider in any Australian state or territory is cancelled or suspended.
- r. Immediately report to WorkCover any breach of these conditions of which they become aware.

2. Code of conduct for approved training providers

This code of conduct (the code) for the delivery of the WorkCover EPH training, has been prepared to assist ATPs in achieving an acceptable standard of behaviour and ethical decision-making. The code has been developed in accordance with the principles of ethical decision-making:

- respect for the law
- respect of the system of government
- respect for the community and other people
- integrity
- diligence
- efficiency
- accountability.

2.1 Ethical and professional behaviour

Public officials

Ethical behaviour means that ATPs are fair and honest when dealing with EPH training participants. ATPs are viewed as public officials by the community and must act accordingly. All decisions an ATP makes must show good judgement and be justifiable. ATPs must show professional behaviour at all times during the conduct of their duties.

The code provides guidance to assist ATPs in deciding on the appropriate course of action in a number of specific situations. However, it is not possible for the code to describe all the circumstances that may require the exercise of ethical behaviour.

In difficult situations, ATPs will need to be guided in their actions and decision-making by referring to the principles that underpin the code and by considering the following issues:

- Is the action/decision lawful?
- Is the action/decision consistent with the spirit and intent of the code and other WorkCover materials?
- Is the action/decision consistent with the spirit and intent of the WorkCover scheme that the ATP is a part of?
- What are the consequences of the action/decision for the public? For WorkCover? For the integrity of the ATP?
- Can the action/decision be justified – to WorkCover? – to an independent person?

ATPs must take all relevant facts into consideration when making a decision and must not consider irrelevant facts.

Services must be efficiently organised to minimise disruption and avoid unnecessary costs to clients and their workplaces.

All services must be delivered to the performance standards described in these approval requirements and in line with the standards of professionalism expected of ATPs.

Model of public duty

The Independent Commission Against Corruption (ICAC) has developed a model of public duty. ATPs must act in accordance with the model.

Serving the public interest above all else. This is demonstrated by:

- Not serving own interests
- Managing conflicts of interest.
- **Acting with integrity through the values below:**
 - **Honesty**
 - obeying the law
 - following the letter and spirit of policies and procedures
 - fully disclosing actual or potential conflicts of interest
 - observing codes of conduct
 - recording reasons for decisions
 - establishing audit trails
 - submitting to scrutiny
 - keeping proper, accessible records.
 - **Objectivity**
 - being fair to all
 - considering only relevant matters
 - being fully informed
 - dispassionately assessing without fear, favour or deference
 - giving reasons for decisions, where appropriate
 - revealing all appeal avenues available
 - giving all relevant information
 - communicating with clarity and sensitivity
 - reporting and dealing with suspected wrongdoing
 - acting ethically above loyalty to colleagues or supervisors.
 - **Showing leadership.** This is demonstrated by:
 - illustrating the worth of these values by example
 - promoting these values to others
 - striving for excellence.

Bribes, gifts and benefits

A bribe is any offer of money, gift, service or a benefit that is offered to persuade a person to act other than according to their normal duties.

ATPs must not accept any offer of money, gifts, services or benefits that would cause them to act other than according to the conditions of their approval.

An ATP must inform any person who offers them such money, gifts, services or benefits that it is against the code to make such an offer.

To protect the integrity of ATPs, WorkCover requires that an attempt to bribe an ATP must be reported to the relevant WorkCover business sector.

Competence

ATPs are approved by WorkCover on the basis of the ATP upholding high levels of professional expertise. It is expected that ATPs maintain a high level of competence of themselves and their nominated trainers. WorkCover may revoke the approval of an ATP if there is evidence of deterioration in the ATP's standard of competence.

Conflict of interest

A conflict of interest is a situation where an ATP or their nominated trainer could be influenced (or seen to be influenced) by a personal interest in carrying out their duties.

Sound judgement must be used to avoid conflicts of interest.

Examples of possible conflicts of interest include:

- undertaking services for:
 - friends and relatives
 - businesses in which the ATP, their nominated trainers, friends or family have an interest
 - personal beliefs or attitudes that can influence providing services impartially
 - personal relationships with people the agency is dealing with and/or investigating that go beyond the level of a professional working relationship
 - any financial or other personal interest that could directly or indirectly influence or compromise the ATP or nominated trainer in performing services
 - disclosing sensitive or confidential information gained through employment by WorkCover to another organisation.

ATPs can contact their WorkCover business sector for advice on dealing with conflicts of interest.

Other employment

ATPs must not undertake other employment that may compromise the integrity of services provided on behalf of WorkCover. Other employment can provide opportunities for conflicts of interest, corrupt conduct, and misuse of resources and information.

If an ATP has any doubts about whether a conflict of interest exists, they can contact their WorkCover business sector for advice.

Drugs and alcohol

The capacity of an ATP to exercise sound judgement must not be impaired by the use of alcohol, drugs or other substances.

Services must never be provided under the influence of drugs and alcohol.

A breach of this condition will result in immediate cancellation of an ATP's approval.

Discrimination

When performing services, an ATP must comply with NSW anti-discrimination legislation and not discriminate against other people on any grounds covered by anti-discrimination legislation (such as sex, marital status, pregnancy, age, race, ethnic or national origin, disability, sexual preference, sexual harassment, religion or political belief).

Political participation

As members of the community, ATPs have the right to enter into public debate. However, ATPs must ensure that any participation in political matters does not result in conflict with their duties as an ATP. This is important in order to maintain public confidence in the impartiality of the services and decisions of ATPs.

Public comment

As members of the community, all ATPs have the right to take part in public debate on issues of public concern. However, ATPs must be careful that public comments do not appear to be an official comment on behalf of WorkCover or the Government.

If nominated as a spokesperson for a professional or community association, ATPs are entitled to make public comments about relevant issues. In making such statements, ATPs must clearly acknowledge that those comments are made on behalf of that association.

2.2 WorkCover approved training providers

Participation in briefing sessions

From time to time WorkCover may request that ATPs attend briefing sessions designed to advise of changes to any relevant matters. WorkCover will advise if attendance at these events is compulsory.

Dangerous work practices

ATPs must immediately cease an activity if it would lead to the client or other persons being placed in danger or injured. ATPs must advise WorkCover immediately if an activity that they are participating in promotes an unsafe work practice.

Identification as a WorkCover approved training provider

Proof of identity as a WorkCover ATP allows for verification of approval. The ATP's WorkCover approval certificate must be shown to clients and other people who need to confirm that WorkCover has approved the training provider to deliver WorkCover EPH training.

Collecting WorkCover fees

ATPs must not collect any funds under the auspices of WorkCover. For example, ATPs must not claim that training fees are charged by WorkCover.

2.3 Cooperation with WorkCover

False declarations

A WorkCover ATP must not make false or misleading declarations in their dealings with WorkCover or during the performance of their service activities. A declaration may be misleading if information is omitted or presented in a manner that enables a misleading view of a situation to be formed. This includes:

- failure to comply with reporting requirements
- falsifying records or other documents.

ATPs must not collude with clients or other parties with the intention of providing false or misleading information. ATPs must take all measures to maintain the integrity of the services they provide and their records.

Cooperation with WorkCover

It is a condition of approval of ATPs that they agree to be audited by WorkCover as required. ATPs must cooperate fully with WorkCover officers who are undertaking audit and verification activities. This includes:

- responding honestly to questions
- ensuring availability of records
- cooperating fully with WorkCover officers conducting approval, and verification activities such as information gathering, observation, monitoring, audits and reviews.

At all times, WorkCover staff must be professional, polite and respectful in their dealings with the general public and WorkCover stakeholders (which includes ATPs and their nominated trainers). In return, ATPs must also be professional, polite and cooperative in their dealings with WorkCover staff at all times.

Obstructive and unreasonable behaviour may result in a training provider's approval being denied or revoked, or disciplinary action being instigated.

Notification

WorkCover has a record of each ATP's details. From time-to-time WorkCover will contact ATPs regarding new initiatives, changes to services, documents, material requirements, conditions of approval, changes in legal requirements, etc.

ATPs must advise WorkCover of any events which may compromise, or impact upon, the ATP's ability to deliver the training to an appropriate standard. This includes, but is not limited to: suspension or cancellation of registration by the national or a State Training Authority (for RTOs), an ATP ceasing to offer delivery of the WorkCover EPH training, an ATP ceasing business, any other relevant event.

Reporting breaches of the code

ATPs must report any known or suspected corrupt behaviour or breach of the code to 3PM. This includes, but is not limited to, any actions by their nominated trainers delivering WorkCover EPH training that are either corrupt or would lead to the code being breached.

Disciplinary action

ATPs play a vital part in delivering services to improve work health and safety in NSW workplaces.

The competence and integrity of ATPs are essential to the success of various WorkCover initiatives.

To ensure that ATPs comply with the conditions of their approval, WorkCover will audit the behaviour and performance of ATPs (against these conditions). This audit process may include, but is not limited to, observation, monitoring, audits and reviews.

WorkCover will also investigate any complaints made against an ATP in relation to their performance or behaviour.

Where a review or investigation by WorkCover reveals a breach that impacts on the conditions of approval of an ATP, WorkCover will take action depending upon the nature and severity of the breach. These actions may include:

- providing educative advice
- issuing a warning letter
- convening a counselling interview
- convening a 'show cause' interview
- reviewing an ATP's approval
- suspending an ATP's approval
- cancelling an ATP's approval
- applying a fine or penalty
- commencing prosecution action.

Criminal proceedings may also be taken where fraud is suspected.

2.4 Compliance with legislation

Health and safety compliance

WorkCover requires that ATPs comply with all work health and safety, injury management and workers compensation legislation. This includes providing workers compensation insurance coverage for all employees and developing safe work practices and procedures.

Copyright

Except as expressly provided in the *Copyright Act 1968* (Copyright Act), no part of WorkCover publications may be reproduced by any means (including electronic, mechanical, microcopying, photocopying, recording or otherwise) without prior written permission from WorkCover.

ATPs need to obtain permission from WorkCover if they intend to use WorkCover publications in any way other than as approved by the relevant WorkCover business sector. For example, an ATP cannot reproduce for sale any guides that have been published by WorkCover.

Confidentiality

ATPs are bound by privacy legislation (*Privacy and Personal Information Protection Act 1998* (PPIP Act)) and must treat all information obtained as a WorkCover ATP as confidential.

This means that information collected must only be used for the purpose for which it was originally collected.

All information related to clients must be kept in a secure manner. ATPs must have a secure storage system for their records.

Information related to clients can only be disclosed to other persons with written authority from WorkCover.

Client information may also be disclosed if law requires the disclosure or when there is reason to believe that the use or disclosure is reasonably necessary for:

- a. Reducing or preventing a serious or imminent threat to an individual's life, health or safety, or preventing a serious threat to public health or safety.
- b. Preventing, detecting, investigating, prosecuting or punishing of criminal offences and other breaches of the law that attracts a penalty.
- c. Protection of public revenue.
- d. Preventing, detecting, investigating or remedying of seriously improper conduct or prescribed conduct.
- e. The preparation or conduct of proceedings before any court or tribunal.

Further information may be obtained from lawlink.nsw.gov.au/privacynsw

2.5 Advertising specifications

WorkCover has provided these advertising specifications to assist WorkCover ATPs to uphold their conditions of approval.

Part of the conditions involves the responsibility to act honestly, maintain ethical and professional conduct, and to protect the copyright of WorkCover publications, especially when advertising the delivery of training and assessment services.

Advertising of training and WorkCover approval

Use of the terms: approved, nominated, accredited

ATPs are approved by WorkCover to deliver specified entry permit holder training in NSW. The Entry Permit Holder Training Course is also approved by WorkCover.

ATPs may be a training organisation, company or sole trader. Approved ATPs must nominate the trainers who will deliver the training on their behalf.

ATPs must ensure that any advertising or publicity they undertake uses the terms approved and nominated correctly.

'Approved' refers only to the ATP that has WorkCover approval, and WorkCover must be identified as the approving authority. The term cannot be used to refer to partners or to an ATP's individual trainers and/or assessors.

'Nominated' refers to the trainers that an approved ATP has nominated to conduct EPH training in NSW.

WorkCover no longer accredits trainers or training and the term 'accredited' refers to high risk work (HRW) assessors that WorkCover has accredited to carry out HRW licence assessments in NSW. It cannot be used in reference to trainers, nor can it be used in reference to the training itself.

General guidance

- Any advertising or publicity claiming that an ATP has WorkCover approval must refer to the ATP name exactly as it has been approved and documented on the WorkCover approval certificate.
- An ATP must not claim to be WorkCover approved if it is not or while approval is pending.
- Advertising and publicity must not be misleading or ambiguous.

Copyright

WorkCover material

Use of WorkCover material is protected by copyright. It may only be downloaded, displayed, printed or reproduced, without amendment, for personal, in-house or non-commercial use.

WorkCover does not approve the commercial use of its material where a direct profit will be made from its reproduction/distribution.

Other use of WorkCover material, including alteration, transmission or reproduction for commercial use is permitted only with written permission from WorkCover. A *Copyright request for use of WorkCover materials: Application* (catalogue no. WC03734) is on workcover.nsw.gov.au

WorkCover logo

The WorkCover logo is a registered trademark. It must only be reproduced by non-government sites that have written permission from WorkCover.

Using WorkCover branding to promote individual companies for competitive advantage is strictly prohibited.

All inquiries regarding the use of WorkCover's material or logo should be directed to the Communications Group comms@workcover.nsw.gov.au

WorkCover website

Written consent is required from the Communications Group to link to the WorkCover website. Applicants are required to complete a *Request to link to WorkCover website* (catalogue no. WC02618).

Links to the WorkCover website must, when activated, continue to display frames of the original website around the WorkCover web pages and must not state or imply that WorkCover endorses a brand, product or service. Non-government sites linking to WorkCover must check these links every 30 days to ensure they are active.

Audit and self-audit

Advertising and promotion material produced by ATPs may be subject to an audit by WorkCover against the advertising guidelines and the conditions of approval. Non-compliance will be regarded as a breach by the ATP and may result in disciplinary action.

ATPs are encouraged to undertake regular self-audit, to ensure that their advertising and promotional material is fully compliant.

Further Information

For more information on ATP's conditions of approval and these advertising specifications visit workcover.nsw.gov.au or contact 3PM.

Phone: 1800 855 969

Fax: (02) 9287 5994

Email: thirdparty@workcover.nsw.gov.au

3. Administration conditions

3.1 Summary of administration conditions

The following summary is a quick reference for ATPs. ATPs must refer to the specific guideline and/or the conditions of approval for detailed requirements.

| | Admin condition(s) |
|---|--------------------|
| Notification of training | |
| Notification of training | |
| The ATP is to notify WorkCover of a scheduled course no later than seven days prior to the commencement of training. | 1 |
| Variation(s) of training | |
| ATPs must notify WorkCover of all changes to the notification prior to commencement of the training. | 2 |
| Before delivering training | |
| Evidence of identity | |
| ATPs must ensure that participants provide adequate evidence of identity prior to the training. | 6 – 7 |
| ATPs must retain records of the evidence collected in a secure records management system. | 32 |
| Delivering training | |
| The course objectives, learning outcomes and delivery requirements specified in the facilitator’s guide and course materials must be met. | 11 – 12 |
| The sessions must be delivered in sequence and face-to-face. | 17 – 18 |
| After delivering training | |
| The ATP is to request participants complete an evaluation form. | 20 |
| Participants who complete the session will be issued a certificate for the WorkCover EPH training and a copy of the certificate must be provided to the Industrial Registrar when making an application to the Industrial Registrar for an entry permit | 21 |
| The certificate number is to be recorded and retained as part of the ATPs secure record management system. | 25 |
| Post notification of fully trained EPHs | |
| The ATP is to ensure that details of participants who complete EPH training are lodged with WorkCover within seven calendar days of completing the training. | 26 |

3.2 Notification of training

APT's operating under these conditions are approved for delivery in NSW only. All training must be notified to WorkCover in line with the following conditions. Additionally, as training can only be delivered to EPHs in the state, territory or commonwealth in which the approval has been granted, the training may only be delivered to NSW EPHs.

Notification of training

1. The ATP is to ensure that:
 - a. All training is notified to WorkCover no later than seven calendar days prior to commencement of the training via the *Pre-notification form for approved training providers approved training providers delivering WorkCover entry permit holder training in NSW under the Work Health and Safety Act 2011* (catalogue no. WC03819).
 - b. If using the pre-notification form, it is to be faxed to WorkCover on **(02) 9287 4351** and a copy of the facsimile transmission report is to be retained with the training records.

Variations to training (including cancellation)

2. The ATP is to ensure that:
 - a. All variations (including cancellations) to the initial notification are notified to WorkCover via the *Variation/cancellation form for approved training providers delivering WorkCover entry permit holder training in NSW under the Work Health and Safety Act 2011* (catalogue no. WC03820). This includes changes to the:
 - scheduled date
 - start time/finish time
 - venue
 - nominated trainer
 - cancellation of training.
 - b. If using the variation/cancellation form, it is to be faxed to WorkCover on **(02) 9287 4351** prior to the commencement of the training, and a copy of the facsimile transmission report is to be retained with the training records.

Note: WorkCover will not accept a variation that reduces the initial notification time period to less than seven days.

3. If the training is varied within 48 hours of commencement, including a cancellation on the day of the training, the ATP is to immediately contact 3PM on **1800 855 969**, in addition to notifying WorkCover via the variation/cancellation form.
4. If details of the training are changed, including a cancellation, for training that was scheduled to occur on a weekend or public holiday, the ATP is to submit the variation/cancellation form on the next business day.

3.3 Before delivering training

5. The maximum number of course participants attending the training is not to exceed 20.

Evidence of identity

6. The ATP must ensure that each participant provides adequate evidence of identity (EOI) prior to the commencement of the training and maintain secure records, in a form that can be easily retrieved on request by WorkCover, of evidence that EOI was provided by each participant. Copies are not to be taken of participant EOI. Records should instead state the type and currency of the evidence sighted by the ATP on the day of training.

The ATP is not to allow any person who cannot provide adequate EOI to undertake the training.

7. Adequate EOI means that the combination of documents provided by the participants must include the participant's name and:
 - photo (eg current driver's licence, passport)
 - signature (eg current driver's licence, credit card).

All EOI documentation must:

- be originals (certified documents are not to be accepted)
- be issued by a government body or a financial institution (see note 1 below)
- be in the same name unless accompanied by a document from the NSW Registry of Births, Deaths and Marriages (or state/territory equivalent) verifying the change of name
- include the participant's full name
- be in English, unless accompanied by an English translation issued by a NAATI accredited translator.

Note 1: Credit cards and savings account cards from overseas institutions can only be accepted if the institutions have representation in Australia, and subject to the card or statement being issued in Australia and in English.

Note 2: Special considerations may apply for Aboriginal and Torres Strait Islanders and certain disadvantaged groups. Details of these can be found in appendix 1.

Any enquiries or assistance needed in respect of the EOI requirements are to be made to 3PM prior to the delivery of the training.

3.4 Delivering training

8. The ATP must have in their possession a copy of the WorkCover approved Entry Permit Holder Training Course outline and timetable, the facilitator's guide, presentation with trainer's notes and references, and the participant handouts at the time of the training.
9. The ATP must have in their possession a copy of these conditions at the time of the training.
10. The ATP must ensure that the training is delivered and satisfies the course objectives and learning outcomes in the manner specified in the WorkCover approved Entry Permit Holder Training Course materials and these conditions.
11. The course content detailed in the approved facilitator guide must be complied with at all times.
12. ATPs may customise the course to meet audience requirements and venues/opportunities for practical activity within the course.
13. The ATP must provide an official hard copy of the WHS Act to all course participants
14. The ATP is to ensure that a suitable training venue is available that provides for an appropriate learning environment.

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15. The ATP must ensure participants receive training that meets their individual needs in line with adult learning principles, including:
 - a. clearly outlining the learning outcomes
 - b. encouraging participation and interaction
 - c. ensuring that participants with differing learning needs are given the same opportunity as other participants in gaining skills and knowledge through the training
 - d. ensuring that the learning environment is free from harassment and discrimination
 - e. ensuring that the audiovisual material – eg slides are well organised and easy to follow
 - f. ensuring enough resources are available for all learners to participate in the activities and discussions
 - g. providing enough time to complete activities
 - h. answering questions clearly and correctly
 - i. providing handouts in colour where appropriate – eg safety signs, fire extinguishers etc
 - j. using a variety of delivery methods – eg lecture, large and small group discussions, videos etc
 - k. engaging participants in a range of learning activities – eg group activities, question and answer sessions, brainstorming, case studies etc
 - l. using clear language to describe concepts
 - m. summarising the content at the end of each session
 - n. providing feedback to the learners on their progress throughout the training session.
 16. Minimum delivery time of seven hours face-to-face training over a period of one day has been allocated to the Entry Permit Holder Training Course.
 17. Individual sessions should be delivered in the sequence stated in the facilitators guide.
 18. All training must be delivered face-to-face.
 19. Appropriate breaks during course delivery should be timed at the discretion of the approved ATP. Two short breaks of 10 to 15 minutes (morning and afternoon tea) and one longer break of 30 minutes (lunch) are recommended. This time is additional to the delivery times indicated for each topic.

3.5 After delivering training

20. The ATP must provide each participant with an evaluation form and request the form be completed and returned. ATPs may use the WorkCover evaluation form (catalogue no. WC03822) or their own version if it is appropriate.
21. Participants who complete all course topics are to be issued an Entry Permit Holder Training Course certificate of attendance. A copy of the certificate is required to make application to the Industrial Registrar for an entry permit.
22. All certificates must be in a form approved by WorkCover and must record the date of completion and other particulars, as specified on the template. 3PM will provide ATPs with a copy of the template for the production of the certificates.
23. Where more than one ATP is involved in delivering the training, all trainers are to sign and record their ATP number on the certificate.

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24. When producing certificates, the following conditions must be followed:
- a. ATPs are encouraged to use their own logo on the certificate. The design or appearance of the certificate is flexible and will be determined by ATPs, however, all information that appears on the templates must be included.
 - b. The session names must appear on the reverse side of the Entry Permit Holder Training Course certificate as provided on the template.
 - c. The use of the WorkCover logo on the certificates is prohibited. WorkCover recognition will be apparent through the ATP's approval number that appears on the bottom of the certificates.
 - d. Each certificate issued must be numbered by the ATP using a unique sequence of numbers.
25. For participants who are issued a certificate, the ATP must keep a record of the unique certificate number in a secure form that can be easily retrieved on request from WorkCover.

Post notification of fully trained entry permit holders to WorkCover

26. The ATP is to ensure that:
- a. A post notification of all fully trained EPHs is lodged within seven calendar days via the *Post notification form for approved training providers delivering WorkCover approved entry permit holder training in NSW under the Work Health and Safety Act 2011* (catalogue no. WC03821).
 - b. If using the post-notification form, it is to be faxed to WorkCover on **(02) 9287 4351** and a copy of the facsimile transmission report is to be retained with the training records.
27. Certificates must be issued within 10 working days of completion of the training.
28. The ATP must have a mechanism in place to ensure that those who have completed the training are able to be provided with a replacement certificate, if required, on request. Appropriate records are required to be maintained.

3.6 Forms

29. The following forms are to be used by the ATP for the administration of the WorkCover Entry Permit Holder Training Course:
- *Pre-notification for approved training providers delivering WorkCover approved entry permit training in NSW under the Work Health and Safety Act 2011* (catalogue no. WC03819).
 - *Change of contact details* (catalogue no. WC03823).
 - *Post notification for approved training providers delivering WorkCover approved entry permit holder training in NSW under the Work Health and Safety Act 2011* (catalogue no. WC03821).
 - *Variation/cancellation of approved training providers delivering WorkCover approved entry permit holder training in NSW under the Work Health and Safety Act 2011* (catalogue no. WC03820).
 - *WorkCover training evaluation form* (catalogue no. WC03822).

These forms are available at workcover.nsw.gov.au

3.7 Maintaining training records

30. The ATP is to ensure that the following training records are maintained:
 - a. Course notification and, if applicable, facsimile transmission reports.
 - b. Course variation and, if applicable, facsimile transmission reports.
 - c. Records of training dates, courses and documentary evidence of the dates that each participant was in attendance at approved EPH training (eg attendance sheets).
 - d. Participant details and the number of participants who complete EPH training.
 - e. Records of participant EOI and evidence of pre-requisite training sighted prior to training commencing.
 - f. Records of certificate numbers issued to participants of approved EPH training.
 - g. Approvals from WorkCover for all exemptions to these conditions.
 - h. Participant evaluation forms.
 - i. Change of mailing address forms and, if applicable, facsimile transmission reports.
 - j. Any other relevant correspondence with WorkCover.
 - k. Any other forms relevant to the delivery of the course.
31. Training records are to be maintained by the ATP for a minimum of seven years and must be made available to WorkCover on request.
32. An ATP's records in relation to training, including notification forms, record of training forms, and applicant details, must be kept in a secure location to prevent loss or damage through theft, fire or flooding or to prevent access that would enable alteration by other persons.
33. An ATP should attempt to make arrangements for a representative to contact 3PM in the event the ATP becomes incapacitated or is otherwise not able to advise WorkCover personally that they have ceased training.

4. Verification of compliance

4.1 Verification and investigation processes

To ensure the integrity and quality of the training, WorkCover staff may observe and monitor any WorkCover approved training course delivered by an ATP. WorkCover has a systematic auditing process that reviews the conduct of ATPs in the delivery of training to ensure compliance with these conditions, the facilitator guides and course materials, and the WorkCover advertising specifications.

WorkCover will investigate any allegation made or complaint received against an ATP, including:

- a. inappropriate, discriminatory or corrupt behaviour
- b. inappropriate or discriminatory comments
- c. the quality of the delivery of training
- d. the suitability of venue or learning environment.

As a result of an audit or investigation, WorkCover may contact the ATP requesting further information or assistance. ATPs are required to cooperate with any such request – refusal or hindrance may result in the suspension of the ATP's approval.

4.2 Penalties for non-compliance

WorkCover may impose penalties on an ATP for not complying with these conditions. The level of penalty will be determined by the type, frequency and severity of the breach.

Penalties may include:

- a. corrective action – eg formal caution letters, interviews
- b. suspension of approval
- c. cancellation of approval
- d. prosecution.

Prior to any suspension or cancellation, WorkCover will issue the ATP with written advice of the proposed suspension or cancellation. The ATP will be given the opportunity to make written representation to WorkCover, addressing the issues for the proposed suspension or cancellation. WorkCover will consider the response when making a determination on the original decision.

If an ATP has had their approval suspended or cancelled, it may also result in the suspension or cancellation of other approvals or accreditations held by the ATP as a WorkCover service provider.

New applications for approval as a work health and safety ATP may not be considered for a person who has had any relevant approval or accreditation suspended or cancelled in any state or territory within the previous five years.

4.3 Review process

If the ATP does not agree with the decision by WorkCover to suspend or cancel their approval, they can request an internal review. A written request, including any additional information, must be submitted within 28 days of being notified of the decision to suspend or cancel to:

**Team Coordinator
Governance and Appeals
WorkCover NSW
PO Box 592
Richmond NSW 2753**

The request for review must specifically address the issues identified by WorkCover and, if the request is not received within 28 days, WorkCover will proceed with the proposed suspension or cancellation.

Appendix 1 – Special considerations for evidence of identity

Aboriginal and Torres Strait Islanders and some persons at risk groups

Special provisions apply to the EOI for persons from an Aboriginal or Torres Strait Islander background and some persons at risk groups.

The EOI must be verified by two persons recognised as authorised referees.

Authorised referees for Aboriginal and Torres Strait Islanders include:

- Chairperson, Secretary or Chief Executive Officer of an incorporated Indigenous organisation (including Land Councils, community councils, housing organisations etc).
- Structured Training and Employment Projects and Related Services (STEPERS) panel member, formerly known as Community Development Employment Project (CDEP) Coordinator.
- School Principal/School Counsellor.
- Minister of Religion.
- Treating Health Professional or Manager in Aboriginal Medical Services or Health Services.
- Centrelink Agent or Government employee with at least two years continuous service (state, territory or Commonwealth Government).

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

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

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