

Ace Forklift Assessing PTY LTD

"A Licence to Lift"

Date: 10th April 2025

Dear Clients

As per my recent correspondence dated the 12th of March 2025. I am writing to you today to update you on developments regarding the new digital process coming online on the 7th of May 2025.

There are going to be significant changes for both learners and our clients. They will be as followed.

1. Candidates will no longer be required to complete a CA1 Declaration form this process is going digital.
2. **100 Points of ID**
 - **Documents of ID will no longer be called Evidence of Identity (EOI.)** Learners currently are required to provide 100 points of ID off the approved list of accepted ID. This system will be abolished as of the 7th of May 2025.

New Form for Documents of ID will now be referred to as Proof of Identity (POI). There are several significant changes.

- a. Learners ID will now be cross reference on the Service NSW portal.
- b. Learners will be able to use 1 form of photo ID (eg) Drivers License. This ID will still be required to be inspected by the NSW Safework Assessor and the learner's details will be logged into the Assessment portal on the Service NSW App at time of assessment.

Please take the time to look at the new approved list of evidence. Attached to this document.

What will be the requirements to booking a training session and license assessment for a HRW license?

1. Booking into a HRW training course through an RTO for training will remain the same.
2. Learners will now be required to have the Service NSW app, **(This is a mandatory requirement as booking into an assessment now will be required to be done through the Service NSW App).**
3. Learners will now be required to go onto the Service NSW app and apply through a portal on the app for what is called an AEN number.

What is an AEN number?

- The AEN number is called an Applicant Enrolment Number, A learner will **NOT BE ABLE** to be assessed without this number. This number and evidence of this number will be required to be provided to the assessor off the learner's Service NSW app at time of assessment. Assessors can not assess without this number as it will be required to be entered at the time of assessment on the Service NSW Portal.
- The AEN number will be valid for 30 days. It is a generic number, this means that you will **NOT** be able to book into an assessment date, RTO, or a particular assessor. This will continue to be done through the RTO. This process will not change at Ace.

How is Ace going to support our learners and clients through this change?

1. Ace will include information of the process of application on the Service NSW app through our current process of our pre course study and information packs.
2. Ace will provide support to those learners that will require assistance to obtain both setting up a Service NSW app (for those learners that don't currently have an account.) and/or applying for the AEN number on their Service NSW app.
3. We will include this with still assisting those learners that require assistance with obtaining their USI number.

Important Note: Those learners that attend the first day of training without their AEN will under No circumstance be able to proceed through to the licence assessment on the second day.

Will the cost increase for courses with ACE?

1. At this point Ace will not be increasing the course cost. Ace will review the course cost after a month of the implemented digital change. Any cost increase to the courses or assessments will only be implemented if there has been an increase in administration and training/assessment service time.

Important Note: Please be aware that the current fees and charges for non-attendance, upgrades and re-assessments will still be applicable.

2. Ace will be implementing a service fee for those candidates that will require support to set up their Service NSW app, obtaining their AEN number and USI number. This fee will be \$50.00. This will be required to be paid on the second day. Ace **WILL NOT** send clients an invoice for this fee. Regardless of if the learner is booked into the course via an employer, agent or as individual booking the responsibility will be the learners on the second day of training to pay this administration fee.
3. Trainers will support learners with the AEN and USI numbers at the conclusion of training on the second day this being 11am. No assistance prior to this time will be provided as it takes the trainer time away from the training session and impacts on other learners.

Assessment process:

1. The assessment for HRW will continue to be paper based testing. This means the learner will still complete the knowledge, calculation in a written form on paper.
2. Test results will be entered onto the assessment portal and learners will be able to receive their assessment outcome via their Service NSW app.
3. Learners will no longer receive the paper form of either a Notice of Satisfactory Assessment or an Assessment Summary from the assessor.
4. Once the learner's assessment details are entered into the portal the learner will receive an email notifying them of the outcome. The email they will receive an attachment with the assessment outcome details.
5. Learners will be required to print this attachment off and can use the document as their interim license until their card copy arrives, or where a learner is determined Not Yet Competent will be required to bring that document to the re-assessment.

Post License Requirements:

Learners will NO longer present at the Australian Post office.

1. Learners that already hold a HRW class of licence will be able to complete the application process to have any new class of license added to their current HRW licence through their Service NSW app. They can process all added licenses online. The application fee can also be paid over the internet.
2. Learners that do not hold a HRW license will be required to present to any Service NSW Centre to have their photo taken and proceed with the application in person.

Note: Learners cannot use the Photo ID on their driver's license as their photo for the HRW licence. The only photo that can be added is the photo ID a current holder of a HRW licence has taken.

3. Learners that hold a HRW licence that do not wish to make payment for the application fee over the internet will still be able to go into the Service NSW centre and make payment over the counter.

Exemptions:

Currently the RTO are responsible for applying for any exemptions on behalf of a candidate.

Exemptions are normally applied for on behalf of a learner when they do not live in the state of NSW, and cannot provide a NSW address, or learners that are not able to provide the 100 points of identity.

As of the 7th of May it will become the responsibility of the learner to apply for their own exemptions through the Service NSW app. RTO's will no longer be able to provide this service to learners.

Onsite Clients.

Ace will continue to provide a service for those clients that prefer to conduct training on their own work sites. However there will now be some mandatory requirements:

1. Where possible Ace will provide access to our own mobile internet connection.
2. Where this is not possible Ace **will** require access to the work sites internet. Safework Assessors **MUST** have access to the internet and the online Service NSW portal at time of the license assessment to conduct the assessment. If there is no access or the client refuses to allow access the assessment **MUST** be stopped.
3. Access to the equipment that will be used for the assessment **must** be provided to the trainer to log the equipment details. The equipment logged in for the assessment **must** be the equipment the assessor uses. **NO EXEMPTIONS.**
4. The client must ensure that the learners have obtained the mandatory AEN and USI numbers prior to the assessor attending sight.
5. If the trainer is required to assist, please be advised that this time will be deducted from the training session.

Exemptions digital Assessments.

Safework NSW have notified all Assessors the only exemption to a digital assessment being conducted will be in correctional centres as electronic devices are not permitted.

Live date the portal will go active for learners.

Safework NSW have notified Assessors and RTO's that the portal on Service NSW app will not be going live for learners to access until 12am on the 7th May 2025, first date the new digital system is activated.

For this reason Ace will not be running training sessions on the 6th and 7th of May. This is to allow our staff to be trained on the new systems and to support any enquiries and difficulties our clients and learners encounter.

Further Training:

Ace have enrolled our administration team into Safework NSW registered training sessions. Which they will attend on the 14th April 2025. Ace administration team will try to support any enquires until then, however we do ask any learners or clients to please show understanding to our staff when providing information as this is the largest change to HRW licensing and training in over 15 years.

I am available to discuss these changes with our clients if you have any concerns. If I am not available at the time of contact our team will book an appointment time for me to call you back.

We understand that this is a large change, and it will take some time for us all to adjust.

Regards

A handwritten signature in black ink, appearing to read 'J. Henderson', with a stylized, cursive script.

Judy Henderson
Managing Director/Safework NSW Assessor.

Proof of Identity (POI)

An Assessor must verify the Candidate's identity to level 2+ by sighting one acceptable photo ID for POI from the following list and must record verification in the LPP.

All POI documents must be in English unless accompanied by an English translation issued by a National Accreditation Authority for Translations and Interpreters (NAATI) accredited translator.

Photo ID	If expired can be used
Australian Passport	Yes – no more than 2 years
Australian ImmiCard	Yes – no more than 2 years
Foreign Passport	No
NSW Driver License	Yes – no more than 5 years
Driver License (other Australian state/territory)	Yes – no more than 2 years
NSW Photo Card	Yes – no more than 5 years
Proof of Age Card (other Australian state/territory)	No
Student (Photo) Identity Card (any Australian photo card)	No (Note: if no expiry, no more than 2 years from issue date)
NSW Firearms License	No
NSW Police Photo Identity Card	No
Police Photo Identity Card (other Australian state/territory)	No
Australian Defence Force Photo Identity Card	No
NSW Security Industry License	No
NSW High Risk License (SafeWork NSW)	No
High Risk Work License (other Australian state/territory)	No
NSW Security Clearance (SafeWork NSW)	No
NSW Blasting License (SafeWork NSW)	No
NSW Pyrotechnician License (SafeWork NSW)	No
NSW Asbestos Assessor License (SafeWork NSW)	No

Photo ID may be a:

- Plastic card, or
- NSW digital version if available live and verifiable at the time of face comparison (e.g. by swiping the screen to refresh)