

# 5<sup>TH</sup> POINT

## Candidate Handbook



5th Point Group

Operations | Australia | New Zealand

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## 5th Point Candidate Handbook

### Welcome

Thank you and congratulations for choosing 5th Point to assist you to achieve your training goals.

5th Point is committed to providing high quality standards of vocational education and training. We aim to provide a fun and friendly atmosphere in which to learn.

5th Point will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to meet your individual needs.

In this handbook you will find information about 5th Point's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our policies and procedures or identify any other opportunities for 5th Point to improve, please complete the Opportunity For Improvement Form (QA-F03) and submit it to the Business Manager.

We sincerely hope your time at 5th Point Training is a memorable and productive learning experience.

If you require any assistance with understanding the information in this handbook, including our policies and procedures, please do not hesitate to ask your trainer or a member of 5th Point Management for assistance.

Yours sincerely



Leigh Greenwood

**Global Operations Director**

5th Point Pty Ltd

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# 1. Introduction

## *About 5th Point*

5th Point was founded in 2002 and has been operating and training within the working at heights sector for the last two decades. We primarily train the only internationally recognised industrial rope access qualification (IRATA) and hold full membership with IRATA in both training and operations.

Over the last two decades, 5th Point has continued to grow and develop, becoming the leading IRATA training company in Australasia, training over half of all IRATA technicians in the region.

We have a purpose-built training facility in Brookvale, NSW, with provision for training industrial rope access, working safely at height and enter and work in confined spaces.

5th Point has provided training in various nationally recognised units of competency since 2008, through partnerships with various other Registered Training Organisations (RTO's).

To support our commitment to providing the highest quality of training, in 2014 5th Point made the decision to register as an RTO. We underwent audit and registration in 2015.

We look forward to meeting and exceeding your training needs, including by:

- Delivering custom 5th Point training products and materials
- Utilising only highly skilled and knowledgeable trainers
- Maintaining our trainer experience in relevant operations
- Delivering training in a practical and hands on manner wherever possible
- Understanding industry requirements and pushing for continual evolution of operational processes and associated training practices.

## *About this Candidate Handbook*

This candidate handbook has been prepared to assist you to navigate your training journey with us here at 5th Point.

Relevant sections of our policies and procedures have either been incorporated here or referenced and included as an appendix.

A range of common forms has also been referenced and included as an appendix for easy access where required.

If you have any questions or concerns please don't hesitate to get in contact with your trainer, our administration staff or any other member of 5th Point Management, including the Global Operations Director or Business Manager.

## *Key Contacts*

Administrative, equipment / PPE and retail sales queries, are to be directed to the Business Manager ([sales@5thpoint.com.au](mailto:sales@5thpoint.com.au)).

Human resource enquiries, including work health and safety queries or concerns, or complaints / appeals, are to be directed to the Business Manager ([office@5thpoint.com.au](mailto:office@5thpoint.com.au)).

Trainers and Assessors can be reached through the generic email [training@5thpoint.com.au](mailto:training@5thpoint.com.au).

If you are uncomfortable approaching any other identified contact, please feel free to contact the Global Operations Director, Leigh Greenwood ([leigh@5thpoint.com.au](mailto:leigh@5thpoint.com.au)).

## 2. Quality and Compliance Strategy

### ***Quality and Compliance Statement***

5th Point's *Quality and Compliance Strategy (TR-001)* has been written against the requirements of the VET Quality Framework, which incorporates:

- The Standards for NVR Registered Training Organisations 2015 (the Standards)
- The Australian Qualifications Framework 2013
- The Fit and Proper Person Requirements 2011
- The Financial Viability Risk Assessment Requirements 2011
- The Data Provision Requirements 2012.

Each of the requirements of the VET Quality Framework has been addressed through the implementation of policy statements and operational procedures.

### ***Maintenance of Insurance***

5th Point will maintain public liability insurance, at all times, to cover the full scope of its operations, including provision of training / assessment in high-risk work environments.

Based on current operations, 5th Point has identified that public liability insurance of \$10 million is appropriate to the full scope of its operations, however this will be reconsidered and confirmed at each policy renewal.

For more information, please refer to 5th Point's *Quality and Compliance Strategy (TR-001)*.

### ***Legal Compliance***

5th Point will ensure it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations and that staff and clients are informed of any changes that affect relevant operations.

Although not possible to provide an exhaustive list in this forum, 5th Point acknowledges its responsibilities in the following areas:

- Work Health and Safety
- Provision of Equal Rights and Opportunities
- Anti-Discrimination
- Harassment and Bullying
- Privacy
- Marketing
- Intellectual Property
- Industrial Relations
- Competition and Fair Trade.

For more information, please refer to 5th Point's *Quality and Compliance Strategy (TR-001)*.

### ***Provision of Services by Third Parties***

5th Point will not enter into any third-party arrangements for the delivery of training or assessment.

In the event 5th Point amends this policy; an operational procedure will be developed for the management of third party services.

For more information, please refer to 5th Point's *Quality and Compliance Strategy (TR-001)*.

### ***Training Guarantee***

5th Point will guarantee to complete all training and/or assessment once the candidate has commenced study in their chosen unit of competency, unless the student submits a formal written request for withdrawal (i.e. letter or email) notifying 5th Point that they wish to withdraw.

### 3. Enrolments

#### ***Course Enrolment***

Each candidate is required to complete the *Course Enrolment (TR-F01 & TR-F01.1)* and pay relevant coursefees prior to course commencement.

As well as the Course Flyer and *Course Enrolment (TR-F01 & TR-F01.1)*, each candidate will be provided access to this candidate handbook as part of the enrolment process.

On receipt of a completed *Course Enrolment Form (TR-F01 & TR-F01.1)* the Business Manager or other member of 5th Point Management, will confirm that the prospective candidate has received and understands:

- The information contained in the Course Flyer
- The candidates rights and responsibilities as outlined in the Candidate Handbook (TG-005)
- The applicability of the course to the candidates employment or prospective employment
- The availability of educational and other support services.

For more information, please refer to 5th Point's *Candidate Enrolment Policy and Procedure (TG-002)*.

#### ***Unique Student Identifier (USI)***

5th Point will require all prospective candidates to provide their Unique Student Identifier (USI) as part of the enrolment process. A candidate's enrolment will not be processed until a USI is provided.

5th Point staff must verify the USI and candidates details at [usi.gov.au](http://usi.gov.au).

For more information, please refer to 5th Point's *Candidate Enrolment Policy and Procedure (TG-002)*.

#### ***Candidate Confidentiality***

5th Point is committed to maintaining confidentiality of all candidate information collected, including personal information collected as part of the enrolment process.

5th Point will maintain confidentiality of all candidate information collected, including (but not limited to):

- Personal information
- A candidate's USI
- Statements of Attainment and learning records
- Complaints and appeals.

Candidate information is only to be disclosed with approval from the candidate or for the purpose of providing accurate and complete records to the VET Regulator.

For more information, please refer to 5th Point's *Candidate Enrolment Policy and Procedure (TG-002)*.

## 4. Course Fees and Refunds

### *Course Fees*

5th Point requires prepayment of all course fees to confirm the candidate's place. Therefore, full course fees are required to be paid at enrolment.

5th Point proposes to only offer Units of Competency from the VET Framework (i.e. no full qualifications) with no individual VET Framework course fee exceeding \$1500.

The course fees include the cost of relevant materials and provision of a Statement of Attainment.

Please refer to the course flyer for individual unit of competency course fees, including any other relevant fees for administration or materials.

### *Refunds*

Refunds may be made in the following circumstances:

- Candidates have overpaid the course fees
- Prospective candidates have enrolled in training that has been cancelled by 5th Point
- Prospective candidates have withdrawn from the course and provided 7 days notice (in writing) to 5th Point
- Prospective candidate withdraws from the course (without providing 7 days notice) due to illness or extreme hardship and 5th Point Management agree to exercise discretion.

For more information, please refer to 5th Point's *Candidate Enrolment Policy and Procedure (TG-002)*.

### *Withdrawal*

Where a candidate withdraws from the course without providing 7 days notice in advance (in writing), the candidate will forfeit the full amount of the course fees to 5th Point.

## 5. Candidate Support

### *Identification*

The enrolment process is the primary opportunity for identification of candidates requiring access to educational and/or support services.

In particular, LLN Assessments will be conducted at enrolment for all candidates who identify that they may have concerns regarding their language, literacy or numeracy capabilities, or who identify that they may have concerns understanding course content due to English being their second language.

It is the responsibility of the trainer to monitor candidate progress and notify the RTO Manager if any support needs are identified throughout the learning process.

Candidates are also encouraged to express their views about their learning needs at all stages of their learning experience either by speaking to their trainer or the RTO Manager.

### *Types of Support*

Candidate support needs may include, but are not limited to, the following:

- Flexibility of training hours or venue
- Accommodation of physical or learning disability
- Access to materials and equipment
- Assistance with knowledge and understanding of the subject
- Validation of current competencies
- Use of technology or specific equipment to assist learning
- Consideration of cultural beliefs, traditional practices / religious observances
- Referral to support services (i.e. hardship services such as Lifeline or support services for addictions like drugs and alcohol)
- Payment arrangements
- Assistance with language, literacy or numeracy
- Adjustments to physical environment(s).

For more information please refer to 5th Point's *Candidate Support Policy and Procedure (TG-003)*.

### **3. Certification**

#### ***Statements of Attainment***

5th Point will only issue a Statement of Attainment (or other AQF certification documentation) to a candidate who has been assessed as satisfactorily meeting the requirements of the relevant Unit of Competency Training Package.

Candidates who complete one or more Unit of Competency but not a full set of units required for a qualification are entitled to a Statement of Attainment for the Units of Competency completed.

#### ***Unique Student Identifier (USI)***

5th Point is not to issue a Statement of Attainment to a candidate who has not provided a USI unless a legislative exemption applies.

#### ***Timing for Issue of Statements of Attainment***

5th Point will endeavour to issue Statements of Attainment to candidates within one week of course completion.

Where 5th Point is unable to issue a Statement of Attainment within one week of course completion, the Statement of Attainment will be issued no later than 30 calendar days of course completion.

A Statement of Attainment may be withheld till full payment of all course fees has been received.

#### ***Reissue of Statement of Attainment***

Candidates are responsible for the safe storage of their Statements of Attainment. If a candidate requires reissue of their Statement of Attainment, a reissue fee of \$80 will be charged.

#### ***Credit for Learning at other RTO's***

As 5th Point only offers individual Units of Competency, which require regular renewal to meet industry expectations, candidates will be expected to undertake the relevant course and assessment to receive a Statement of Attainment from 5th Point with for that Unit of Competency.

## **7. Candidate and Trainer / Assessor Feedback**

5th Point is committed to systematically reviewing and improving its policies, procedures, products and services in order to generate better outcomes for candidates and meet changing industry and sector requirements.

For more information, please refer to 5th Point's *Continuous Improvement Strategy (QA – 002)*.

As part of the continuous improvement process, 5th Point will collect and respond to candidate and trainer / assessor feedback in a timely and considered manner.

The *IRATA Training Evaluation Form (QA-F01)* will be distributed to all participating IRATA candidates at the completion of each course. The *RTO Training Evaluation Form (QA-F07)* will be distributed to all participating RTO candidates at the completion of each course.

For more information, please refer to 5th Point's *Candidate and Trainer Feedback Procedure (QA –004)*.

## **8. Work Health and Safety**

### ***Work Health and Safety Statement***

5th Point is committed to ensuring a safe and healthy working environment.

5th Point believes that most work-related injuries are preventable and that a zero accident target is not only desirable, but also possible.

5th Point considers nothing more important in the undertaking of work than the prevention of injury or ill health to people in its workplace.

For more information, please refer to 5th Point's *WHS Policy and Procedure (HR-002)*.

### ***5th Point's Responsibilities***

5th Point accepts primary responsibility for ensuring the health and safety of employees and contractors and others affected by work carried out by its employees and contractors.

5th Point accepts primary responsibility for ensuring that premises under its control, the means of entering and exiting the premises and anything arising from the premises are without risks to the health and safety of any person.

For more information, please refer to 5th Point's *WHS Policy and Procedure (HR-002)*.

### ***Incident / Injury Reporting***

All incidents and injuries to 5th Point employees, contractors, or occurring on 5th Point controlled premises must be reported by completion of an *Incident Report Form (HR-F08)*.

Completed *Incident Report Form's (HR-F08)* must be provided to the RTO Manager for investigation and reporting.

For more information, please refer to 5th Point's *WHS Policy and Procedure (HR-002)*.

### ***First Aid***

All Level 3 Rope Access Technicians must hold appropriate First Aid qualifications and will act as work site first aiders.

All other first aiders on each worksite will be identified on the relevant Safe Work Method Statement (SWMS) or other risk assessment documentation.

A first aid kit must be made available at all work sites in a prominent and accessible location.

The location of first aid kits must be clearly advertised at all 5th Point controlled work sites.

For more information, please refer to 5th Point's *WHS Policy and Procedure (HR-002)*.

## 5. Bullying and Harassment

### *Definitions*

Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons.

Examples of bullying include: humiliation, domination, intimidation and victimisation.

Harassment is the systematic act and/or continued unwanted and annoying action by an individual or group towards one or more persons, including threats and demands.

Harassment may occur as a result of race, disability, gender identity, religion, and sexual preference.

Discrimination is treating or proposing to treat a person or group of persons less favourably than others based on an identifiable difference.

Discrimination may occur as a result of age, race, disability, impairment, gender identity, religion, marital status, pregnancy, parenthood, breastfeeding, political opinion, irrelevant medical record, irrelevant criminal record, sexual preference or association with a person who has, or is believed to have, an attribute referred to in this section.

For more information, please refer to 5th Point's *Bullying and Harassment Policy and Procedure(HR-004)*.

### ***Bullying, Harassment and Discrimination Statement***

5th Point is committed to ensuring a work and training environment free from bullying, harassment and discrimination.

5th Point will not accept bullying, harassment or discrimination by any person(s) against any other person(s) on a premise under the control of 5th Point.

5th Point recognises that there is an acceptable level of banter between person(s) in the workplace.

All person(s) retain the right to clearly express concerns or dissatisfaction with any actions or behaviour that causes offence, and the offending person(s) must respectfully cease their behaviour.

For more information, please refer to 5th Point's *Bullying and Harassment Policy and Procedure(HR-004)*.

### ***Disciplinary Action***

All persons who violate this 5th Point's *Bullying and Harassment Policy and Procedure (HR-004)* are subject to removal from premises controlled by 5th Point.

### ***Complaints***

Any affected person may make a complaint against any other person (regardless of rank or position) in accordance with the *Complaints Policy and Procedure (TG-004)*.

## 10. Complaints and Appeals

### ***Assessment Practices***

All trainers / assessors must ensure that assessments are completed in accordance with the requirements of the relevant Training Package.

Assessment procedures must recognise equity issues while ensuring the integrity of the assessment process.

Trainers / assessors must advise students, at the commencement of the course, of the elements of competency, the assessment methodology and when the assessments are to be conducted.

5th Point recognises that grievances can arise from time to time and believe that the quick settlement of these matters is in the best interests of all parties concerned.

### ***Appeals***

5th Point will respond to all grievances in a timely and fair manner in accordance with relevant processes.

5th Point defines an appeal as an earnest request for reconsideration of a result given by a trainer / assessor due to a belief that the result given was unfair or unjustified.

For more information please refer to 5th Point's *Appeals Policy and Procedure (TG-005)*.

## **11. Assessment and Recognition of Prior Learning**

### ***Assessment Practices***

All assessments conducted by 5th Point will be competency based and are designed to determine whether candidates can demonstrate the targeted competencies.

Assessors are responsible for ensuring that all assessments are conducted in accordance with relevant instructions contained in the tools as well as the principles of assessment and rules of evidence.

For more information, please refer to 5th Points Assessment and Recognition of Prior Learning (TR-005).

### ***Additional Assessment Opportunities***

Where a candidate is deemed not yet competent on completion of their training and assessment and are provided an opportunity to schedule a reassessment (in accordance with the relevant Unit of Competency requirements as set by 5th Point) a date for the reassessment is to be negotiated with 5th Point.

A reassessment fee of \$100 is applicable to all reassessments.

For more information, please refer to 5th Point's *Candidate Enrolment Policy and Procedure* (TG-002).

### ***Fee for Recognition of Prior Learning Application***

An application for RPL must be accompanied by full payment of the relevant Unit of Competency course fees.

A discount of 10% of the course fees may be applied at the discretion of the Business Manager where it is determined that assessment of the RPL application will be relatively simple or the candidate is able to attend a previously scheduled assessment for the same Unit of Competency without altering teaching / assessment ratios.

A determination that additional evidence is required to support the RPL application will not incur any further fees.

For more information, please refer to 5th Point's *Assessment and Recognition of Prior Learning* (TR-005).

## Appendix A – Policies and Procedures

The following policies and procedures are attached to this candidate handbook for your reference if required. Please contact your trainer or a member of 5th Point Management for any further assistance.

- *Continuous Improvement Strategy (QA-002)*
- *Trainer and Candidate Feedback Procedure (QA-004)*
- *Environmental Strategy (QA-005)*
- *WHS Policy and Procedure (HR-003)*
- *Bullying and Harassment Policy and Procedure (HR-004)*
- *Drug and Alcohol Policy and Procedure (HR-005)*
- *Candidate Enrolment Policy and Procedure (TG-002)*
- *Candidate Support Policy and Procedure (TG-003)*
- *Complaints Policy and Procedure (TG-004)*
- *Appeals Policy and Procedure (TG-005)*
- *RTO Quality and Compliance Strategy (TR-001)*
- *RTO Training and Assessment Strategies (TR-002)*
- *Marketing and Information to RTO Candidates (TR-003)*
- *Candidate Certification Policy and Procedure (RTO) (TR-004)*
- *Assessment and Recognition of Prior Learning (TR-005)*
- *RTO Assessment Validation (TR-006)*
- *RTO Data Collection and Reporting (TR-007)*
- *Training Venue Emergency Evacuation Plan (Aus) (TV-003)*

## Appendix B – Common Forms

The following common forms are attached to this candidate handbook for your reference and completion if required. Please contact your trainer or a member of 5th Point Management for assistance.

- *Course Enrolment Form (TR-F01 & TR-F01.1)*
- *LLN Assessment (TG-F03)*
- *IRATA Training Evaluation Form (QA-F01)*
- *RTO Training Evaluation Form (QA-F07)*
- *Opportunity for Improvement Form (QA-F02)*
- *Complaints Form (TG-F04)*
- *Appeal Form (TR-F06)*
- *Incident Report Form (HR- F06)*