THE RAISIN

NOV 2024



EMBRACING THE FUTURE

Taking the Blue Card into the digital age for quick online delivery

ADTA CONFERENCE

Recapping the Australian Driver Training Association Conference 2024

HYBRID TRUCKS

Do electric trucks have the power to take over the industry?

MICK'S WELCOME

Welcome to the "new look" Raisin. As a specialist multi-disciplinary RTO, RAISE wants to connect with all of our team members to offer information, news, education, and comments across all training endeavours that our partners deliver.

I hope that you enjoy reading the articles; future editions of the Raisin will be published in the second week of the odd-numbered months. This will be supplemented with the occasional "Raisin Flash" when we need to send focussed information in a hurry.

I invite contributions, comments, feedback, or general chats at any time. You can email me mickhumphries@raisetraining.com.au or call me 0461 502 500.

—Mick

ADTA CONFERENCE

Last Friday over 100 delegates attended the ADTA conference in Sydney, with participants from as far as Townsville, Roma, & Melbourne representing multiple industry cohorts.

The lineup of guest speakers included representatives from both QLD and NSW regulators. These speakers were informative and spoke very well on the condition of their respective states whilst highlighting the great advances they've made in the administration and processing of licenses, tests, and knowledge assessments.

We also heard from two online platforms that can accomodate bookings, reminders, invoicing, and tracking in a remote format, freeing up business owners to do other work and spend more time with their families.

Beth Cheal (and her team), a specialist in disability training, gave a very insightful outline of many issues surrounding the educative process with clients with various disabilities and conditions.

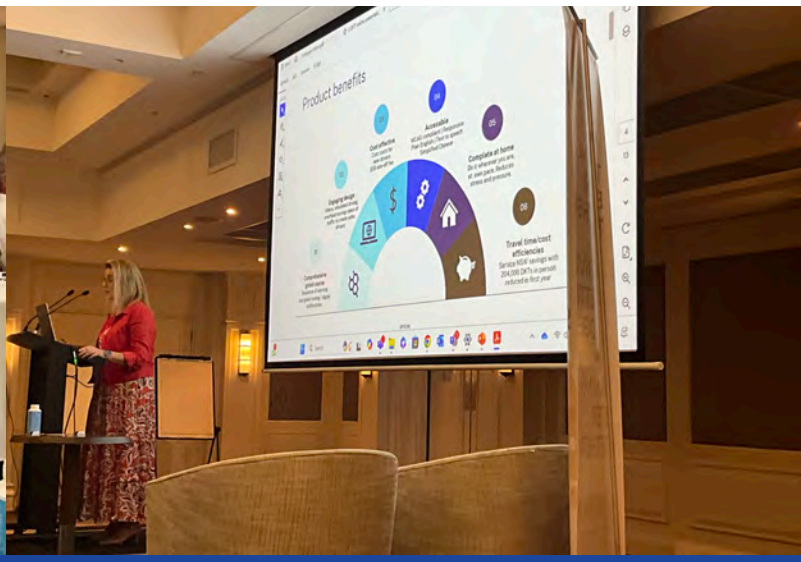
Our keynote presenter was Theresa Sinceric from the university of WA, who has a great body of work surrounding learners and the value and outcomes from professional lessons. The ADTA will be maintaining a keen interest in her work ongoing.

There was also a session from yours truly discussing financial aspects of our businesses and trying to share what I have learned over my career to help the up-and-comers.

On a personal note, seeing Peter Camilleri being honoured with a life membership from the association, stemming from nearly two decades of honest and loyal service, was a great experience. Our profession owes a lot to people like Peter, who see the value in what we do and are happy to invest in helping others.

Dates and venue for next year's conference will be announced soon, and we will share them in The Raisin when known.





EMBRACING THE FUTURE: ONLINE BLUE CARD

The training landscape is evolving rapidly, and RAISE Training is proud to stay ahead of the curve by offering innovative solutions to meet the demands of today's learners.

With more students opting for flexible, online learning options, we've introduced the online Blue Card course to cater to this growing market. But this isn't just a win for the students—it's an opportunity for you, our valued training partners, to expand your market reach and maintain your competitive edge.

Meeting Market Demand

In recent months, we've seen a rise in enquiries for online learning options. The flexibility of online courses allows students to learn at their own pace and fit training around their busy lives. While this shift has impacted face-to-face attendance, it has also opened new opportunities.

Supporting You Through Change

We understand that the move to online learning might feel like a challenge to traditional face-to-face training providers. However, our approach ensures that no one is left behind. By partnering with RAISE Training, you can continue to benefit from this changing market.

Instead of losing potential clients to competing online providers, you can refer them to our online Blue Card course and earn a financial incentive for each successful enrollment. This way, you remain an integral part of their learning journey while gaining access to a market that's only set to grow.

A Partnership for Success

Our new online course is designed to complement, not replace, the vital work you do in face-to-face training. It's about providing options and meeting the varied needs of students across Australia. By joining us in promoting the online Blue Card course, you'll not only diversify your offerings but also strengthen your role as a trusted training partner within your community.

At RAISE Training, we firmly believe that face-to-face training provides unmatched opportunities for hands-on practice, immediate feedback, and personal connection. While our new online Blue Card course meets the growing demand for flexible learning, it is not a replacement for the value of in-person training. We are committed to continuing to offer face-to-face Blue Card courses, ensuring your clients have the option to choose the learning experience that best suits their needs.

Let's Grow Together

We believe in partnerships that grow together. By embracing this shift towards online learning, you're positioning your business to thrive in a competitive market while continuing to deliver great value to your clients.

To learn more about the online Blue Card course and how it can benefit you and your students, visit our website or reach out to your RAISE Training representative today. Together, we'll ensure that your training business remains at the forefront of the industry.



HYBRID

The advent of full electric trucks in Australia is still a long way away. Despite this, we have seen massive improvements for EV charging infrastructure and costs related to the operation of forklifts; for example, new battery units are about the size of a carton of beer.

Recharging a prime mover can be accomplished either through plugging it in, which can take a number of hours to complete, or through the use of “swap out” battery packs. Janus has done some great work in this space with battery swap-and-go. You can see more about Janus by clicking here.

I shared at last week’s conference the rental car that I had for the previous week. As a hybrid, the engine spends a lot of time... off. I can see great potential in the heavy vehicle space for the development and usage of hybrid-powered vehicles. I have had the pleasure of driving a Fuso hybrid and was impressed with its power and responsiveness. Similarly, the Volvo prime mover I was able to have a drive in provided power in an instant.

My rental car travelled from the Gold Coast to Newcastle via Lismore, as well as operating for a number of hours in several centres on the way, totalling 33 litres.

It is important in the education space that we stay ahead of the curve with technological change. It is worth subscribing to industry publications to see what is happening, and engaging with students by way of conversation about where the future may be headed.



VOC’S FOR MACHINERY

Do you currently conduct VOC assessments for machinery operators? RAISE Training has invested heavily in simplifying & improving the VOC process, especially in the delivery of the mandatory theory components. The new assessments are greatly streamlined and more user-friendly for students and assessors.

Hopefully assessors already in this space will have noticed the improvements. For assessors wanting to undertake these assessments, please contact RAISE Training using the button below so we can advise you of your options.

EXPRESSION OF INTEREST

NOTIFYING ASSESSMENTS

The various regulators that we deal with require assessment notifications to be lodged in accordance with specific timeframes:

Queensland

- Class MC: Course commencement and FCA times at least 24 hours ahead
- WHSQ for HRW: Assessment times at least 3 business days prior

New South Wales

- Class LR/MC: FCA on HVCORS at least 24 hours before FCA start time *(manual bookings have additional requirements)*
- SafeWork NSW High Risk Work licences require at least 72 hours to process

Remember, to lodge and check your own assessment notifications to ensure full adherence to these timeframes.

ROUTE DEVELOPMENT WORKSHOP

All HVCBA assessors need to understand the development of FCA routes. Whether you write your own routes or simply follow pre-approved ones it is important that you have a good comprehension of the content and importance of each component of the FCA.

RAISE Training wants to help all assessors to further and firm up their understanding of the science behind FCA's. We will be running an online workshop to assist all assessors that may want to find out more about route design.

This will be held on the evening of Tuesday December 10th at 17:00 hrs, online. A further notice will be sent to NSW HVCBA Assessors in the next few days. You can email RSVP's to me if you would like to attend.

PLEASE NOTE: This is a compulsory workshop for all new assessors and will be optional for any others (All welcome)

USING ASSESSMENT INSTRUMENTS

All of us use assessment tools as part of our job. As workplace assessors, we may run into License Courses, AQF Qualifications, VOC's, or even internal company assessments.

To ensure a valid assessment, make sure you understand the task before starting. Once you know the focus and steps, plan your delivery.

The assessment must be interactive. Position yourself where you can fully observe the applicant and equipment without obstructing the assessment. Being too far away to see pre-departure and site checks does not meet valid assessment requirements.

Remember: your customer wants a valid assessment that is a reflection of the task that is being undertaken. Conducting an assessment where you can't absolutely attest to the outcome is an unsatisfactory implementation of the assessment process that can lead to action by the RTO or the appropriate regulator.

RAISE Training prides ourselves on being a high quality, high standard RTO. We want to be able to stand assured of all results issued by the RTO. We appreciate all of our assessors in their diligence and excellence of delivery.

SENDING RECORDS TO RAISE

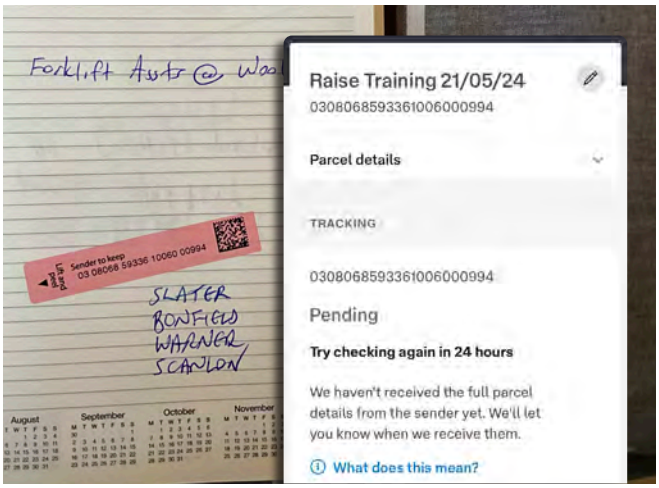
A reminder from the admin team at RAISE head office regarding the return of documentation: it is vital that all documents are sent via a trackable and secure method in a timely manner. I use Australia Post Pre-Paid Satchels. The red ones allow tracked delivery and are a lot cheaper than the yellow express.

When sending your paperwork you should record the tracking number, date, and the satchel contents. This can be done by using a diary or more advanced system if you prefer.

I have inlcuded pictures of the workflow I use:

1. Diary entry with date, sender receipt, and names of the applicants sent
2. The Aus Post App with the named delivery

Remember, you are required to send these records promptly at the time of course acquittal. The RAISE Admin Team check mail regularly, and need to ensure that as an RTO we have all information lodged in line with the regulator requirements in specific timeframes.



BOOKING FCA'S

RAISE Training has a system for booking FCA's that must be adhered to:

When the customer contacts you to book, you should book the FCA on HVCORS immediately. This allows you to find issues like expired medicals, eyesight tests, "Code 5" issues and other potential problems. This has been outlined at our roadshows and in previous PD activities. Once you have booked the FCA, you should record all booking details and the Booking ID in your appointment system.

Following these procedures should eliminate the issue of having to "work out" how we can try and fix issues due to assessor negligence. It can be conjectured that Service NSW is at fault (and I would probably agree), but by booking well in advance and doing all due diligence checks we can overcome these problems before they become an even bigger problem.

When RAISE intervention is required, an admin fee may be levied in accordance with your agreement.

BUS DRIVER AUTHORITY

You may be aware that RAISE Training offers an online version of the BDA course; you can refer your customers to that course and be paid a referral fee.

Did you know that you can also deliver this course face to face? Many bus companies have expressed a preference for face to face delivery to allow a better focussed or contextualised delivery. Click the button below to "add a course" to start delivery of this course to your customers.

When delivering your own courses, you can set your fees according to your own pricing model.

ADD BUS DRIVER AUTHORITY

CONDUCTING HRW ASSESSMENTS

Periodic review of your site suitability assessment is important. You need to ensure that all requirements as set down by the regulator, as well as RAISE Training, are met and adhered to.

When a field visit takes place (State Regulator or RTO) you will have all aspects of your delivery checked. This includes, but is not limited to:

- ID cards
- HRW licenses
- Current paperwork
- Previous records
- Client ID
- Assessment papers
- Control documents

It is vital when you are preparing for assessment that you ensure you have everything, that all checks on applicants have been made, and that the site and equipment are all 100% compliant.

Don't forget: NSW notifications or QLD portal entries must be done in accordance with the advised timeframes.

IN CLOSING

Amazingly, 2025 is looming large on our horizons. With 2024 being all but packed up, we are all looking forward to some time off and hopefully catching up with family and friends.

Please enjoy your Christmas and New Year break, and I look forward to seeing you all next year as we grow together as a part of the premier RTO working in the licensing space.

The whole team at RAISE Training wish you a Merry Christmas and best wishes for your families over the break, and wish every one of you a super successful 2025.

See you on the road.