



ENERSAFE LEARNER HANDBOOK 2021

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Welcome to EnerSafe

EnerSafe is a Registered Training Organisation (RTO 91293) wholly owned subsidiary of the Service Stream. As a Registered Training Organisation with Australian Skills Quality Authority (ASQA), we are required to abide and maintain its business standards. We successfully deliver bundled training related to safety, electrical, telecommunications, construction and leadership proficiency to multiple Australian states and remote locations for clients.

We deliver to various private, government and network statutory bodies, ensuring that training and assessments meet the specific and ongoing business needs of our clients.

EnerSafe operations are located at Huntingwood NSW, with various training locations across Australia. We are a dedicated team who are committed to providing high quality services derived from the wealth of knowledge and skills gained through our extensive experiences within the VET sector.

This document provides instructions, guidelines, principles and definitions to ensure Learners are provided with the appropriate information regarding their planned training and/or assessment prior to enrolment. This Learner Handbook is provided for the distribution to all Learners considering enrolment for training and/or assessment. When application forms are provided to a potential Learner, this Learner Handbook should be provided with the application form.

General

Within this Handbook you will find instructions, guidelines, principles and definitions to ensure that you are provided with the appropriate information regarding training and/or assessment.

EnerSafe bundle training packages that incorporate multiple units within a delivery event. Please contact us for more information around the delivery packages we offer.

Below is a list of current scope of registration for EnerSafe

Qualifications

BSB41415	Certificate IV in Work Health and Safety
BSB42015	Certificate IV in Leadership and Management
ICT20215	Certificate II in Telecommunications Network Build and Operate
ICT30415	Certificate III in Telecommunications Network Build and Operate
RII30815	Certificate III in Civil Construction Plant Operations
RII30915	Certificate III in Civil Construction
UET20412	Certificate II in Transmission Structure and Line Assembly
UET30512	Certificate III in ESI - Power Systems - Transmission Overhead
UET30612	Certificate III in ESI - Power Systems - Distribution Overhead

Individual unit of competency

HLTAID001	Provide cardiopulmonary resuscitation
HLTAID003	Provide first aid
RIIWH5204D	Work safely at heights
UEENEEG171A	Install, set up and commission interval metering

UETTD RDP13A	Maintain energised HV distribution overhead electrical apparatus (stick)
UETTD RDP14A	Maintain energised HV distribution overhead electrical apparatus (glove)
UETTD REL14A	Working safely near live electrical apparatus as a non-electrical worker
UETTD RRF01B	Apply ESI safety rules, codes of practice and procedures for work on or near electrical apparatus
UETTD RRF02B	Perform pole top rescue
UETTD RRF03B	Perform EWP rescue
UETTD RRF04B	Perform tower rescue
UETTD RRF05B	Perform rescue from switchyard structures at heights
UETTD RRF06B	Perform rescue from a live LV panel
UETTD RRF07B	Perform cable pit/trench/excavation rescue
UETTD RRF08B	Perform EWP controlled descent escape
UETTD RRF09B	Apply access procedures to work on or near electrical network infrastructure
UETTD RRF10B	Provide first aid in an ESI environment
UETTD RRF11A	Testing of connections to low voltage electricity networks
UETTD RTP31A	Maintain energised transmission lines using high voltage live work stick method
UETTD RTP32A	Maintain energised transmission lines using high voltage live work Barehand method

Contact details

The RTO's office is located at 45 Huntingwood Drive, Huntingwood NSW 2148

Legislation

Where applicable, EnerSafe will comply with and adhere to the following:

- a) Work Health and Safety Act 2011 and Regulations 2011
- b) OHS Act 2004 and Occupational Health and Safety Regulations 2007 - Victoria
- c) OHS Act 1984 and Occupational Safety and Health Regulations 1996 – Western Australia
- d) National Vocational Education and Training Regulator Act 2011
- e) Australian Standards as determined
- f) Vocational Education and Training (VET) Packages
- g) Age Discrimination Act 2004
- h) Australian Human Rights Commission Act 1986
- i) Disability Discrimination Act 1992
- j) Racial Discrimination Act 1975
- k) Sex Discrimination Act 1984
- l) Individual State Anti-Discrimination Acts

Definitions

Accreditation	The formal recognition of a course by a state or territory accrediting body in line with the Standards for that state or territory.
Accredited Course	A structured training program that has been accredited and upon successful completion a qualification or statement of attainment can be issued.
Competencies	A competency is a statement referring to the skills, knowledge and attitudes a learner needs to perform the job. A unit of competency is made up from various elements of competency. These elements are then broken down further into performance criteria. The performance criteria list the range of skills and knowledge you must possess to enable you to competently perform the various components of work.
Competency not achieved	All requirements for the assessments has been attempted and has been assessed as not competent.
Credit Transfer	Credit transfer recognizes previous formal education and/or attendance at training courses and grants exemption of new courses. Credit Transfer will only be available to learners who have documented and verifiable evidence of their previous course achievements for example certificates and transcript.
Recognition of Prior Learning (RPL)	Should learners have relevant experiences they will be given the opportunity to seek RPL for the skills and/or experience that they believe relate to specific current industry standards.
Registered Training Organisation (RTO)	The training organisation registered by ASQA in accordance with the NVR Standards. The RTO will have a defined scope of registration to which it can train and/or assess.
Scope of Registration	The training and/or assessment capacity which an RTO has been endorsed to deliver and issue nationally recognized credentials (i.e. qualifications or statements of attainment).
Unit of Competency (UoC)	The specification of knowledge and skill and their application to a standard of performance expected in the workplace. A Unit of Competence is the smallest unit that can be assessed and recognised.

Our Mission and Vision

EnerSafe has demonstrable and lengthy experience in delivery of training and assessment services.

Our mission and values are expressions of commitment and intent from our leaders and ensure compliance with all applicable business requirements and obligations. They contain our core objectives and operating principles including guidelines for establishing, implementing and improving systems, and provide a framework.

We have established a strong footprint in our industry by being the preferred provider of numerous industry bodies by delivering relevant, current and contextualised training.

We take into consideration organisational and environmental variables into our processes. We have established procedures, supported technical and financial systems to support our productivity.

We are committed to operating incident and injury free wherever we have a presence. We will ensure our work environments and practices are created and conducted safely. Each activity that we undertake is focused on safety, quality and achieving the needs of our customers.

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Our vision is to:

- Provide best practice in training delivery and administrative services to our internal and external stakeholders.

Our mission is to:

- Continue as a reputable training team, built on the success of our past and the innovations of our future.

Learner Responsibilities

Learners are expected to:

- Respect the rights and welfare of other learners and staff of EnerSafe.
- Not hinder and rather contribute to the learning process.
- Behave in ways which contribute to the orderly and effective functioning of training and assessment.
- Use EnerSafe property in a responsible and careful manner.
- Comply with all lawful directions given by EnerSafe trainers/Staff and their employer staff.
- Ensure that submissions for assessment are honestly presented and the Learners own work.

Access and Equity

Our training is available to all learners that can be accommodated within our capability. There are no barriers to learners being enrolled in a course with regard to gender, ethnicity, age, sexual orientation, religious beliefs or disability. EnerSafe prohibits discrimination towards any group or individuals in any form and all learners will be treated in an ethical and responsible manner.

However, where a training course or unit of competency has specific prerequisites as entry requirements, learners will need to satisfy the stated criteria in order to enrol.

Special Assistance

If you have an issue whether it is physical, personal or professional where we need to be made aware to assist you further, please do not hesitate to contact the EnerSafe's main office.

The goal of nationally recognised training is the development of a skilled workforce and, as such, EnerSafe is also to actively encourage learners with physical and/or intellectual disabilities to participate in our training programs. Such assistance sought will be provided.

Language, Literacy and Numeracy

Learners are expected to hold a level of literacy & numeracy dependent upon the qualification or unit of competency they are about to undertake. All students undertaking training are required to undertake an LLN assessment. This will assist in the recognition

Equal Opportunity in the workplace

EnerSafe endeavours to implement 'affirmative action' programs to ensure that all learners can compete equally for employment, training and promotional opportunities.

Quality and Continuous Improvement

Our delivery is comprehensive, accurate and current and meets the VET National Competency Standards. We make a commitment to providing a quality service with a focus on continuous improvement.

As we are constantly seeking to enhance our methodology and resources to ensure that quality training is at the forefront of our aims, we value feedback from learners for incorporation into future programs. An evaluation form will be provided for you to complete at the end of your course. Please complete this and hand back to your trainer.

Code of Conduct

It is expected that learners will conduct themselves during training and assessment in a responsible and professional manner to ensure that your rights and the rights of other learners are respected and that all are given the best possible opportunity to advance. If an individual's behaviour is deemed unsatisfactory, they will initially be counselled by the trainer or an EnerSafe senior staff member. Any continuation of unsatisfactory conduct after this that negatively impacts on the overall learning environment and safety will result in the removal of the learner from the program. All cases will be judged individually and on their merit.

Your responsibilities in the code of conduct are to:

- Notify the Trainer if you need to leave or cannot attend the scheduled training
- Complete assessment tasks as required
- Act in a respectful and cooperative manner
- Comply with all reasonable requests and instructions given by EnerSafe's trainer/assessor
- Comply with EnerSafe policies and regulations
- Conduct yourself in a manner that will not impair the safety and comfort of other people in the training or the workplace
- Advise EnerSafe main office or your trainer of any changes to your personal details

Plagiarism

Plagiarism is not acceptable and learners who submit work purporting to be theirs in this regard may be disqualified from being granted competency.

Work Health and Safety

EnerSafe is committed to providing a safe and healthy workplace and training environment for all staff and learners and as such, all must adhere to the relevant WHS (OHS) legislation. Individuals have a duty of care for the health and safety of themselves and others and to comply with the EnerSafe Work Health and Safety and Risk Management Policies.

All incidents, accidents, near misses or unsafe working practices and/or conditions must be immediately reported to site safety personnel or in line with site specific procedures. EnerSafe WHS

Policies are available and contain all of the EnerSafe Policies and Procedures relating to Work Health and Safety.

EnerSafe operates under the Work Health and Safety policies of Service Stream and any site specific WHS requirements. Work Health and Safety within all delivery sites is administered in accordance within the relevant state Work Health and Safety Act. EnerSafe has a responsibility to investigate and report on all WHS matters and recommend and respond appropriately.

As learning and training takes places in a variety of settings, it is important to ensure that learners are provided with information, instructions, training and supervision in order for them to work in a safe and secure manner.

The involvement of learners in a wide range of practical classes and workplace simulations can present special types of risks due to a range of hazards. As such, risk management and hazard assessment need to be planned in all training delivery. A risk assessment for each training site and day will be undertaken and it is expected that all involved will sign the Risk Assessment form once it is completed and understood.

FLEXIBLE LEARNING AND ASSESSMENT

9.1 Competency Based Training and Assessment

Competency based training and assessment is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training. Each learner's achievement is measured against the competency standards rather than against the achievement of other learners.

Competency standards are industry determined specifications of performance that set out the skills, knowledge and critical aspects that are required to operate effectively in a specific industry or profession. Competency standards are made up of units of competency, which are themselves made up of elements of competency, together with performance criteria, a range of variables, and an evidence guide. Competency standards are an endorsed component of a training package. For a person to be assessed competent they need to demonstrate the ability to perform tasks and duties to the standard expected in employment. Competency based training focuses on the development of the skills and knowledge required to achieve those competency standards.

EnerSafe applies the principles of validity, reliability, fairness, and flexibility in all assessments. The objective of assessment is for the learner to show that they have truly achieved competency based on these principles.

Competencies will be conducted through formative and summative assessment methods.

Formative assessment will be used to monitor your learning progressively to provide ongoing feedback that can be used by the trainer to improve their delivery of the subject matter and by learners to improve their learning. More specifically, formative assessments will assist learners identify their strengths and weaknesses and target areas that need work. This type of assessment also assists trainers to recognise where the learner may be having difficulties and allow them to address problems immediately.

Formative assessments are ongoing and during the training session may include:

- Asking questions of learners
- Group work and presentation

- Completing a quiz
- Anecdotal records

Summative assessment will evaluate your learning at the end of an instructional unit by comparing it against the standard requirements of the national competency. Summative assessment is the evidence collected of competency and may include:

- **Theory (written) Assessments** - Learners will be required to complete written assessment to assess the level of underpinning knowledge of the elements/performance criteria achieved in a particular unit of competency.
- **Work related performance/demonstration** - Learners will be required to perform a range of work/practical demonstration either or both during the training and in the workplace. Observation/assessment of skills will be completed by the assessor in accordance with training package requirements and workplace procedures.
- **Third party evidence** - Learners that have prior experience and/or demonstrate regularly the requirements for performance criteria & or skills, mentioned under individual units, that have been already developed in the workplace can supply proof of the skills through 3rd party documented evidence by workplace supervisor/employer.
- **Work related project** - Projects based on the competencies specified will be set for learners to be carried out in the workplace over the duration of the course. Evidence may include a written report, oral presentation (audio/visual) and/or documentary evidence.
- **Learner interview** - Evidence may be gained by the use of a formal interview to determine a learner's ability with regards to the performance criteria of individual units.
- **Portfolio** - Gathering of documentation that may include workbooks, diaries, written projects or other suitable material that will provide evidence of criteria set for that unit.

Learners will be advised of assessment methodology prior to training commencing.

Recognition of learner's prior training and experience

10.1 Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)

Learners who already have existing skills and knowledge may be eligible for RPL/RCC or Credit Transfer. Learners will be alerted at the time of enrolment about possibilities for applying for RPL/RCC or Credit Transfer.

RPL/RCC can be granted where a learner can provide sufficient evidence of prior learning or sufficient work experience to demonstrate their competence against a unit of competency. Strong evidence will be required and can be received through diverse collection. These can include a portfolio of work undertaken, observation, written test, oral questioning, report, and negotiation with applicant's employer or the completion of assessment tasks.

The Assessor of this process must be provided with sufficient and credible evidence in making the determination that the learner is competent against the endorsed standards and learning outcomes of the accredited unit/course.

To conduct an RPL/RCC process the following must be undertaken:

- An RPL/RCC submission form must be completed.
- The requested documentary evidence of prior learning submitted.
- An interview with the learner will be conducted.
- Further assessment will be conducted if deemed necessary.

10.2 Credit Transfer

EnerSafe will recognise qualifications and statements of attainment of learners that were issued by other RTOs upon substantiation of that claim. Credit Transfer is granted for identical units as part of another course (i.e. identical code and unit of competency) or equivalent units that have been completed at another RTO. The original Statement of Attainment or transcript of results proving they have successfully completed the unit will need to be sighted as verification, which will then be copied, signed and dated and kept on file.

Review of assessment results

11.1 Re-Assessment

The aim of all assessments is to provide evidence so as to determine the learner's level of competence. All learners will have the opportunity to attempt assessment on two occasions if the first assessment has been deemed unsatisfactory.

If the learner has attempted a re-assessment and has not achieved the required level of competence then their result will be recorded as an 'NYC' (not yet competent) and they will need to undertake the course from the start.

11.2 Appeals

Individuals may contest the outcome of an assessment based on:

- Perceived unfair assessment conditions
- Perceived language or literacy difficulties
- Perceived insufficient time being allocated for preparation of the assessment
- Perceived insufficient time being allocated for the assessment

Those who contest an assessment must:

- Apply in writing and within 14 days of being notified of the assessment result
- Provide supporting evidence outlining the reasons for the contest

The appeal and supporting evidence are to be addressed to:

RTO Manager
EnerSafe Pty Ltd
45 Huntingwood Drive
Huntingwood, NSW, 2148 Australia

EnerSafe will encourage the parties to approach an appeal with an open view and to attempt to resolve problems through discussion and conciliation.

EnerSafe will:

- **ensure all appeals are heard by an independent person and be recognised as a "subject expert" in the field being contested**
- **ensure the "independent subject expert" is agreed to by both parties.** This person(s) shall have a suitable background with which to determine a reasonable outcome.

- **ensure the appellant is given opportunity to formally present their case.** An agreed time and place shall be determined between the Learner and the EnerSafe trainer/assessor for presentation of the case.
- **ensure records, outcomes and justification for the decision of the appeal is recorded in writing**
- **ensure copies of the outcomes and reasons for the decision is made available to the appellant in writing.**
- **review their training/assessment processes with regards to the appeal if the appeal is substantiated**
- **provide opportunities for the Learner to be re-assessed if the appeal is upheld.**

If the matter cannot be resolved at this level, the appeal will then be referred to the Directors of EnerSafe Pty Ltd for resolution.

If the appeal remains unresolved after this step, it may be referred to an independent arbiter, such as the Australia Skills Quality Authority (ASQA) www.asqa.gov.au telephone 1300 701 801.

11.3 Complaints

All complaints are to be addressed to:

RTO Manager
EnerSafe Pty Ltd
45 Huntingwood Drive
Huntingwood, NSW, 2148 Australia

EnerSafe will deal with complaints seriously and **will investigate the complaint after the complainant has been given the opportunity to formally present their case.** EnerSafe will respond in writing within 21 days of receipt of the complaint. In the event that the matter cannot be resolved to the satisfaction of all parties, the matter may be referred to an independent arbiter, such as the Australia Skills Quality Authority (ASQA) www.asqa.gov.au telephone 1300 701 801.

If more than a 60 day calendar period is required to process and finalise the complaint or appeal EnerSafe Pty Ltd will inform the complaint or appellant in writing, with reasons as to why more than 60 days is required.

Safeguards for Learner Fees

EnerSafe are substantially a provider being paid by corporations and not by individuals. Generally we do not collect Learner fees in advance as course fees are either paid for by the corporation for whom the Learner works, invoiced after the course has finished.

However, in the event that Learner fees are collected in advance for Nationally Recognised Training, EnerSafe may accept payment of no more than \$1,000 from each individual Learner prior to the commencement of the course. Following course commencement, EnerSafe may require payment of additional fees in advance from the Learner but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the Learner does not exceed \$1,500 e.g. fees paid for individual Unit(s) of Competency as agreed between EnerSafe and the Learner.

CANCELLATION and Refund Policy

Notice of intended cancellation must be made in writing to enersafe@servicestream.com.au prior to the date of scheduled training. Should notice not be received, the student/s will be marked as absent and full fees applicable.

In the event of cancellation by the Learner or a party on the Learners behalf, the following penalties will apply:

- Cancellation within 3 weeks of course: 25% of training fee is withheld
- Cancellation within 2 weeks of course: 50% of training fee is withheld
- Cancellation within 1 week of course: 75% of training fee is withheld
- Cancellation within 2 days of course: No refund

Should EnerSafe be required to cancel or make changes to a training program, students will be offered either of the following:

- An alternative date and/or location
- Full re-imbursement of fees paid minus a \$50 administration fee

Personal Records

By registering for training, relevant details, including a national unique learner identifier will be secured within EnerSafe's student data management system (WiseNet). The records are collected as a part of the enrolment process in line with ASQA and VET requirements. Other than the release of information to government agencies as required by legislation and to the learner, all learner records are secure and will not be released without their written permission.

Within the technical and knowledge assessment, provision is made for assessment results and comments by the assessor regarding the learner's ongoing performance, progress and future guidance. Provision is made for feedback to the learner and acknowledgement that the results of the assessment have been relayed to them. To assist with learning, the knowledge assessment questions will generally be reviewed and discussed individually or in groups. Learners have the right to view their training file at any time. We retain a copy of your assessments for no more than 6 months and access to your records is available by phoning the office or speaking with your trainer.

14.1 Privacy

EnerSafe is committed to meeting all the legal obligations expressed in legislation relating to information privacy. The personal details of a learner (e.g. phone number, address, assessment marks) are subject to EnerSafe RTO's privacy requirements and will not be disclosed to other parties such as other clients or learners without consent. Importantly this precludes disclosure of results to learners other than the person concerned.

Verbal or written information about learners will not be passed on to third parties without their permission, unless safety is at risk (i.e. if a learner is deemed Not Yet Competent in a high risk field).

Credentials

Depending on the course, learners will receive a credential for successful completion of all requirements. These are:

- a) **Certificate** - Successful completion of a complete qualification
- b) **Statement of Attainment** - Successful completion of a Nationally recognised Unit of Competency
- c) **Transcript of Results** - Issued with full credential and upon request
- d) **Statement of Participation** - Completion of enterprise or non-accredited course

Credentials will generally be sent within two weeks of the completion of the course or not later than 30 days of completion of course.

If you require further assistance relating to your Statement of Attainment or other certificate, please contact the EnerSafe office. If you need additional copies of your qualification, then application must be made to EnerSafe in writing with sufficient proof of identity.

UNIQUE STUDENT IDENTIFIER - PRIVACY NOTICE

If you do not already have a Unique Student Identifier (USI) and you want EnerSafe Pty Ltd to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, EnerSafe Pty Ltd will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask EnerSafe Pty Ltd to make an application for a student identifier on your behalf, EnerSafe Pty Ltd will have to declare that EnerSafe Pty Ltd has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that EnerSafe Pty Ltd has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

Is collected by the Registrar for the purposes of:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;

- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

16.1 Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy located on www.usi.gov.au/privacy policy or by contacting the Registrar via email usi@industry.gov.au. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how EnerSafe Pty Ltd collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to EnerSafe Pty Ltd privacy policy in section 15, 1.16 of this document.