

CONDITIONS OF TRAINING AT SGS ACADEMY

- As per the Work Health and Safety (Mines and Petroleum Sites) Regulation 2014, Part 2, Division 4, Subdivision 1, Clause 36 (1), workers on a coal mine must be a minimum age of 16 years.
- Courses with low enrolments may be cancelled or rescheduled.
- SGS Academy reserves the right to decline admission to the Yancoal MTW Site Induction and / or to terminate an attendee's enrolment in a class.
- SGS Academy reserves the right to change a trainer at any time without notice to course attendees.
- Proof of identity will be required via presentation by the attendees of original documents e.g. current photo driver / rider licence, Photo ID Card or Passport.

SELECTION POLICY

Yancoal MTW Site Induction (subject to site policies) is available to all persons in compliance with the provisions of the Anti-Discrimination Act 1977.

Client Support Services exist for those attendees that have language, learning difficulties or other disabilities. Attendees should notify Pegasus at the time of booking to ensure SGS Academy can provide resources to ensure quality training for all course attendees.

CONFIDENTIALITY POLICY

SGS Academy will ensure that confidential information related to course attendees will be respected and maintained at all times. The Company guarantees that it has made the attendees aware of their rights under the Privacy Act 1988, and its amendments.

No personal details will be released to third parties without written consent of the employees, except to the Booking Company, Company and the Client for which the Company is acting as a Contractor and on which premises the Induction is being used.

ACCESS TO OWN RECORDS POLICY

SGS Academy ensures that all attendees are provided with access to their records in line with the requirements of the Privacy Act 1988 and its amendments. A retrieval fee may apply.

REFUND AND CANCELLATION / NON-ATTENDANCE POLICY

Attendance: Courses that are cancelled by SGS Academy / Pegasus will either be rescheduled or payments fully refunded.

Cancellation / non-attendance / booking changes: with less than two (2) working days (excluding Saturday and Sunday) written notice will result in the full cost of the original course fee being charged (plus GST if applicable).

Disputes: An individual or company has the right to dispute a Cancellation / Non-attendance through the Cancellation Fee Appeal Process.

CLIENT FEEDBACK

A course evaluation form is provided to attendees for each Yancoal MTW Site Induction. Suggestions and comments are welcome.

SGS Academy conducts regular reviews of its training. All feedback from attendees is welcome and will be considered in all internal reviews.

COURSE ASSESSMENT POLICY

Each attendee who enrolls in a Yancoal MTW Site Induction must be assessed to demonstrate they are competent for each learning outcome. Assessments will be authentic, valid, current and sufficient with the training and assessment strategy and Yancoal MTW site policies and procedures.

COMPLAINTS & APPEALS POLICY

SGS Academy has a fair and equitable process for dealing with customer complaints and appeals. If complaints cannot be resolved internally, SGS Academy will advise the customer of the appropriate body where they can seek further assistance.

All written appeals will be treated in confidence and a decision relayed to the customer as soon as possible.

WORK HEALTH & SAFETY

SGS Academy aims to ensure the health, safety & welfare of all its employees and others who enter its work premises and training venues. Similarly, attendees must also be aware of their duty to take reasonable care of the health and safety of others. This includes site smoking and car parking policies. The attendee must comply with EEO, SafeWork NSW, Yancoal and general personnel practices / directives of SGS Academy.

DRESS CODE FOR YANCOAL MTW SITE INDUCTION

Long pants, long or short sleeved shirt and closed in footwear.

Please note that this will be strictly adhered to.

PERSONAL CONCERNS

Please feel confident to speak with your SGS Academy trainer regarding concerns with literacy and numeracy before the commencement of your induction.