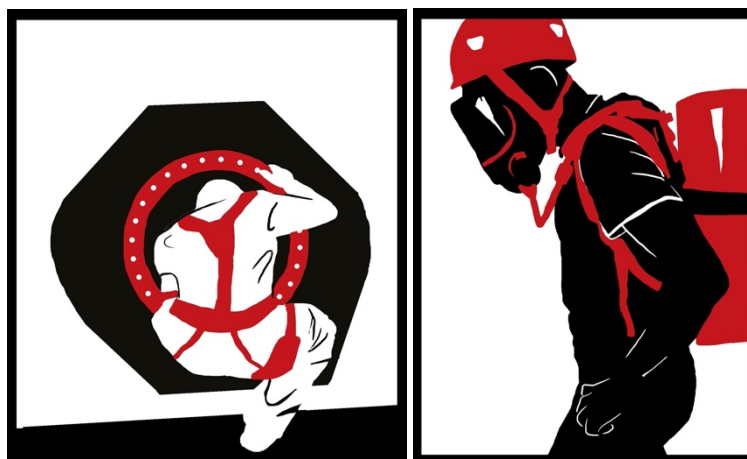


5TH POINT

Candidate Handbook



5th Point Group

Operations | Australia | New Zealand

www.5thpoint.com

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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 (RIIWH204E) and Enter and Work in Confined Spaces (RIIWH202E).

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 by:

- Delivering custom 5th Point training products and materials
- Utilising only highly skilled and knowledgeable trainers
- Maintaining our trainer experience in relevant operations in industry
- 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
- Making students workplace ready for the industry.

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).

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).

Trainers and Assessors can be reached through the generic email training@5thpoint.com.au. Please address to specific trainer / assessor in subject line.

If you are uncomfortable approaching any other identified contact, please feel free to contact the Global Operations Director, Leigh Greenwood (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 Registered Training Organisations (RTO) 2015 (2019 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 2020
- The National VET Regulator Act 2011 (Cth)

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 course fees 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 www.usi.gov.au

If students do not already have a USI, one can be registered at www.usi.gov.au. The process takes around 4 minutes to complete.

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 on the course. Therefore, full course fees are required to be paid at the time of enrolment. An invoice can be issued for payment and a tax receipt will be provided upon payment of the invoice.

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

The course fees include the cost of relevant materials and resources required to participate in the course, and if deemed competent on completion, 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 upon written request and with supporting evidence.

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. The RTO may then design an Individual Learning Plan for the candidate and offer support from various sources, internal and / or external, depending on their needs and suitability.

The candidate may also be deemed not to have sufficient language, literacy and numeracy skills to support their learning and course requirements to reach a competency outcome. If this is the case, then options will be discussed with the candidate, which may include deferring the course commencement to a later date and / or sourcing external support for their needs, such as a reading/writing course or an English Language course.

Once the candidate has commenced the course, it is the responsibility of the trainer to monitor candidate progress and notify the RTO Manager if any additional / further support needs are identified throughout the learning process.

Candidates are also encouraged to express their views about their learning needs at any stage 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, such as additional hard copies, or soft copies of resources
- Assistance with knowledge and understanding of the subject, such as additional mentoring and support
- 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 to a candidate who has been assessed as satisfactorily meeting the requirements of the relevant Unit of Competency from a particular training package.

Unique Student Identifier (USI)

5th Point will not 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

Generally speaking, 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 after the candidate has been deemed to be competent by the assessor, and all internal checks, balances and audits have been completed for the CEO to sign off on the issue of the certificate.

No Statement of Attainment will be released until full payment of the course fees have 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 documentation fee of \$80 will be charged.

Credit for Learning at other RTO's

As 5th Point only offer individual Units of Competency, which require regular renewal to meet industry expectations and standards, candidates will be expected to undertake the relevant course and assessment in full to receive a Statement of Attainment from 5th Point with for that particular 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 candidates 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 / Business 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 and/or training site will be identified on the relevant Safe Work Method Statement (SWMS) or other company prescribed risk assessment documentation.

A first aid kit will be made available at all work sites / training sites in a prominent and accessible location. The location of first aid kits is clearly advertised and as marked 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, but not be limited to, 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, but not be limited to, 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 recognizes 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. All person(s) privacy will be respected.

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

Disciplinary Action

All persons who violate the 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)*. All person(s) privacy will be respected

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 misunderstandings 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 misunderstandings / 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 are competency based and are assessed against a set of criteria to determine whether candidates can demonstrate the targeted competencies.

Candidates will have to demonstrate the required skills and knowledge against the set criteria of the unit of competence.

Assessors are responsible for ensuring that all assessments are conducted in accordance with relevant instructions contained in the assessment tools and resources as well as The Principles of Assessment and The 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)*