



Capability Profile

November 2017

Providers of Nationally Recognised
Training and Assessment Services

Central Queensland and surrounding regions.



*Upskill your workforce,
reward your workforce and
give your company a corporate profile lift.*



Business Details and Overview

Contact Details

Business / Trading Name: New Horizons Safety and Training Services

Legal name: Masimo Holdings Pty Limited

Street address: 188 East St, Rockhampton QLD Australia 4700

Postal address: PO BOX 9938, Frenchville QLD Australia 4701

Year Established 2002 (RTO status granted in 2006)

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RTO Provider No. 31372

Corporate Vision

New Horizons Safety and Training Services (NHST) aims to be the choice provider of training and assessment services relating to the mining industry throughout the State of Queensland.

We also aim to create a learning environment whereby all groups work safely, develop trust, commitment and a common sense of purpose and success.

Our company objective is customer focus, providing customer satisfaction, understanding customer needs and to work in a complimentary and integrated manner with our clients and partners.

Training Objective

New Horizons Safety & Training Services is committed to providing our clients with the confidence that their quality objectives will be met. Our training objective is not simply to deliver training material for the sake of itself or our company but to deliver quality training of the highest level that enables participants to contribute significantly to the productivity and efficiency of their workplace while maintaining workplace health and safety and environmental protection standards of the highest degree. In fact, the safety of our clients (and in turn those who work with them) is our first priority.

Core Values / Attitudes

1. Our first priority is people's safety.

Our Business Name says it all, "New Horizons Safety and Training Services" (the word safety appears before training)

2. People's own sense of self-worth.

- Your people: "We want your people leaving our courses with a sense of achievement" and knowing they can contribute to the safety and production of your business"
- Our People: "Every one of our employees is a vital part of our business and we would be poorer without them".

3. Very high quality of training

- You deserve the highest quality of training available.
- Our training programs include innovative, cutting edge and industry relevant models
- Commitment to National VET Regulation and Industry Standards

4. Our business partners

We are nothing without you, you are everything to us. We will strive to provide you with the best service available. We value the inclusion of your company's procedures in training programs we run for you.

5. Continuous improvement of our business

- We are constantly asking ourselves, what can we do to make our services and business processes better?
- We place a high value on industry consultation and collaboration.
- Our attitude to continuous improvement is that "*we will not rest, lest we become mediocre*".

Capability Information

Business Activities Overview

NHST is a **Registered Training Organisation (RTO)** located in Rockhampton, Central Queensland.

Primary business activities include training and assessment services to civil construction and building industries with clients being civil construction enterprises and associated contracting companies, labour suppliers, service providers, government departments and local businesses and organisations.

Training and assessment services include (but are not limited to):

- Company specific inductions
- Standard 11 Coal Mining Inductions
- Mobile Plant Operator training
- Health and Safety Supervisor Training (S123 and G2)
- Confined Space training
- Working at Heights training
- Construction Industry Safety Inductions (White cards)
- Low Voltage Rescue and CPR
- BMA approved Defensive Driving Program (NHST is a BMA approved provider)
- Light vehicle and 4WD operations
- Use of Hand and Power Tools (introductory course)
- TAE40110 Certificate IV in Training and Assessment
- Verification of Competency (VOC) to current national standards
- RPL services

Other services/programs include:

- Work readiness and industry preparation programs aimed at providing pathways to employment for long term unemployed
- Customised safety courses to suit enterprise requirements
- Indigenous training programs (see page 17 for details of past programs)
- RTO Supervision and oversight of traineeships
- Mapping and validation of assessment instruments to national standards
- Training and assessment resource development to meet enterprise requirements

NOTE: Further details relating to core programs and services are provided on the following pages.

Core programs and services

NOTE: For full qualification listing please visit:- <https://training.gov.au/Organisation/Details/3132>

1. Mobile plant (earthmoving and support equipment)

NHST has the scope and expertise to deliver training and assessment programs for the following RII units of competency with customised delivery available.

Mining industry relevant units of competency: (mobile plant):

- RIIMPO206D Conduct bulk water truck operations
- RIIMPO208D Operate support equipment
- RIIMPO336D Conduct belly dump truck operations
- RIIMPO337D Conduct articulated haul truck operations
- RIIMPO338D Conduct rigid haul truck operations
- RIIMPO301D Conduct hydraulic excavator operations
- RIIMPO304D Conduct wheel loader operations
- RIIMPO308E Conduct tracked dozer operations
- RIIMPO310E Conduct grader operations
- RIIMPO312D Conduct scraper operations
- RIIMPO334D Conduct skid steer loader operations using attachments
- RIIMPO335D Conduct skid steer loader operations without attachments

Civil construction relevant units of competency (mobile plant):

- RIIMPO315D Conduct tractor operations
- RIIMPO316D Conduct self propelled compactor operations
- RIIMPO317D Conduct roller operations
- RIIMPO318E Conduct civil construction skid steer loader operations
- RIIMPO319D Conduct backhoe/loader operations
- RIIMPO320E Conduct civil construction excavator operations
- RIIMPO321E Conduct civil construction wheeled front end loader operations
- RIIMPO322D Conduct civil construction tracked front end loader operations
- RIIMPO323D Conduct civil construction dozer operations
- RIIMPO324E Conduct civil construction grader operations
- RIIMPO325D Conduct civil construction scraper operations
- RIIMPO326D Conduct civil construction water cart operations
- RIIMPO337D Conduct articulated truck operations
- RIIMPO338D Conduct rigid haul truck operations

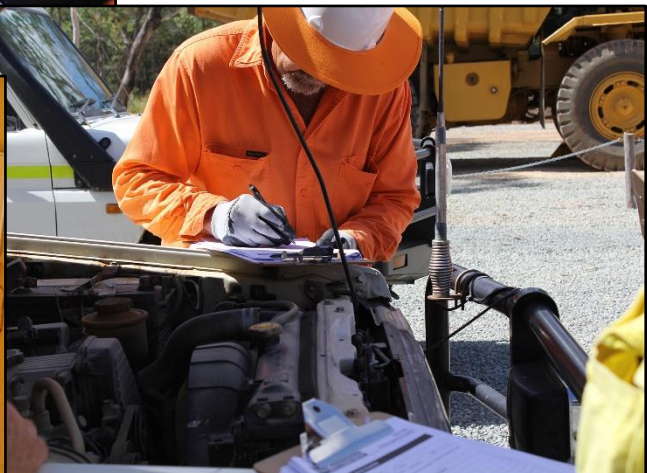
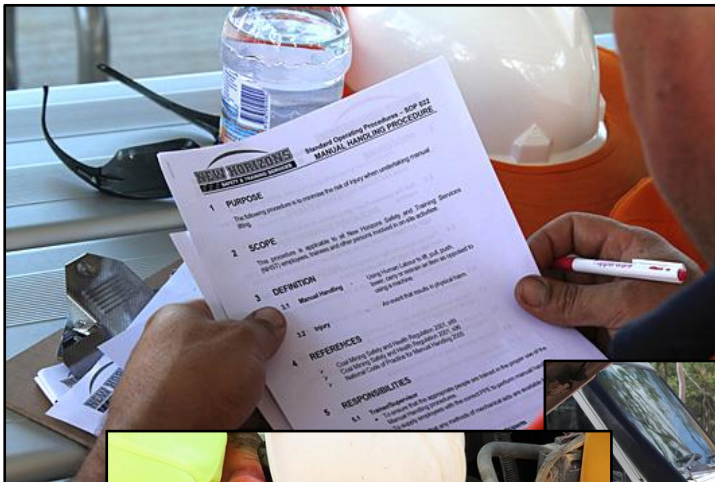
NOTE: RPL and Verification of competency services are available.



Fundamental and generic content of machinery operator courses

All mobile plant and associated equipment training programs include (but are not limited to) instruction on the following:

- Understanding work orders and instructions
- Work area inspections prior to commencing work
- Hazard identification and risk control
- Understanding ground conditions and materials
- Selection of appropriate attachments
- Pre-start and post-operative inspections
- Tagging and isolation
- Capabilities and limitations of machinery (i.e. complying with OEM specifications)
- Smooth and efficient operations
- Monitoring gauges and alarms etc. and responding accordingly
- Emergency procedures
- Working with other machines
- Public and work area safety
- Machinery maintenance responsibilities (to comply with company procedures)



2. Entry level safety induction training and other general courses

Standard 11 Coal Mining safety induction training

Relevant Units of competency include:

RIIWHS201D	Work safely and follow WHS policies and procedures
RIIERR205D	Apply initial response First Aid
RIIGOV201D	Comply with site work processes/procedures
RIIRIS201D	Conduct local risk control
RIICOM201A	Communicate in the workplace
RIIERR302D	Respond to local emergencies and incidents

Building and Construction

CPCCOHS1001A	Work safely in the construction industry
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Enterprise specific inductions

NHST is able to work with company personnel to develop and deliver customised induction training and assessment services.



3. Supervisor training (commonly referred to as S123)

S123

This 3 day program focuses on risk management, communication and accident investigations within heavy industry including the construction and building industries.

- RIIRIS301D Apply Risk Management Processes
- RIIWHS301D Conduct Safety and Health Investigations
- RIICOM301D Communicate Information

G2

A 1 day extension program includes the unit of competency:

- RIIRIS402A Carry out the risk management processes

4. Workplace safety programs for the mining sector include:

- RIIWHS202D Enter and work in confined spaces
- RIIWHS204D Work safely at heights
- RIISAM203D Use hand and power tools
- RIIVEH305E Operate and maintain a four wheel drive vehicle

Low voltage switchboard rescue and CPR:

- HLTAID001 Provide cardiopulmonary resuscitation
- UETTDRRF06B Perform rescue from a live LV panel

Customised risk management courses (entry level programs included)

Manual handling program (non-accredited)

5. High Risk Work programs

NHST trainer/assessors have Workplace Health and Safety Queensland (WHSQ) accreditation and expertise to deliver training and assessment programs for the following units of competency:

- CPCCLDG3001A Licence to perform dogging
- CPCCLRG3001A Licence to perform rigging basic level
- TLILIC2001 Licence to operate a forklift truck
- TLILIC0012 Licence to operate a vehicle loading crane (capacity 10 metre tonnes and above)
- TLILIC2005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
- TLILIC3006 Licence to operate a non-slewing mobile crane (greater than 3 tonnes capacity)
- TLILIC3008 Licence to operate a slewing mobile crane (up to 20 tonnes)

NOTE: RII units also available when undertaking High Risk training programs



6. Verification of Competency (VOC)

Verification of Competency is the process of assessing a candidate's skills and knowledge against a Nationally Recognised or equivalent standard.

VOCs are available for all units of competency within NHST's scope of registration.

A VOC is often required as part of a pre-employment skills evaluation process.

7. Assessment validation and mapping services

Review of enterprise competency assessment materials for the purpose of ensuring they validate against national competency standards.

Safety first

All of our training programs and services are very heavily weighted towards safety.

This is the overarching and most critical focus of every service we provide.

To emphasise this point, the following list provides a summary of content that is incorporated into training and assessment programs delivered by NHST:

- Duty of care and legislative obligations
- Personal protective equipment (PPE)
- Risk management
 - Identifying hazards
 - Assessing risk
 - Identifying appropriate control measures
 - Monitoring controls
 - Using applicable tools (Take 5, JSA, Risk scoring tools etc. etc.)
- Understanding and complying with site procedures
- Effective communication
 - Pre-start / toolbox meetings
 - Workplace co-ordination
 - Team work
 - Two way radio
 - Positive communication
 - Shift handovers
 - Reports and records
- Isolation of energy sources
- Tag and lockout procedures

Geographical area of service

NHST conducts training and assessment services across all of Queensland.

The main focus areas are:

- Central Queensland
- South East Queensland
- Northern Queensland

Staffing Structure

NHST consists of 4 main areas of staffing.

1. Management

(Senior Management, Business, Business Development, Financial Management and Compliance)

2. Training/Assessing

(Training and assessing, competency verification, resource development)

3. Administration

(Student management systems, corporate and client management systems, data processing, compliance etc.)

4. Support Staff

(Data processing, training resources processing, facility/plant maintenance etc.)

Number of full time employees: 12

Training staff capability

NHST trainer/assessors each have more than ten years' workforce experience in roles relevant to the training programs they deliver.

All training staff personnel are qualified trainer/assessors and have received their full TAE40110 Certificate IV in Training and Assessment qualification.

Main industries or fields of workforce experience include (but are not limited to):

- Coal Mining
- Civil Construction
- Building and construction

Main activities or areas of workforce experience include (but are not limited to):

- Mobile plant operations
- Road and infrastructure development
- Traffic control
- High Risk Work (i.e. work involving forklifts, EWPs, cranes, dogging, rigging etc.)
- Risk management (including development of enterprise systems)
- Carpentry and plumbing
- Crew and personnel supervision
- Health and safety planning and supervision (including incident investigation and reporting)
- Communications

Approach to training and assessment activities

We believe that training and assessment services need to be flexible to meet the demand of changing circumstances and workplace requirements.

We understand that modern day enterprises whether they be small, medium or large, have huge demands placed upon their HR resources and at times it is not practicable to spend large amounts (or in some cases, any amount) of time away from the workplace.

Assessment specifications for nationally recognised units of competency will include both knowledge and practical skills requirements, however, while knowledge is a critical component of any training program we have a firm belief that knowledge is not gained through study books or PowerPoints alone but also by participating in tangible activities that are relevant to operational tasks.

At NHST, we embrace the concept of "Adult Learning" and believe that a practical, hands on approach to training and assessment often leads to a more positive learning experience.

In this respect, NHST has developed training and assessment processes that incorporate workplace and practical activities to eliminate or reduce the necessity for external classroom training sessions.

Moreover, on-site training is an efficient way to ensure training is undertaken at a time and date suitable to your organisation and offers significant benefits to your company including:

- having your whole team trained under your own schedule
- minimal downtime
- no extra travel for your staff
- familiar environment

Our goal is to conduct training and assessment services for your organisation in a way that is seamlessly integrated into your business activities.

To enquire about on-site training solutions for your business or to arrange a consultation, please contact our head office on (07) 4927 0666 or email us at admin@nhst.com.au.



“ Our company objective is customer focus, providing customer satisfaction, understand customer needs and to work in a complimentary and integrated manner with our clients and partners. ”

Greg McMillan
Managing Director
New Horizons Safety & Training Services



Head Training Centre - 188 East St, Rockhampton

The NHST head training facility in Rockhampton, Queensland consists of the following:

- 5 designated training rooms (varying capacity from 10 to 20 trainees)
- Open plan workshop
- Purpose built Confined Space training facility
- Working at Heights facility and equipment
- Forklift training area
- EWP training area

The Workshop

The workshop has been developed to incorporate industry relevant content into training programs and to provide participants with the opportunity to gain fundamental knowledge and skills required to work on construction or mine sites throughout Australia.

Practical components of training programs include (but are not limited to):

- Accessing, Interpreting and Applying Compliance Documentation (Legislative, Site, Manufactures etc.)
- Personal Protective Equipment (PPE)
- Risk Management
- Hazard Identification and Control
- Isolation and Tagging
- Hazardous Substance Handling
- Housekeeping
- Entering and Working in Confined Spaces (specific facility)
- Working at heights (specific facility)
- Communication (Two Way Radio, Verbal, Written, Emergency)
- Manual Handling
- First Aid
- Emergency Response
- Report Processing

Information and Technology (IT) Capabilities

The following details provide information on IT systems currently used by NHST including brief descriptions of system usage:

Novacore - Content Management System (server based)

- Australian Quality Skills Authority (ASQA – national VET Regulator) compliance
- Quality management system
 - Document management
 - Company policies
 - Company procedures
 - Training and assessment materials and resources
 - Training and assessment validation documents
 - Administration documents

Xero - cloud based accounting software

- Payment processing
- Accounts management
- Management and tracking of invoices
- Expenditure management
- Financial reporting

aXcelerate - cloud based Training Management System

- Program enrolments
- Enrolment confirmations
- Class / program management
- Participant / program progress
- Participant details database
- Customer relationship management (CRM)
- AVETMISS and compliance reporting

Internal Server - IBM

- Data server for classroom training sessions
- Archiving of training records
- Internet access
- Provides data feeds for 25 work stations

Website - www.nhst.com.au

- Hosted by external service provider
- Website managed internally by NHST Staff

Contract/Service Agreement Track record

Demonstrated ability to hold contract arrangements or like agreements

The following is a list of current or recently completed (within the last 6 months) contracts or like agreements held by NHST: * Denotes current contract/service agreement in place.

UGL Limited *

Current contract allowing UGL staff to train and assess under auspicings arrangements with NHST

BMA Coal *

Vendor contract for supply of services including;

- Supervising RTO services for BMA placed traineeships
- BMA Safe Driver Program
- other training requirements as requested

Stanwell Corporation Limited (SCL) *

Currently holder of 2 year tender contract for SCL training and assessment services that include;

- Site inductions
- Authority to Work Processes (ATW permit systems)
- Confined space procedures
- NHST has been awarded this tender on the last 5 occasions representing a 10 year continuous period of delivering contracted services

Construction Skills Queensland (CSQ) *

- Short Course Funding Contract
- Cert III in Civil Construction Plant Operations
- Skills Assessment and Gap Training Contract

Local Government Association of Queensland (LAGQ) *

Designated service provider for training and assessment services to;

- Rockhampton Regional Council
- Woorabinda Aboriginal Shire Council

SkillsDMC - National Workforce Development Fund

Lead organisation – Brosnan Earthmoving and Road contractors

Delivery of RII30809 Certificate III in Civil Construction Plant operations to 45 employees (Two year contract ending in Dec 2015)

Ergon Energy

Preferred Contract Panel for Delivery of Technical Training and Assessment and RPL Services

Indigenous training programs

NHST has developed and conducted numerous training programs for Indigenous groups with the explicit aim of assisting Indigenous persons to obtain employment or up skilling employed personnel.

The major objective of these courses has been to prepare participants for work within the resources and infrastructure industries.

Training has included (but not been limited to):

- Legislative, site and manufacturer's compliance
- Preparation for working within the civil construction industry
- Coal Mining inductions
- Construction industry safety induction (Whitecard)
- Mobile plant operations
- Use of hand and power tools
- Hazard identification and risk management
- Communication skills (verbal, electronic, two way radio, positive communication, etc.)
- Team work
- Reporting requirements

The following table provides a summary of programs delivered by NHST to Indigenous groups:

NOTE: It does not constitute Indigenous training conducted by NHST in its entirety

Description	Year	Participants	Course duration	Comments
Work Readiness	2008	12	3 weeks	Collaboration with Goldings and Salvation Army Employment Plus Included: Generic Induction and Haul Truck Competencies. On-site training supervised by Goldings was also conducted in addition.
Work Readiness	2009	12	3 weeks	
Resource Industry Preparation Program (RIPP)	2010 to 2011	47 in total (5 or 6 per course)	3 week program (x 8 programs)	Included: Whitecard, Generic Induction and Excavator and Skid Steer Loader competencies
Certificate II in Recourse Processing	2012	12	1 week	Core Units only Basic introduction to workplace safety and risk management
Certificate II in Resources and Infrastructure Work Preparation	2013	12	5 weeks	Conducted at Foleyvale. Activities included concreting, fencing and setting up of ablution blocks among others
Mobile Plant Operations	2013 to 2014	9 (approx. 30 units)	18 months	For Woorabinda Aboriginal Shire Council – program was completed in Dec 2014. Includes operations of: Front End Loader / Skid Steer Loader / Grader / Dozer / Backhoe / Tractor / Forklift

Partnering with New Horizons

Your own training policies and procedures are a critical part of your company's infrastructure.

At New Horizons we believe that training programs need to be conducted in strict accordance with guidelines and standards set down by those companies who choose us as their preferred training partner. We have therefore developed training and assessment strategies that enable us to design packages customised to suit your requirements.

Consultation, collaboration and understanding your workplace procedures are key elements in providing training and assessment solutions with positive outcomes for your company.

We understand that your own workplace processes and procedures must be incorporated into any training and assessment program in order for it to be effective and provide outcomes that contribute to your workforce's efficiency and safety.

Our aim is to make training and assessment programs as meaningful as possible and therefore we encourage the use of enterprise equipment and resources such as:

- Standard Operating Procedures (or like documents)
- Safe Work Method Statements
- Risk Management tools
- Hazard reports
- Pre-start inspection checklists
- Plant and equipment (including mobile plant)
- Vehicles
- Workplace

By partnering with us you will be assured that you receive a standard of excellence in training and assessment practices from Industry professionals while maintaining control over content, scheduling and course details.

Helping you to achieve your plan, implement critical initiatives, develop your leaders and maintain the highest level of workplace health and safety standards is what New Horizons Safety and Training is all about.

“ We'll work with you to help you develop a skillful and safe workforce and achieve your quality workplace objectives. **”**

Tony Thomas
Business Development Manager
New Horizons Safety & Training Services

Standards

New Horizons Safety and Training Services is a Register Training Organisation (RTO) that;

- above all else places the safety of its clients and own personnel as the highest priority
- strives for excellence and continued improvement
- ensures that it's services remain relevant and up to date
- places a high value on industry involvement and advice in developing resources and facilities
- embraces industry collaboration to achieve common goals and outcomes
- embraces change and seeks to develop innovative methods of training and assessment
- is experiencing a growing clientele within the civil construction and resources industries

Code of Practice

In addition to the above, NHST's code of practice ensures that it will operate within the following Acts, Regulations and standards:

- VET Quality Framework
- Australian Qualifications Framework (AQF)
- Australian Core Skills Framework (ACSF)
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Vocational Education, Training and Employment Act of 2000*
- *Work Health & Safety Act 2011*
- *Work Health & Safety Regulations 2011*
- *Queensland Coal Mining Safety & Health Act 1999 & Regulations of 2001*
- *Mining and Quarrying Safety and Health Act 1999*
- *Mining & Quarrying Safety & Health Regulation 2001*
- Resources and Infrastructure Industries (RII) Training Package and Competency Standards

