



Total Height Safety Pty Ltd

Trading as

THS Training

Participant's Handbook

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THS TRAINING PARTICIPANT HANDBOOK

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1 INTRODUCTION

THS Training (**National Provider Code, 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, etc acquire the skills and attitudes to respond competently in their working environment.

2 CODE OF PRACTICE

As a Registered Training Organisation, THS Training has agreed to operate within the Principles and Standards of the Australian Qualifications Framework.

2.1 Legislative Requirements

THS Training has a quality management system which is certified to ISO9001:2000 & AS/NZS4801. THS Training complies with relevant legislative requirements of State and Federal Governments, including the Occupational Health and Safety Act 2000, Privacy & Personal Information Protection Act 1988 No.157, 2004; Children & Young Persons (Care & Protection) Act 1988; Workplace Relations and Vocational Placement Standards, ISO9001:2000 certification rules, AS/NZS 4801 OH&S 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



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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. Further more clients are able to view the THST training facility prior to attending a course. Contact our office for an appointment. THST has a list of requirements that venues have to meet before they 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 given to you at the inspection time.

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

2.3 Quality Management Focus

THS Training is committed to providing a quality service and a focus on continuous improvement. THS Training values feedback from our participants, staff and employers for incorporation into future programs.

2.4 Client Service

THS Training has sound management principles that ensure effective client service. THS Training's policy shall be to issue assessment results and qualifications, to all enrolled participants, in an efficient and timely manner. . This policy applies to all competencies achieved and issued in accordance with national guidelines.

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

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

The participant shall be informed, via the information package, about all fees and charges; course content; learner outcomes & competencies; and, where applicable, vocational outcomes.



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2.5 External Review

THS Training undertakes external monitoring and auditing processes required by the state training agency.

This covers:

- random quality audits
- an audit following a formal complaint
- an audit for purposes of re-registration

2.6 Management and Administration

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

THS Training has a Refund Policy that is fair and equitable. Participant records are managed securely and confidentially and are available for participant perusal upon request. THS Training has adequate insurance policies. Details insurance policies are available on request.

2.7 Marketing and Advertising

THS Training markets our 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.

2.8 Training and Assessment Standards

THS Training 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. Adequate facilities, equipment and training materials shall be utilised to ensure that the learning environment is conducive to the success of participants.



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2.9 Employment Policy and Practice

THS Training offers equal opportunities for all employees and participants.

2.10 Sanctions

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

3 ADMISSION OF PARTICIPANTS

THS Training guarantee that no application for admission to THS Training 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, 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 need 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.



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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, 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.

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, Training, Safety & Quality Manager or Regional Manager.
- If the staff member feels that the original assessment decision should stand, the Training, Safety & Quality Manager or Regional Manager 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 Training, Safety & Quality Manager or Regional Manager within 14 days of carrying out the re-assessment.
- The results will be tallied and the majority decision accepted. The Training, Safety & Quality Manager or Regional Manager will communicate the final decision to the participant in writing.
- A fee may apply to assessment appeals.



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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 approval (written), 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.

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

Participants shall be required to provide proof of identification at the commencement of the course.

The TRF is also necessary for OH&S purposes.

Example: if a building needs to be evacuated and people accounted for.

Participant information may be given to relevant Government departments or employers where participants have been awarded tuition funding, 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 THST 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 Training course *Confirmation* and *Participant Instruction Sheets (PIS)* 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.



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Discussion with the Training, Safety & Quality 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 Instruction Sheets (PIS)*. 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 unavoidably delayed in getting to the course on time are requested to ring the Trainer & or THST to let them know their estimated time of arrival. Durations of breaks are to be adhered to as it delays the course. It may also mean the participant is deemed not yet competent.

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



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7 BEHAVIOURAL EXPECTATIONS

7.1 Etiquette

Participants and THS Training 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.

7.3 Mobile phones

Mobile phones shall be SWITCHED OFF during training sessions. Mobile phone use during a course is classified as non-attendance and may result in the participant being awarded a not yet competent outcome.

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 Training, 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 Training courses.



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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 Training 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.

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 Training 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



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- 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 that 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:

- 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 Training offers a range of courses, some of which are accredited with VETAB. 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/competency, 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 Training's financial institution is obtained. This does not apply to participants whose employer is an existing THS Training account client.



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Fees for proposed courses are indicated on the confirmation letter and/or quote and/or *Participant Instruction Sheet*. There is no additional charge for course handouts, notes and workbooks, unless stated on the confirmation letter and/or *Participant Instruction Sheet*.

Payment can be made by credit card, cash, cheque, bank transfer or EFT. Details 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 Instruction 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 Instruction Sheet* for details of the fee. A photo, in paper or 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. However, a substitute participant can be nominated, or a transfer can be made to another course. THS Training 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 Training, 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



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

10 FLEXIBLE DELIVERY

THS Training 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 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 Training, Safety & Quality 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 Training Management Team for resolution. The Training, Safety & Quality 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.



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- If the participant feels that the matter is still not satisfactorily resolved then the participant will be referred to external organisations of appeal (eg Anti-discrimination Board). Costs for this process are not covered by THS Training.

12 LOCATION

THS Training conducts training at a variety of venues. Wherever the training is conducted, THS Training will ensure that the chosen venue:

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

13 OCCUPATIONAL HEALTH AND SAFETY POLICY

THS Training is committed to the implementation of the Occupational Health and Safety Act 2000 and other relevant legislation. THS Training 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 Occupational Health and Safety Rules

Participants are obliged to:

- follow all OH&S rules and procedures. Comply with all lawful instructions
- 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 Training 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
 - 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).



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- knowing and observing 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
- being responsible for your own actions and not endangering another person's health or safety
- reporting all potential hazards, incidents and near misses to the trainer
- exercising due care and attention to their work / training tasks
- reporting any malfunctioning and/ or damaged equipment to the trainer immediately

13.2 Fire Safety

- THS Training 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

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



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- information about the Australian Qualifications Framework, Competency Based Training and Assessment, Accredited Courses and Training Packages available (if applicable)
- description of the training and assessment process (in detail)
- issue of certificates and statements of attainment
- 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, OH&S (Occupational Health and Safety), Copyright and ROC (Recognition of Competency)
- duration of the course / session and participant attendance criteria
- facilities and amenities

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 Training offers both RCC and RPL. ROC includes the process of credit transfer, the process of gaining credit for training completed with another 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 Registered Training Organisation (RTO). Where possible this will be verified by contacting the issuing RTO. Courses, offered by THS Training, where the participant's existing competencies can be credit transferred will be given readily and the ROC process need not be followed.



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Participants who wish to apply for credit transfer should ask the Training, Safety & Quality Manager at the previous RTO for certified transcripts and/or Statements of Attainment listing the competencies achieved. These documents shall be given to the Training, Safety & Quality 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 Training, Safety & Quality 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 already able to demonstrate competency in a particular unit, undertake the assessment for that unit.

Participants should contact the Training, Safety & Quality 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 should show clearly that the participant has the knowledge and skills required.)



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- 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 provide their own equipment or will have equipment provided for them. Participants are advised on the *Participant Instruction Sheet* of any equipment that they are required to supply for the course.

16.2 Issued Training Resources

When appropriate, participants will have access to THS Training resources for the duration of the training course. Resources may include items such as personal protective equipment. 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 Training until all course fees have been paid.

Failure to return resources in acceptable condition may result in action being taken by THS Training 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 Training or purchased by the participant. See Participant Instruction Sheet for course requirements.



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16.4 Third Party Training Resources

THS Training 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 be inspected:

- prior to use;
- during use; and
- after use.

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

18 STAFFING

THS Training 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.



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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 13 10 21
- Centrelink Family Assistance Office 13 15 24
- Counsellors - located near participant 12451
- Lifeline 13 11 14
- Pastoral counselling -according to participant's location 12451

19.3 Learning Assistance

THS Training 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 Training. Fees may be 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 Training 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 extracurricular assistance or specialised assessments.
 - Where extensive support is needed, specialised LLN sessions may be set up which may 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 6 or a TOEFL score of 550.



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

- Centrelink. (Currently there are 54 Registered Training Organisations contracted to deliver assessment and training services under this program). The details for contacting the national office are:

Director
Literacy and Numeracy Section LOC 736
Po Box 9880
Canberra City ACT 2601
Ph 02-6240 59366 Fax 02 62240 7439

- Alternatively, the participant may contact the Adult Literacy telephone referral service 1300 655 506 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 Training wishes all our participants well in their chosen field of training and education.



THS TRAINING PARTICIPANT HANDBOOK

20 THS TRAINING CONTACTS

20.1 Training Administration

Training, Safety & Quality Manager

- Phone 02 99669070
- Fax 02 99669071
- Email tqm@ths.com.au

20.2 Sales

Sales Manager – NSW

- Phone 02 99669070
- Fax 02 99669071
- Email nswsales@ths.com.au

Sales Manager – QLD

- Phone 02 99669070
- Fax 02 99669071
- Email qldsales@ths.com.au