

# Training Course Professionals

## FORKLIFT PRECOURSE INFORMATION

### Time to Arrive:

You must arrive 15 minutes before the scheduled start time for registration and ID check.

All courses close for entry 10 minutes after the scheduled start time. If you are more than 10 minutes late you will not be admitted and a rescheduling fee of 50% of the full course fee applies to book another course.

Breaks provided.

### What to Bring:

- § 100 points of identification as per the following pages
- § Black pen
- § Forklift participants manual and completed self assessment

### What to Wear:

- § Comfortable clothing.
- § Safety boots or sturdy fully enclosed footwear.

### Further Assistance:

Training Course Professionals provide access to learning support services and resources to assist participants to achieve the course learning outcomes (eg. Interpreter services). If you need access to these services please contact the centre manager prior to the course date.

### Forklift Booking Conditions:

- No cancellation or rescheduling is permitted within the 7 day period prior to the course commencing.
- Rescheduling more than 7 days prior to the course commencing incurs a \$20 fee.
- Cancelling more than 7 days prior to the course commencing incurs a \$50 fee.
- If you fail to attend a Forklift course for any reason, including illness there is no refund of the course fee.
- The Forklift course is held over 3 consecutive days, once the course has commenced there will be no refund or rescheduling for any reason.
- Participants must arrive 15 minutes prior to the advertised starting time of the course.
- If you are more than 10 minutes late or don't have the correct identification you will not be admitted into the course and a rescheduling fee of 50% of the full course fee will apply.
- If you elect not to complete a full driver training session, the option to attempt the assessment will be offered but no refund on any uncompleted driver training will be given.

- Refunds must be applied for in writing by completing a Refund Course Fee Application Form, which can be downloaded from our website.
- All courses must be completed within 3 months of the original booking date.

### General Refund Policy:

- No postage fees will be refunded.
- If a class is cancelled by TCP at any time, participants have the option of rescheduling to the next available date or receive a full refund of the course fee paid. No further monies will be paid for any other expenses the participant has or may incur.
- If you cancel your course the cost of the course material provided to you by TCP will be deducted from your refund.
- Refunds must be applied for in writing by completing a Refund Course Fee Application Form, which can be downloaded from our website.
- If your refund is approved, monies will be returned to you only by the means in which it was paid.
- If the course fee was paid by a third party, the third party will be refunded the course fee.
- No refund or exchange will be given for any goods purchased from TCP unless they are proven to be faulty.



### PARRAMATTA

57 - 59 High Street Harris Park NSW 2150  
Tel: (02) 9687 7203

Located 1 block east of Church Street (Auto Alley)

**PUBLIC TRANSPORT INFORMATION:**  
**CALL 131 500 [WWW.131500.INFO](http://WWW.131500.INFO)**



## Evidence Of Identity (EOI) Check

An applicant is to provide evidence of identity documents that add up to a minimum of 100 points. These documents should be the same documents that will be provided to a NSW Australia Post Bank@Post outlet as evidence of identity when the application is lodged.

Within the documents, the applicant must be able to show their photo, date of birth, signature and current address. The documents must be original documents. Certified copies will not be accepted.

The assessor must verify the applicant's identity, date of birth, signature, and current address prior to commencing the assessment. Assessors must refuse to conduct an assessment where the applicant has failed to provide adequate evidence of identity. The assessor must record the evidence of identity document details in their entirety on the CA1 Form and then hand the documents straight back to the applicant.

EVIDENCE OF IDENTITY (EOI) TABLE	
Primary Document Type - Only use ONE primary document.	Points
Australian Birth Certificate or Birth Card issued by the Registrar of Births, Deaths and Marriages	70
Passport – Australian or International (Current or expired within last two years, but not cancelled)	70
Australian Citizenship Certificate	70

Secondary documents	Points
<ul style="list-style-type: none"> <li>▪ Allowed to use a combination of secondary documents.</li> <li>▪ If you want to use more than one credit and savings account card, they must be from different banks.</li> </ul>	
Current Australian issued driver's licence	40
Current Australian issued learner driver's licence/permit	40
Current Australian boat operators licence with photo	40
Current NSW firearms photo licence	40
Current Australian issued NCOG photo licence (post 2006) or High Risk Work Licence	40

Current Australian state or territory proof of age/photo card (e.g. NSW RTA issued photo card)	40
Australian Defence or Police photo identification card	40
Department of Veterans Affairs Card	25
Centrelink Card	25
Property (Council) rates notice	25
Property lease agreement	25
Home insurance papers	25
A utility bill (e.g. water, electricity, gas)	25
Telephone account	25
Credit cards/savings accounts cards/bank statements	25
Medicare Card	25
Motor vehicle registration or insurance documents	25

### General Information

The only acceptable evidence of identity (EOI) is listed in the EOI Table.

Australia Post will not accept any EOI not listed in the table. If an applicant is unable to meet the EOI requirements, do not conduct the assessment.

All EOI documentation produced must be originals. Certified copies are not acceptable.

Assessors or providers are not permitted to lodge licence applications on behalf of applicants.

An applicant is the only person who can lodge their application. The applicant needs to provide ORIGINAL EOI documents for verification at the post office and the applicant is required to sign the application form in the presence of an Australia Post representative.

Under no circumstances are EOI documents to be photocopied and retained by assessors or providers for the purpose of obtaining a licence for high risk work.

Presented EOI documents be at least 100 points and be in the same name.

Nicknames or assumed names may not be used when accepting EOI.

Where there is a change of name, documentary evidence of the name change may be accepted. The change of name document may be any one of the following:

- A change of name certificate issued by a Registry of Births, Deaths and Marriages
- A marriage certificate (excluding commemorative certificates or certificates issued by NSW churches)
- A divorce decree (bearing the name reverted to)
- A deed poll registered with the relevant authority
- A birth certificate showing the name at birth and the new name (excluding commemorative certificates)
- A document showing evidence of change of name registered with the Land Titles Office

The name recorded on the NSA/AS form must be the same name as per the EOI documentation.

An original full birth certificate signed by the registrar, contains the following wording:

'I <registrar name> hereby certify that the above is a true copy of particulars recorded in a register kept by me.', or

'I, <registrar name>, Registrar General for the State of New South Wales, do hereby certify

that the above is a true copy of an entry in a Register kept at the Registrar General's office.'

All documents listed on EOI requirements forms must be issued within Australia. The only document not subject to this requirement is a Passport.

Only one form of primary EOI document may be accepted.

If the applicant cannot produce a primary document, multiple secondary documents may be used. Within the documents the applicant must be able to show their photo, date of birth, signature and current address. For example, an applicant may provide a rates notice, credit card, Medicare card and utilities bill to meet the 100-point criteria, however, this

combination is not acceptable as there is no photo or date of birth within the documents.

All EOI documents presented to assessors and Australia Post must be current. The only exceptions are Passports, which may be accepted if they are within two years of expiry but have not been cancelled.

If an assessor is asked to assess an Aboriginal or Torres Strait Islander from a remote location who cannot meet the 100-point evidence of identity requirements, either the assessor or applicant are to contact the Third Party Management Unit.

### **Photo Licences**

The applicant must lodge his/her application for a photo licence at Australia Post. Australia Post will conduct a 100-point EOI check and an initial review of the application form. The documents are scanned by Australia Post and sent electronically to WorkCover, where the application is processed and arrangements made for production of the photo licence.

To find the nearest participating Australia Post Bank@Post outlet, select the Bank@Post tick box located on the Australia Post website, type in the postcode of the required location and it will give you a list of outlets. The Australia Post Hotline number is 13 13 18.

### **Australia Post**

Only original HRW application forms may be presented to Australia Post for lodgement.

The application forms are bar coded and Australia Post cannot process photocopies.

Assessors are provided with approximately 55 – 60 application forms with each NSA book purchased. Applicants can complete all fields of the application with the exception of the signature panel, prior to lodgement at Australia Post. The applicant must sign the form in front of an Australia Post representative.