



THS
Participant Handbook



TOTAL HEIGHT SAFETY

Participant Handbook

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ISO 9001:2000, AS/NZS4801 & ISO 14001
Certification Number 2964
ASQA National Provider Number 91022
ABN: 18 095 998 799



Total Height Safety Pty Ltd

Trading as

THS

Participant's Handbook

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1 INTRODUCTION

THS (National Provider Code is 91022) is dedicated towards providing high quality vocational training and assessment. The core values of trust, integrity, honesty and respect will permeate all levels of its operations.

Our mission is to create excellent safety training for workers across a range of industries. Whether work at height; in the horticulture / arboreal industries; mines; confined spaces, power authorities, theatrical, communications, trade services, etc acquire the skills and attitudes to respond competently in their working environment.

2 CODE OF PRACTICE

As a National VET Regulator Registered Training Organisation (NVR RTO), THS has agreed to operate within the Principles and Standards of the Australian Qualifications Framework and the ASQA Standards for National VET Regulator (NVR) Registered Training Organisations 2011 and the National Vocational Education and Training Regulator Act 2011.

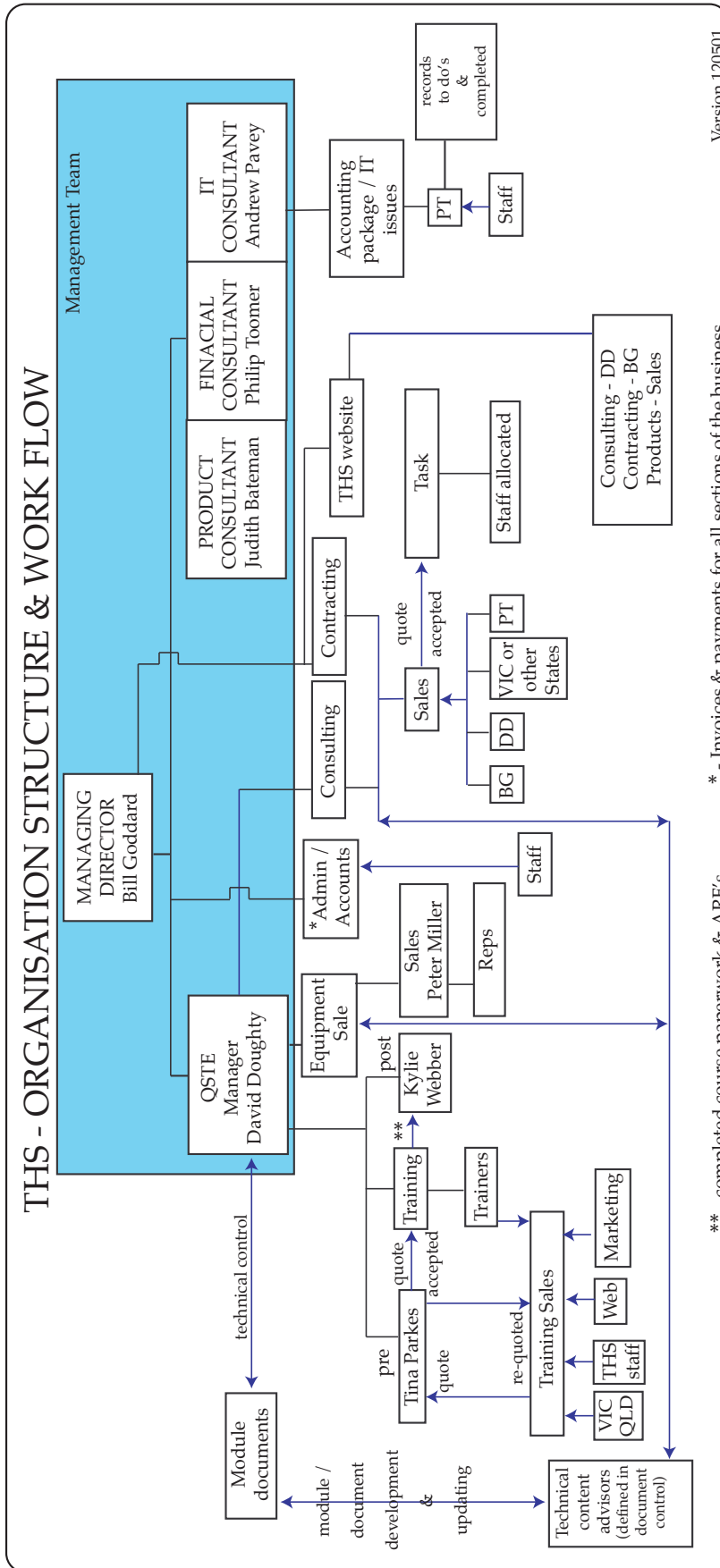
2.1 Legislative Requirements

THS has a quality management system which is certified to ISO9001, ISO 14001 & AS/NZS4801. THS complies with relevant legislative requirements of State and Federal Governments, including the Workplace Health and Safety Act & Regulation 2011, Privacy & Personal Information Protection Act 1988 No.157, 2004; Children & Young Persons (Care & Protection) Act 1988; Workplace Relations and Vocational Placement Standards, ISO9001:2000, ISO 14001 & AS/NZS4801 certification rules, copyright laws as they apply to computer software and photocopying, and industrial award agreements. Copies of current legislation can be viewed at www.lawlink.nsw.gov.au.

Policies are in place relating to:

- elimination of hazards in the workplace and training environment that can cause injury, death, occupational disease or illness.
- appropriate and adequate accident prevention measures and reporting procedures.
- appropriate and adequate occupational health and safety training and educational programmes.
- a timely return to work process for our employees injured in the course of their employment.
- overall safe and healthy work and study environment.
- THS's interaction with the environment and the minimisation of THS's environmental foot print.

Diagram 1 THS Organisation Structure



2.2 Access and Equity

All applications shall be processed in an ethical and responsible manner, consistent with the requirements of the curriculum. Our access and equity policy ensures that participant selection decisions comply with equal opportunity legislation.

2.2.1 Viewing THS Training Facilities

Clients are able to view the THS facilities prior to attending a course. Contact our office for an appointment during business hours.

2.2.2 Conducting Training on your Site

If you wish to THS to conduct training on your site please contact THS for a venue check list. The venue checklist details the venue requirements, both theoretical & practical, that have to meet before THS will use a facility. If you wish to view this document or use it as a checklist to ensure our venue meets your requirements then a copy can be sent to you or given to you at the inspection time.



2.2.3 Qualified trainers

Qualified trainers, regularly assess the extent to which the participant is likely to achieve the stated competency standards and outcomes of the module / unit of competency, based on their qualifications and experience.

2.3 Quality & Environmental Management Focus

While undertaking training with THS environmentally sustainable practices are adhered to. THS is committed to providing a quality service and a focus on continuous improvement. THS values constructive feedback from our participants, clients & staff for incorporation into future programs. Feedback from all stages of the training program is encouraged and collected.

2.4 Client Service

THS has sound management principles that ensure effective client service. THS's policy shall be to issue assessment results, statements of attainment, certificates & qualifications, to all enrolled participants, in an efficient and timely manner. Assessment results can be generally given on the day of the course assessment. A copy of the training record form (TRF), where it doesn't breach client / participant confidentiality, can be sent to the participant / client within 24 working hours. This policy applies to all competencies achieved and issued in accordance with national guidelines. Where a client has organised and paid for the training a copy of TRF & certification is also sent to them. If a participant does not wish for this to occur then they need to let THS and their company know on or before the day of assessment.

Our quality focus includes Recognition of Competency (RPL, RCC & CT), a fair and equitable Refund Policy, a Grievance and Appeal Policy, an Access and Equity Policy and participant welfare and guidance services.

THS provides relevant training and will develop a training module / unit of competency to suit client needs. Where necessary, arrangements are made for those clients requiring literacy and/or support programs. THS takes every opportunity to ensure that this information is disseminated, understood and valued by participants, clients & staff.

The participant shall be informed:

- of course / unit of competency information;
- about all fees and charges, via a THS quotation and or course / unit of competency information;
- about course content;
- of the learner outcomes & competencies; and
- where applicable, vocational outcomes.

2.5 External Review

THS undertakes external monitoring and auditing processes required by the state training agency and its integrated management system.

This covers:

- an audit following a formal complaint
- audits for purposes of re-registration
- surveillance audits for THS integrated management system



2.6 Management and Administration

THS has policies and management strategies that ensure sound financial and administrative practices. THS Management guarantees the organisation's sound financial position and safeguards participant fees until used for training and/or assessment.

THS has a Refund Policy that is fair and equitable.

Participant records are managed securely and confidentially and are available for participant perusal upon request in written format or in personal application.

THS has adequate insurance policies. Details insurance policies are available on request.

2.7 Marketing and Advertising

THS markets both non- national and vocational education and training products with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

THS only uses certification logos in accordance with the certification organisations terms and conditions.



2.8 Training and Assessment Standards

THS has personnel with qualifications and experience to deliver the training and facilitate the assessment relevant to the training package offered. Assessment will meet the National Assessment Principles, including Recognition of Competency, irrespective of whether the unit of competency is nationally recognised or not. Adequate facilities, equipment and training materials shall be utilised to ensure that the learning environment is conducive to the success of participants.

2.9 Employment Policy and Practice

THS offers equal opportunities for all workers and participants in accordance with legislative requirements.

2.10 Sanctions

THS shall honour all guarantees outlined within Section 2 – the Code of Practice.

3 ADMISSION OF PARTICIPANTS

THS guarantee that no application for admission to THS run training courses, will be disadvantaged in any way because of their race, gender, age, social, educational background or disability. Specific courses rely on participants being able to complete course performance requirements to maintain participant safety. Participants should take this into consideration before applying for these types of courses.



The selection process shall include a written application form and / or an interview and / or a written and / or oral assessment.

Participants are enrolled on a first come, first served basis. A participant is considered enrolled once course fees have been received in full and or the confirmation of training is returned (fully completed), unless other arrangements have been agreed upon, in writing, by THS . Participants cannot attend a course until they are fully enrolled.

4 ASSESSMENT

Assessment is in accord with the National Assessment Principles and conforms to the standards of the Australian Qualifications Framework, where applicable.

Assessment is generally competency based and is designed to determine whether the participant can meet the course competencies. Participants who are unable to meet the course competencies by a given date, or who successfully appeal their original assessment, may be reassessed at a later date.

All assessments shall be appropriate to client needs and package delivery format. Assessment may take a variety of formats and in any combination, including demonstration of practical skills, presentations, projects, oral or written tests, assignments, etc. Assessments shall be

completed within the designated time frame of the course unless alternative arrangements have been made with the trainer or trainer co-ordinator. Should a participant not complete the assessment within the designated time frame, another assessment date can be arranged but an additional fee may be payable.

No certificate/s will be issued until all components of the assessment have been received, reviewed and the participant deemed competent. Participants shall be fully enrolled before assessment shall take place.

Height Safety Assessment

Device No: 4874
 10 No: 4852
 Date: 30/08/11
 10 No: 04/08/2011
 Assessor:
 The No: EP014001
 Center: CORENIC

LYON EQUIPMENT LIMITED
 Cent. Sedburgh, Cumbrria
 LA 10 5QJ, UK
 Tel 015396 25483
 Fax 015396 25454

The following items of equipment conform to manufacturer's safety signs, as stamped on, or accompanying each article. Confirmation to recognised national or international standards is indicated where appropriate.
 The following abbreviations are used: P: proof test, B: breaking load, SLL: working load limit (see BSI).
 Please note: anchor breaking loads are for material strength only. This sign may be adversely affected by poor substrate or poor fixing method.
 (certify on behalf of Lyon Equipment Limited that these details are correct)

Qty	Part No	Stock Code	Description	Conformance	Subst	Lot	SW	SGS	Other
4.00	AC27115.00		SEAL 14.0MM ANTIPODSER 20M	EN1891 Type A			P1		
16.00	009		PEZEL STOP DESCENDER	EN361 Class A			02		
16.00	PROF216		SHALLS SHIP-STEEL SHIM	75kg SHL					
1.00	CERT		CERTIFICATE OF CONFORMITY				X		

Checked by: J S Cooper 31/10/01

Device Name: Parcel Pallet 24 Hours

Enrolled participants will be promptly and formally informed of their assessment results.

5 ASSESSMENT APPEAL

In the event that a participant wishes to appeal the Assessor's assessment decision, then the following appeal process shall occur:

- Participants have fourteen days within which to appeal the assessment decision, else the assessment outcome will be recorded without further amendment. The appeal should initially be addressed to the Assessor.
- If the outcome is unsatisfactory, then a formal appeal can be lodged either with the assessor, Quality, Safety, Training & Environmental (QSTE) Manager or Regional Manager (where applicable).
- If the staff member feels that the original assessment decision should stand, the QSTE Manager or Regional Manager (where applicable) will ask two other assessors with the relevant competencies to undertake an independent assessment of the participant's material. The written reports from the independent assessors shall be lodged with the QSTE Manager within 14 days of carrying out the re-assessment.
- The results will be tallied and the majority decision accepted. The QSTE Manager will communicate the final decision to the participant in writing.
- A fee may apply to assessment appeals.



6 ATTENDANCE & PUNCTUALITY REQUIREMENTS

6.1 Attendance

Because of the nature of the courses, participants shall be in attendance for the full course. Failing to attend in full, without prior approval (written is preferred), shall result in a not yet competent outcome being awarded. Where participants feel that full attendance is not required due to prior learning then the RPL / RCC process will apply. Job interviews, medical or legal appointments, etc, should be timed outside of training hours and are not deemed as sufficient reason for partial attendance. If participants leave the course once it has commenced without completing the assessment then the participant will have to re-sit part of or the whole course depending on the amount they missed.

Participants shall sign the daily training record form (TRF) at the commencement of the day. Failure to sign the TRF may result in a non-competent assessment outcome being awarded.

Participants shall be required to provide proof of identification at the commencement of the course when applicable and or they will be photographed by the trainer as proof that this is the person who attended the course.

The TRF is also used for WH&S purposes while the course is in progress.
Example: if a building needs to be evacuated and people accounted for.

Participant information may be given to:

- relevant Government departments or Person Conducting a Business or Undertaking (PCBU) / employers where participants have been awarded tuition funding;
- NVR RTO certification body who are retaining assessment and assessment outcome results;
- where permission is given by the participant.

6.2 Absence

Absence will be regarded as incomplete attendance and a not yet competent (NYC) outcome awarded. Exceptions to this may be granted if arranged with THS staff or trainer prior to the course.

Where a participant is absent on the day of an assessment, it is their responsibility to arrange another assessment date with their assessor. Where the course requires, re-assessment shall be completed within one week after the original assessment. Participants may be asked to pay an additional fee (refer THS course Confirmation, any participant information sheet/s or contact THS's office for details).

6.3 Leave of Absence

Participants must direct applications for leave of absence to the trainer in advance, giving the maximum amount of notice.



Discussion with the QSTE Manager or Regional Manager/s will occur to determine alternate training and assessment plans for the participant.

Participant's should be aware that taking leave from a course may mean that the participant has to

- undertake the full course again at their cost; or
- undertake the alternate assessment date at their cost; and
- may adversely affect the course structure or outcome for other participants (i.e. if course is reliant on a set number of participants)

Failure to give adequate notice may mean:

- application for leave is declined.
- cancellation of entire course.

6.4 Punctuality

Training sessions start promptly as outlined on the course Confirmation / participant information sheet/s. Late arrival is considered to be rude and disruptive to the trainer as well as other course participants. Participants who arrive late may not be permitted to attend the course.

Participants who are to the course on time are & or THS to let them know. A decision will then be made participant to join the course.



unavoidably delayed in getting requested to ring the Trainer their estimated time of arrival. to whether it is suitable for the

Durations of breaks are to be adhered to as it delays the course. It may also mean the participant is deemed not yet competent if they return late from breaks.

6.5 Site Induction

All participants shall have attended a pre-course induction/s that meets the requirements of the course and venue, prior to commencement of that course.

Failure to satisfactorily complete a pre-course induction/s shall mean the participant shall not be permitted to join the course.

More than one induction per course may be required:

- if the course changes venue;
- if the risk assessment highlights new hazards.

7 BEHAVIOURAL EXPECTATIONS

7.1 Etiquette

Participants and THS staff are expected to be well mannered towards each other.

Disruptive or offensive behaviour will not be tolerated and may result in participant's removal or a NYC outcome being awarded. Offensive behaviour is defined as any behaviour that offends, or is likely to offend others. Disruptive behaviour is defined as any behaviour that interferes with the safety and/ or efficiency of the training process.

The assessment of acceptable behaviour is an on going and integral part of competency based training process. It may be extended outside formal training and assessment times if such behaviour has the potential to adversely affect the course.

7.2 Meals

Eating and drinking in any training facility is at the trainers discretion and will be covered in the pre-course induction. The chewing of confectionary gum is prohibited at all training facilities unless provided by the THS.

7.3 Mobile phones

Mobile devices (i.e. phones, “iPods”, “iPads”, etc) shall be SWITCHED OFF during training sessions unless the trainer states otherwise. Mobile devices used during a course is classified as non-attendance and may result in the participant being awarded a not yet competent outcome. If there is an emergency reason (e.g. sick family member) for the devcie to be let on it shall be set to a silent ring tone, vibrate notification only.

7.4 Security

It is your responsibility to ensure that all valuable items (handbags, mobile phones, wallets, lap tops, etc) are not left unattended. Neither THS, nor the venue whose training facilities shall be used, will be held responsible for any loss or damage to personal property. All personal protection equipment shall be marked by its owner, so it is identifiable to the participant and trainer/ assessor.

7.5 Honesty and Integrity

It is expected that all participants and staff will employ honesty and integrity in their dealings with others whilst attending THS courses.

7.6 Harassment

Any conduct (verbal, written , physical or physiological) that is unwanted, unwelcome and unsolicited and which may be intimidating, offensive or demeaning to any individual or group of people, will not be tolerated by any member of the THS staff or course participants. Discriminatory remarks toward another based on age, sexuality, gender, cultural background, group or any other such indicator shall not be tolerated. These types of behaviours are illegal and criminal charges could be levelled against the purpitrator.

7.7 Fatigue, Alcohol and Other Drugs

Participants who the trainer suspects are under the influence of alcohol or other drugs shall not be allowed access to the training venue.

Any participant, being under the influence of drugs and / or alcohol is a safety issue to themselves and other participants. As such being under the influence equates to partial or full non-attendance and shall be treated as such (see Section 6 for consequences).

Participants will be offered appropriate counselling to correct their behaviour. THS may be obliged to take necessary legal action where appropriate.

Participants need to provide the trainer with a written authority from their doctor to attend high-risk courses if taking a course of prescribed medication. If the medication is not prescribed (over the counter) then the participant needs to check with a doctor/ pharmacist to determine if it is likely to affect their ability to safely complete the course competencies.

7.8 Smoking

Smoking is not permitted at any training facility or near the entranceways to the training venue.

7.9 Academic misbehaviour

Defined as any form of:

- collusion with the trainer, assessor or other participants;
- submission of work done by another;
- cheating;
- distracting behaviour during training;
- behaviour that affects the safety of the participants, trainer, assessor or bystander;
- behaviour contrary to the assessment structure of the course.

Academic misbehaviour is not permitted and shall result in the participant being excluded from the course and will result in the participant being issued with a not yet competent outcome.

Disciplinary measures for instances of academic misbehaviour may be imposed. These shall include one or more of the following depending on the nature of the behavioural breach:

- verbal warning;
- written warning, no copy in person's file;
- written warning with copy kept in person's file;
- suspension;
- expulsion;

In the case of cheating on an assessment, all the above would apply, the participant may also be asked to repeat the assessment or course. Participants who have had a disciplinary measure imposed on them have the option of having the a supportive person in attendance at all times. The cost of the supportive person would be at the participant's cost.

8 COURSE INFORMATION

THS offers a range of courses, some of which are accredited with ASQA. For further information see our advertising materials and web site.

9 FEES

9.1 General

Fees shall be paid at the time of enrolment in each course, preferably at least two weeks prior to the commencement date. A participant is not considered enrolled in the course, and is therefore not considered eligible for the issue of an award, until the required fee is paid and confirmation of funds clearance (in the case of cheque and bank/electronic funds transfer) to THS's financial institution is obtained. This may not apply to participants whose PCBU / employer is an existing THS account client and where the client remains in the terms of their account.

Fees for proposed courses are indicated on the confirmation letter and /or quote and /or participant information sheet. There is no additional charge for course handouts, notes and workbooks, unless stated on the confirmation letter and /or participant information sheet.

Payment can be made by credit card, cash, cheque, bank transfer or EFT. Detail of credit cards accepted are included in the Confirmation letter.



One attempt at an assessment is included in the course fee/s. Additional attempts at an assessment will incur a charge, per attempt, as indicated on the confirmation letter and/or participant information sheet.

A qualification or statement of attainment with an attached statement of results will be issued on completion of the qualification or competency, whichever is relevant. A fee may be charged for reissue of these documents.

A fee may be charged for the issuing of ID cards unless the issuing of an ID card is included in the course fee. Refer to the participant information sheet for details of the fee.

A photo in digital (tiff or jpeg) format needs to be supplied to the trainer, unless the trainer takes the photo during the course.

9.2 Refund Policy

Fees will not be refunded within five working days of the commencement date of a course, if the participant or client cancels a booking. Fees may be required to be paid, irrespective of the notification, if in doing so the the course numbers drop below the minimum number to financially run the course. However, a substitute participant can be nominated, or a transfer can be made to another course. THS may charge an administration fee for transfers or cancellations.

Course fees are payable, by the client, if the participant fails to turn up to the course.

If a participant has their enrolment discontinued for any reasons itemised below, by THS, no refund will be issued.

- insufficient attendance
- unsatisfactory attitude or conduct
- failure to abide by our rules and regulations
- unsatisfactory academic progress
- suspension or dismissal

THS reserves the right to cancel or reschedule a course, or change a training venue at any time. All courses have a minimum number of participants, below which the course will not proceed. Courses which are required to be run outdoors or on clients venues maybe weather dependent. It is up to the trainer on the day to evaluate the WH&S risks involved in conducting the course in adverse weather conditions.

Cancellation of courses will be made within five (5) working days of the scheduled commencement and all monies paid to THS will be refunded. If the rescheduled date or change in venue is unacceptable to the participant, all monies paid to THS will be refunded.



10 FLEXIBLE DELIVERY

THS adopt a wide range of learning strategies in a variety of learning environments to cater for individual learning styles, interests and needs.

Modes of delivery can include training sessions, closed & open workshops, seminars, simulated exercises, debriefs, practical sessions, luncheons, briefings and coach based training (on the job).

11 GRIEVANCE AND APPEAL PROCEDURE - GENERAL

In the event of a grievance or an appeal, a participant may use the following procedure:



- The participant is encouraged to approach the staff member or person concerned in the dispute to resolve the problem.
- Failing this, the participant is encouraged to approach the Quality, Safety, Training & Environmental Manager. In doing so, the participant may go alone, or they may wish to ask another participant to go with them as the approach is made. At this point, the participant will be requested to submit their grievance in writing. Attempts will be made at this stage to resolve the grievance.
- If the participant believes that the matter is still not satisfactorily resolved, they may request that the matter be referred to the THS Management Team for resolution. The Quality, Safety, Training & Environmental Manager will respond to the participant within seven days, giving the date of the Management Team meeting in which the grievance will be addressed and inviting the participant to attend if the participant so desires.
- The decision of the Management Team will be communicated to the participant within 14 days of the meeting.
- If the participant feels that the matter is still not satisfactorily resolved then the participant will be referred to external organisations of appeal (e.g. Anti discrimination Board). Costs for this process are not covered by THS.

12 LOCATION

THS conducts training at a variety of venues. THS will conduct a site visit completing an external venue checklist to ensure the venue will meet the course requirements. Where a site visit is not possible then THS will require the client to complete an external venue checklist (provide images where possible as well) of the premise where the course is to be held. Wherever the training is conducted, THS will ensure that the chosen venue:

- has appropriate facilities to suit the course; and
- satisfies workplace health and safety requirements; and
- is accessible to the participant.



13 WORKPLACE HEALTH AND SAFETY POLICY

THS is committed to the implementation of the Workplace Health and Safety Act and Regulation 2011 and other relevant legislation used by states and territories that have not adopted the National Act and Regulations referenced above. THS staff, contractors and course participants together are responsible for ensuring the health, safety and welfare of all persons involved in a training course.

To reinforce this, participants are notified of their health and safety obligations which include:

13.1 Workplace Health and Safety Rules

Participants are obliged to:

- follow all WH&S rules and procedures. Comply with all lawful instructions.
- comply with clients workplace procedures / SOP / guidelines where they do not contravene the relevant WH&S / OH&S Act and Regulations.
- complete a site induction at the commencement of training.
- not behave in a wilful, reckless or unsafe manner.
- not smoke at or near the any training facility or the entranceway that THS is using.
- not consume alcohol or other drugs at or near the training facility.

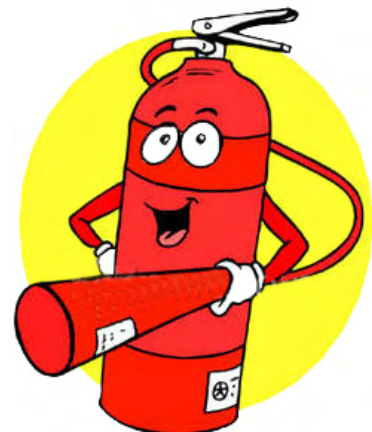
Participants shall:

- not have taken or consumed any alcohol within eight (8) hours of the commencement of a course. A participant maybe required to undertake a random alcohol and drug test.
- not have taken or consumed any substance within the 24 hours prior to the commencement of a course that is either illegal or has the potential to adversely affect their performance or the safety of themselves or others (refer to the section on Fatigue, Alcohol and Other Drugs within this document).
- be aware of details of emergency response and evacuation plans (refer to the section on Site Induction within this document).
- obtain the permission of the trainer before commencement of any practical training session, including activities involving working at height or operation of any powered tool.
- be responsible for your own actions and not endangering another person's health or safety.
- report all potential hazards, incidents and near misses to the trainer.
- exercising due care and attention to their work / training tasks.
- report any malfunctioning and/ or damaged equipment to the trainer immediately.

13.2 Fire Safety

THS will communicate the procedures involved in venue evacuation and the location of fire fighting equipment at the site induction.

The course trainer is the designated safety officer while you are on a course and you need to follow their instructions



13.3 First Aid

- first aid facilities will be available where training is delivered.
- the location of first aid kit/s will be covered in the site induction.
- participants are required to report all injuries to the trainer immediately, even if treatment for the injury is not requested or required.

Unless otherwise stated, the course trainer is the designated first aid officer and must be consulted in the event of any injury

14 ORIENTATION

For participants this may not apply when conducting training on a clients site as they should already have undergone a site induction when they commenced work. The first day of training will include an induction session to orientate you to the training environment.

This will include:

- a brief description of the training organisation, its ethos and philosophy.
- an introduction to your trainers and assessors.
- information about the Australian Qualifications Framework, Competency Based Training and Assessment, Accredited Courses and Training Packages available (where applicable).
- description of the training and assessment process (in detail).
- how the issuing of certificates and or statements of attainment and I'D cards will occur.
- referring you to this handbook for details on code of practice, appeal policies, grievance and complaint policy, access and equity policy, fees and refund policy, disciplinary policy, WH&S (Workplace Health and Safety), copyright and ROC (recognition of competency).
- duration of the course / session and participant attendance criteria.
- facilities and amenities.
- approximate break times and completion time.

15 RECOGNITION OF COMPETENCE

15.1 Recognition of Competence (ROC)

This recognition process is referred to as either “Recognition of Current Competency” (RCC) or “Recognition of Prior Learning” (RPL). THS offers both RCC and RPL. ROC includes the process of credit transfer i.e. the process of gaining credit for training completed with another NVR RTO.

The RCC & RPL of particular module/s or unit/s of competency can be assessed, regardless of how, when or where learning occurred.

Anyone who feels that they can demonstrate skills and knowledge that comply with the intended learning outcomes of a particular course can apply for RCC / RPL or credit transfer.

Fees may apply to the process of ROC.

15.1.1 Credit Transfer

Credit transfer requires the applicant to provide a copy of an official certified transcripts, stating the accredited competencies completed, at another NVR Registered Training Organisation (NVR RTO). Where possible this will be verified by contacting the issuing NVR

RTO. Courses, offered by THS, where the participant's existing competencies can be credit transferred will be given readily and the ROC process need not be followed.

Participants who wish to apply for credit transfer should ask the training / HR manager at the previous NVR RTO for certified transcripts and/or statements of attainment listing the competencies achieved. These documents shall be given to the THS Quality, Safety, Training & Environmental Manager who will perform the credit transfer assessment. The participant will be advised of the outcome of the credit transfer assessment. Should the credit transfer be successful, credit will be given to the participant.

15.1.2 Recognition of Prior Learning (RPL)

An individual learns in many different ways throughout his or her lifetime. Some of that learning proceeds by way of formal education and training, and some by way of work experience and/or life experiences. RPL takes into consideration not only completed formal study, but also relevant learning gained through work and life experience, so that a participant is able to gain credit in a course of study. RPL is a process that enables the participant to gain exemptions from subjects by matching their knowledge and skills against the relevant learning outcomes.

Participants who believe they may be eligible for RPL, should contact the THS Quality, Safety, Training & Environmental Manager. RPL applications need to be completed prior to the commencement of any training.

15.1.3 Recognition of Current Competency (RCC)

RCC is the process whereby participants who believe they are already able to demonstrate competency in a particular unit, undertake the assessment for that unit.

Participants should contact the THS Quality, Safety, Training & Environmental Manager to apply for RCC if they believe that they can demonstrate their competence by successful completion of the unit assessment instruments.

The formal assessment for RCC aims to identify if:

- the participant's knowledge and skills are current. (Note: The relevant industry may have undergone changes so skills achieved in the past may no longer be relevant or even acceptable.)
- the participant's knowledge and skills are transferable. (Note: A skill should be able to be applied in different contexts.)
- the participant's skills and knowledge are authentic. (Note: The testing shall show clearly that the participant has the knowledge and skills required.)
- the participant's skills and knowledge are sufficient. (Note: The participant's skills and knowledge must be appropriate to the level of the unit being offered.)

15.1.4 Accreditation

Awards that have been received by ROC or by a mixture of ROC and formal study are fully accredited.

16 TRAINING RESOURCES

16.1 Participant Supplied Training Resources

The type of course dictates whether or not the participant shall be required to provide their own equipment or will have equipment provided for them. Participants are advised on the participant information sheet of any equipment that they are required to supply for the course.

Where the participant provides their own PPE copies of inspection logs, calibration certificates, etc maybe required before the participant can use their PPE. If they cannot the THS trainer will complete a pre-use check of the PPE.

If a formal PPE inspection of the equipment is required please contact THS Quality, Safety, Training & Environmental Manager as this is a billable service.

16.2 Issued Training Resources

When appropriate, participants will have access to THS resources for the duration of the training course. Resources may include items such as personal protective equipment, tools, writing implements, etc. All resources issue to participants shall be returned in an acceptable condition at the completion of the course/ session.

Participants are provided with all necessary learning materials to complete their course as part of their fees. Training manuals and course handouts remain the property of THS until all course fees have been paid.

Failure to return resources in acceptable condition may result in action being taken by THS to recover costs involved.

16.3 Additional Training Resources

Additional resources may be required on some courses. This equipment can either be hired from THS or purchased by the participant. See participant information sheet for course requirements.

16.4 Third Party Training Resources

THS may invite third party organisations to display relevant resources for possible purchase by interested participants.

16.5 Faulty or Damaged Training Resources

Training resources need to have the following:

- Pre-use checks:
 - prior to use;
 - during use; and
 - after use.
- Formal inspections:
 - as per AS/NZS1891 (6 monthly) or as indicated by the manufacturer;
 - after an incident
 - a formal inspection request is made by a participant.

If faults are found or suspected, the participant shall:

1. immediately remove the item from service; and
2. notify the trainer as soon as possible.

17 RULES AND REGULATIONS

THS is committed to providing an environment that upholds high standards of etiquette, ethics, morality and courtesy.

18 STAFFING

THS provides competent personnel for training, assessment, issuance of qualifications and client services. All trainers hold appropriate qualifications and experience in the area/s in which they train and/or assess. Trainers and assessors maintain currency and/or upgrade their skills by continuing to be active in the industry and/or by attending training sessions, seminars, workshops, etc.

19 PARTICIPANT SUPPORT

19.1 Counselling

Confidential counselling and referral services on matters of a personal nature are available to participants. Any client/ participant showing signs of distress will be encouraged to discuss matters with their trainer. Professional external assistance may be called upon to assist the participant.

19.2 Support Services

There are a range of support services available. Where required referral for specific needs is possible. Some of these support Services include:

- Centrelink 132 468 (Hotline 132 307)
- Multi-lingual phone service 131 202
- Counsellors - located near participant - <http://www.theaca.net.au>
- Lifeline 131 114
- Pastoral counselling <http://www.cca.net.au>

19.3 Learning Assistance

THS is committed to assisting participants to master the competencies that are necessary to complete the learner outcomes. Learning support is available to all participants enrolled at THS. Fees maybe charged for learning support services.

Learning assistance is provided in the areas of:-

- Study skills motivation, organisation, reading, writing, listening, memory techniques and exam stress management.
- Language, Literacy and Numeracy (LLN) Participants needing LLN support can be identified by the administration staff (when lodging application form) trainer or the participant approaches THS staff and expresses their concerns.
- In most cases, LLN support can be given.

- Where only a low level of support is needed, the training co-ordinator or their delegate may arrange for the participant to receive extra-curricular assistance or specialised assessments.
- Where extensive support is needed, specialised LLN sessions maybe set up, which will generally attract a fee. Alternatively, the participant may be referred to specialist services.
- English as a “second language” applicants whose secondary or tertiary education was undertaken in a language other than English will need to provide evidence that they meet the minimum English language proficiency requirements for entry into the course, i.e.:
 - an IELTS (International English Language Testing System) score of 9 (Go to <http://www.ielts.org> for more details); or
 - a TOEFL score of 550. Go to <http://www.ets.org> for more details).

Participants requiring additional assistance will be encouraged to access a Language, Literacy and Numeracy Program through:

- Centrelink. The details for contacting contacting are:
 - Website: <http://www.humanservices.gov.au/customer/information/centrelink-website>
- Alternatively, the participant may contact the Adult Literacy telephone referral service <http://www.acal.edu.au> for advice and referrals to over 1200 providers of Adult literacy and numeracy across Australia.
- Specialised educational support:
 - Where necessary an Individual Educational Plan (IEP) will be developed to ensure that our curriculum is inclusive for the participant. This process will consist of a number of phases.
 - Information gathering.
 - Hold an IEP meeting with participant, trainer, and training coordinator or specialised facilitator to circulate outcomes. These outcomes include a document stating the goals for the participant for the next semester and training/ tutor programs to support these prioritised IEP goals.
 - Determine the current level at which the participant is functioning. Document the plan (IEP) for the participant. Design a training/ tutor program.
 - Implement the program and monitor the participant’s progress.
 - Evaluate. Monitor and modify the program regularly. Evaluate the participant’s performance within the program and UNET activities. Have the participant reflect and evaluate own performance in relation to the plan. Evaluate the effectiveness of the plan.



**THS wishes all our participants well
in their chosen field of training and education.**

20 THS CONTACTS

20.1 Training Co-ordinator

Contact Tina

- Phone 02 9966 9070
- Fax 02 9966 9071
- Email training@ths.com.au

20.2 Training Administration

Contact Kylie

- Phone 02 9966 9070
- Fax 02 9966 9071
- Email training@ths.com.au

20.3 QSTE Manager

Quality, Safety, Training & Environmental Manager - David

- Phone 02 9966 9070
- Fax 02 9966 9071
- Email david@ths.com.au

20.4 Equipment Sales

Sales Manager – NSW

- Phone 02 9966 9070
- Fax 02 9966 9071
- Email sales@ths.com.au



ISO 9001:2000, AS/NZS4801 & ISO 14001
Certification Number 2964
ASQA National Provider Number 91022
ABN: 18 095 998 799

