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REGISTERED TRAINING ORGANISATION 52370
LEE TRAINING SOLUTIONS
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RIIWHS204 Work safely at heights

Course Overview



NATIONALLY RECOGNISED TRAINING

COURSE OVERVIEW INFORMATION

Course Description

RIIWHS204 WORK SAFELY AT HEIGHTS

The course provides enrolled candidates with job opportunities in the Industry Mining, Construction and Resource industry.

The course is delivered with off the job and on the job training by fully qualified Trainers and assessors for Lee Training Solutions Pty Ltd.

Course Requirements

- Minimum of 18 years of age
- The ability to read, write and communicate in English

Unique Student Identifier (USI)

Lee Training Solutions will be required to process your competency after training has been completed a validation of your Unique Student Identifier number (USI).

What is your (USI)

The USI is a randomly generated alpha-numeric code that is available online and at no cost to the student. That code will stay with that individual student for life and be recorded with any nationally recognised VET course that is undertaken.

When must I give the number to the Trainer?

The USI must be given to the trainer prior to training commencing for validation purposes.

Will my USI number be secure?

Yes. Under the Privacy Act 1988 and the legislation retaining to your USI number Lee Training Solutions must keep this number secure. This will be managed through our Student Management System (Job ready).

Unique Student Identifier (USI) Exemption

Candidates can apply to the USI department at usi.gov.au for an exemption; Lee Training Solution must site an original copy of the exemption prior to training commencing.

Career opportunities/ pathways

On successful completion of the course, the Statement of Attainment achieved may lead to employment in the Mining, Resources and Construction industry.

Units of competency to be achieved

The Course is achieved through gaining competency in the following unit.

RIIWHS204 WORK SAFELY AT HEIGHTS

Personal protective equipment

Personal protective equipment is needed to ensure the Safety and Health of all candidates undertaking the course. It is a course requirement that the following minimum personal protective equipment is brought to the course:

- Safety boots
- Long jeans or trousers
- Sun protection

Stationary

Candidates will be required to bring a pen to the course.

Theory classes

Learner guides are supplied to all candidates at the beginning of the course. Written assessment of the candidate's knowledge will be undertaken to ensure competency in line with the unit requirements.

Practical component:

Practical assessments are undertaken after the successful completion of the written assessment.
Practical assessments will be observed by the assessor to ensure that competency is achieved in line with the unit requirements.

Practical tasks must be undertaken in a safe manner otherwise a record of Not yet competent may be recorded.

Delivery mode and duration

This unit is delivered over a full day.

The delivery mode for the unit will be:

- Course presentation
- Written assessment
- Practical assessment

Language-Literacy and Numeracy (LLN) requirements

Lee Training Solutions ensures all candidates have the best opportunity to be deemed competent in their selected course. Where previous LLN skills are not known through previous training or the candidate identifies issues surrounding LLN skill set, a self-test will be conducted, and a referral can be offered to the candidate if required.

Competency Achievement

Lee Training Solutions provides appropriate learning support to all candidates through its training and assessment delivery applying reasonable adjustment to training and assessment where learning difficulties are experienced by the candidate. 1 re assessment will be provided to assist a candidate to gain competency. However where this re assessment is provided and a candidate has not yet gained competency a repeat of training and assessment in any unit of competency will attract further course fees.

Recognition of Prior Learning

RPL is a form of assessment that acknowledges skills and knowledge gained through:

- Formal training conducted by industry or education
- Work experience
- Life experience

The main principle of RPL focuses on the outcomes of learning rather than when or where the learning occurred. Evidence of competency is collected by the candidate and submitted to the nominated assessor and assessment is made based on the required industry standard within the relevant training package unit of competency.

If you believe this may apply to you for any part of the course, then you should request an application kit during the enrolment process.

Course Fee:

The following course fees relate to this unit:

- Course fee- As per advertised price
- Secondary assessments- $80 including GST per person

- Day rates for large bookings can be arranged by contacting Lee Training Solutions
- Companies will be charged GST on training provided

Reissuance

Is a fee payable when an original copy of the Statement of Attainment for a course you have undertaken, with Lee Training Solutions is requested at a future date

- Reissuance fee- $50 GST-$5 Total-$55
- RPL will be priced according to application.

Travel arrangements

Travel arrangements for the Trainer and Assessor for work outside the Perth metro area is charged at cost plus 15%.

Alternately travel arrangements can be made by the client by issuing Lee Training Solutions with travel arrangement documentation prior to course commencement.

Recognition Policy

Lee Training Solutions has a policy in place that recognises all Qualifications that are issued by other Registered Training Organisations.

Payment methods

Booking form and invoice will note payment method.

Fees Paid in Advance

Lee Training Solutions will only enrol candidates who have paid the required course fees in advance or Employer has supplied a Purchase Order number.

Lee Training Solutions will only accept a maximum of $1000.00 candidate fees in advance of course commencement.

Following course commencement fees required to be paid will not exceed $1500.00 for any part of course that is yet to be delivered.

Additional Service Costs

Once **Lee Training Solutions** issues a Statement of Attainment to a candidate and the candidate requires reissue of the Statement of Attainment in the future a service fee of $55 GST inclusive will apply.

Course Completion Guarantee

Once the candidate has commenced their chosen course **Lee Training Solutions** will guarantee to complete the training and/or assessment within the course duration and will further negotiate the timing for completion of the course if a candidate is unable to complete the course due to illness or extenuating circumstances.

Refund

In the case of early withdrawal **(Valid reason agreed by Lee Training Solutions)** from the course, where 20% or less of the course has been provided to the candidate a 100% refund less $30.00 admin fee will apply. Where less than 50% of the course has been provided to the candidate a 50% refund less $30.00 admin fee will apply. Where 50% or more of the course has been provided to the candidate no refund will apply.

If Lee Training Solutions is not notified 5 days prior to booking the course the whole course fee will be charge to the client.

Please contact us immediately if unable to attend the course: Phone 0409 686 639

Complaints and Appeals

The complaints and appeals policy of **Lee Training Solutions** provide an avenue for candidates to address their complaints and appeals to **Lee Training Solutions** Management and have them dealt with in a constructive and timely manner. All outcomes of complaints and appeals will be responded to in writing. If resolution is not reached an independent adjudicator may be sought at little or no extra cost to the candidate.

If Complaint or appeal extends past a 60-day period Lee Training Solutions will ensure the candidate will be kept informed of the progress via email on a weekly basis.

Please note: Complaints and appeals must be lodged within a 48-hour period from the completion of the course or will not be considered.

National Training Complaints Hotline

The government has introduced the National Training Complaints Hotline for candidates who to make a complaint about any training issues they may have.

They can be contacted on the following email address or phone number:

skilling@education.gov.au or 133873

Lee Training Solutions can be contacted by email or phone

Contact details:
Lee Training Solutions Pty Ltd

Craig Lee Managing Director

PH 0409 686 639

Email; leetraining@bigpond.com

LEE TRAINING SOLUTIONS (LTS) CODES OF PRACTICE

Training and Assessment services
LTS management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.

Issuance of Qualifications
LTS will promptly provide copies of all qualification and statements of attainment achieved by enrolled Candidates and provide ongoing assistance to enquiring Candidates with regard to their record of achievements and statements of attainment.

Financial Management
LTS applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the Candidate enrolment form)

Records and Information Management
LTS is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past Candidates. All staff employed by LTS will be required to apply themselves to the provisions of the Privacy Act 1988.

Access and Equity
LTS Management and staff aid all clients to identify and achieve their desired outcomes. LTS is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.

RPL (Recognition of Prior Learning)
LTS management and staff are committed to supporting The RPL enquiries and requests from potential and enrolled Candidates. Enrolling Candidates are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.

Stakeholder feedback
LTS is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.

Provision of information
Clear and accurate advice is provided to all enrolling Candidates at LTS. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.

Legislative Compliance
LTS Management and staff conduct periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.

Marketing Accuracy
LTS Management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.

Complaints and Appeals
The complaints or appeals policy of LTS shall ensure that all complaints or appeals are dealt with in a constructive and timely manner. All complaints or appeals shall be reported in the Management meetings and client feedback forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint or appeal.