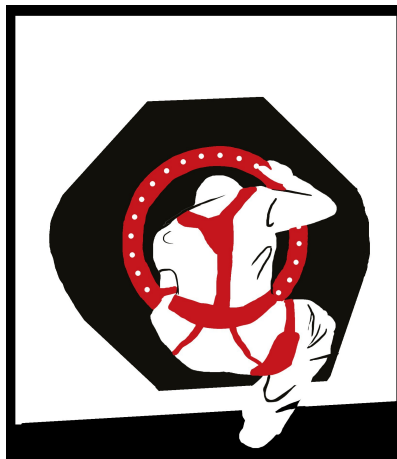


5TH POINT

GWO Candidate Handbook NZ



5th Point Group

Operations | Australia | New Zealand

www.5thpoint.com.au : www.5thpoint.co.nz

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5th Point GWO Candidate Handbook NZ

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 GWO and 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 General Manager.

We sincerely hope your time at 5th Point 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 at our purpose-built training facility in Brookvale. 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, opening training facilities in Wellington and Auckland, New Zealand.

In 2014, 5th Point made the decision to register as an RTO. We underwent audit and registration in 2015, enabling the provision for training Work Safely at Height (RIIWHS204E), Enter and Work in Confined Spaces (RIIWHS202E) and Provide First Aid (HLTAID011).

To support our commitment to providing the highest quality of training, in 2023, 5th Point underwent audit with the Global Wind Organisation (GWO), enabling the provision for GWO Basic Safety Training Initial (BSTI) and GWO Basic Safety Training Refresher (BSTR).

To compliment the GWO Basic Safety Training (BST), 5th Point offers additional nationally recognised units of competencies from the height sector in conjunction with Allens Training (*Training and assessment delivered on behalf of Allens Training Pty Ltd 90909*).

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 as an appendix and can be accessed from 5th Point management, where required.

If you have any questions or concerns, please don't hesitate to contact your trainer, or any other member of 5th Point Management, including the Global Operations Director or General Manager.

Key Contacts

Administrative, equipment / PPE and retail sales queries, are to be directed to the Office Coordinator (sales@5thpoint.com.au).

Human resource enquiries, including work health and safety queries or concerns, or complaints / appeals, are to be directed to the General 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 *GWO Quality and Compliance Strategy (TW-001)* has been written against the obligations of the GWO framework, which incorporates:

- GWO Requirements for Training (v.15)
- GWO Requirements for Certification (v.14)
- GWO Basic Safety Training Standards (v.19)
- GWO Basic Safety Training Refresher Standard (V.19)
- Occupational Health and Safety (OSHA)
- IOS 45001: 2018
- IOS 14001: 2015
- IOS 9001: 2018

Each of the obligations of the GWO 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 \$20 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 *GWO Quality and Compliance Strategy (TW-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 *GWO Quality and Compliance Strategy (TW-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 *GWO Course Enrolment and Medical Self-Assessment Form (TW-F01 & TW-F01.1)* and pay relevant course fees prior to course commencement.

All candidates will be provided access to this candidate handbook as part of the enrolment process.

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

- The candidates rights and responsibilities as outlined in the *GWO Candidate Handbook NZ (TG-008)*
- The applicability of the course to the candidate's 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)*.

WINDA ID

5th Point will require all prospective GWO candidates to create a personal profile in WINDA and provide their WINDA ID number on the *GWO Course Enrolment Form and Medical Self-Assessment Form online (TW-F01.1)*.

Candidates can create a WINDA profile at <https://winda.globalwindsafety.org/register/>.

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
- WINDA ID numbers
- Certificate of Completion 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 Global Wind Organisation upon their request.

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 GWO training 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.

The course fees include the cost of relevant materials and resources required to participate in the course, and if deemed competent on completion, candidates will be issued a GWO certificate of completion by WINDA.

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

The candidate may 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, or adding additional reading to the course, 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 General 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 General Manager.

Types of Support

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

- Flexibility of training hours
- 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
- 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)*

6. Certification

Certificate of Completion

The Global Wind Organisation (GWO) will only issue a certificate of completion to a candidate who has been assessed as satisfactorily meeting the requirements of the GWO Basic Safety Training course.

WINDA ID

The Global Wind Organisation (GWO) will not issue a certificate of completion to a candidate who has not provided a WINDA ID number to 5th Point upon enrolment to the GWO training course.

Timing for Issue of Certificate of Completion

5th Point will ensure all GWO training records are uploaded to WINDA database system within no more than 7 business days after the completion of the training module. Candidates should receive the certificate of completion from GWO via email upon completion of the course.

No Certificates of Completion will be released until full payment of the course fees have been received.

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 *GWO Course Evaluation Form (TW-F05)* will be distributed to all participating GWO candidates at the completion of each course. In addition, all candidates will receive a GWO Participant Feedback Survey directly via email from the Global Wind Organisation.

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-003)*.

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-003)*.

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 General Manager for investigation and reporting.

All reported incidents will be documented in *WHS Incident Report Register (HR-R02)*.

For more information, please refer to 5th Point's *WHS Policy and Procedure (HR-003)*.

First Aid

To ensure safety during the GWO training course, at least one with a first aid qualification will be present. This will be 5th Point's GWO Trainer facilitating the course.

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-003)*.

9. 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) retains 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 GWO 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.

All candidates will be provided with 5th Point's appeals process prior to course commencement via the GWO course enrolment form, which includes a link to this GWO Candidate Handbook NZ.

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

11. Assessment Information

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 GWO Standards and Modules.

Trainer / Assessors are responsible for ensuring that all assessments are conducted in accordance with relevant instructions contained in the GWO Standards and Modules.

For more information, please refer to *GWO Basic Safety Training Standards_BST_V19* and 5th Points *GWO Training and Assessment Policy and Procedure Learning (TW-002)*.

Appendix A – Policies and Procedures

The following policies and procedures are available to all candidates 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)*
- *GWO Quality and Compliance Strategy (TW-001)*
- *GWO Training and Assessment Policy and Procedure (TW-002)*
- *GWO Candidate Certification Policy and Procedure (TW-003)*
- *Training Venue Emergency Evacuation Plan (AKL) (TV-011)*
- *Training Venue Emergency Evacuation Plan (WLG) (TV-004)*

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.

- *GWO Course Enrolment and Medical Self-Assessment Form (TW-F01 & TW-F01.1)*
- *LLN Assessment Form (TG-F03)*
- *GWO Course Evaluation Form (TW-F05)*
- *Opportunity for Improvement Form (QA-F02)*
- *Complaints Form (TG-F04)*
- *Appeal Form (TR-F06)*
- *Incident Report Form (HR- F08)*