



The Construction Training Centre

Version – 5.0

FOR-ASM-205

Issue Date: 15/08/2017

HOT LEASING OPERATIONS HANDBOOK



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Introduction and purpose of handbook

Welcome to the CTC and Hot Leasing. We hope you enjoy a long and mutually beneficial relationship with us. Safety is of paramount concern to both the Directors and the CTC Team. On a precinct as varied in nature as CTC, safety issues require us all to be constantly vigilant. The potential for an untoward incident to occur is significant. At any one time we may have school children visiting, young adults on pre-vocational courses, new apprentices visiting for the first time, other RTOs working, a train coming through and people unfamiliar with our precinct attending a conference in our conference room. For this reason we are wishing to insure that the RTOs working at CTC are kept safe and contribute to our overall safety.

About CTC

CTC's registered name is CISC Pty Ltd which stands for the Construction Industry Skills Centre and we trade under the name CTC (The Construction Training Centre).

CTC's Mission

we . . . *provide access to innovative skilling solutions*

for . . . *the building and construction sectors*

to . . . *ensure the required skills are available*

supporting . . . *the economic and social development and competitiveness of Queensland*

CTC vision is: ...building skilling solutions.

Quick Facts about CTC

- Have been Around Since 1994
- Is on 12.2 Hectares
- Is a Proprietary Ltd Company
- Has two shareholders: 1 is Industry (50%) and 1 is Government (50%)
- About 25% of land is built on
- Has around 45 tenants
- Has 9 staff

The Precinct

The precinct is divided into three parts. North of the Creek - CTC Industry Park; the middle section; and across the railway line is the southern portion. At any one time there may be as many as 45 different tenanted organisations and hundreds of course participants and staff. A significant number of these may not be familiar with the precinct. Care needs to be taken at all times. See Appendix A for an aerial photo of the precinct and Appendix B for a site map showing the Hot Leasing area. Particular issues of safety, key buildings and **amenity areas** are identified in Appendix C and D.

Accidents & Incidents

We do our best at CTC to avoid accidents and untoward incidents but where they do occur they should be reported so that we can learn from them. Where an injury has occurred there are statutory reporting responsibilities. CTC's policy does not override yours but if there is an accident **or incident** on our precinct involving you or one of your staff we need to know about it to determine **whether it is reportable to authorities**, preventable and what lessons can be learned for the future. This should be reported to CTC as soon as practical but does not supersede any statutory or RTO reporting requirements.

Examples of types of incidents that would require notification include (but are not limited):

- **Physical injury**
- **Damage to CTC property**
- **Damage to another's property on CTC property**
- **Electrical safety incidents etc.**

AED

CTC has an Automated External Defibrillator within our Precinct management Office and staff are trained in its use. In the event that defibrillation is required (i.e. someone has stopped breathing and has no pulse) the CTC office should be called immediately after the ambulance.

Amenities

CTC provides amenities that are available to RTOs and students. These include a Café, toilet and shower facilities and a First Aid Room. In the case of the First Aid Room refer to First Aid & CPR section overleaf. Refer Appendix D for locations.

CCTV

RTOs should be aware that there are a number of CCTV systems located on the site and RTO staff and students are liable to be recorded as a result. This is for security purposes only.

Compliance with legal requirements

RTOs are expected to be compliant with the legislation relevant to their operations. While CTC is not able to be prescriptive for each RTO there are a number of key pieces of legislation with relevant regulations that each is expected to be both knowledgeable of and compliant with:

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011
- Environmental Protection Act 1994
- Environmental Protection Regulation 1994
- Fire and Rescue Service Act 1990

- Building Fire Safety Regulation 2008

Contaminated Land

CTC was previously an industrial complex so there was the presence of petroleum and heavy metals. The areas affected by this were remediated and there is a site plan indicating where some of this soil was buried. It is important that before you dig into any land at CTC that CTC has given you the all clear.

‘Danger’ Signage

Consideration should be given by each RTO as to the nature of their activity and whether danger signs and barriers need to be deployed. If deployment will affect the free flow of pedestrian and/or road traffic, CTC staff should be advised beforehand. Consideration should always be given to the need for trip hazard signage around the immediate vicinity of the work being undertaken. While CTC has some signage available, the supply and deployment of appropriate signage is the responsibility of the RTO.

‘Don’t Walk By’

This initiative is about the generation of a culture in the precinct where if something needs addressing it is done by the person discovering the issue.

This is particularly important as part of our commitment to ensuring a safe work site that has minimal impact on the environment. Where RTOs or their students see an event or situation where they feel safety is or could be compromised they should intervene as necessary. At the very least a verbal report to the Precinct management office would be appreciated.

Drugs and Alcohol

CTC is committed to maintaining a productive, safe, and healthy work environment, free of unauthorised drug and alcohol misuse. The RTO is to ensure that their staff and/or students do not enter the precinct if they suspect they are under the influence of alcohol or drugs. Drugs include prescription medication that, when taken, it may be inappropriate for the person to operate equipment or machinery.

Emergency Evacuation and Fire

RTOs must follow the direction of Fire Wardens (including Floor and Area Wardens) and ensure their staff, students and contractors go to the nearest muster point when a Fire Alarm is heard.

CTC’s Chief and Deputy Fire Warden wear white hats while CTC’s area wardens wear yellow caps. The CTC Chief Fire Warden is normally our CEO, and the Deputy is normally our Facility Manager.

Personnel should not leave the site without first speaking to a CTC Team member so that their names can be ticked off for any roll-call. At the rear of this Handbook is the Fire Diagrams which identify the muster points and the evacuation routes. There is a

guide as to which staff member is appropriate for which emergency in the CTC Precinct Management foyer. RTOs should discuss with CTC their own fire response including how they will induct their staff and students for each training session and how a roll-call system will be initiated so that for any muster a complete list of attendees can be used to try and account for all personnel.

Appropriately trained RTO staff are able to use CTC fire hose reels and extinguishers in Hot Leasing if required to fight a fire. Please refer to the Evacuation Diagram at Appendix E for location of this equipment.

Failure to muster even when it would appear obvious that it is a false alarm and/or isolated to another part of the precinct is a serious breach of the Hot Leasing Agreement and may result in refusal to re-offer the facilities to the RTO in the future.

First Aid and CPR

CTC has its own First Aid room located immediately across from its office in Building I. The keys to this are held by the CTC staff. In addition CTC has **two** defibrillators in the event of a cardiac arrest. All CTC staff are familiar with its operation and most CTC staff are holders of current CPR and First Aid Certificates. There is a guide as to which staff are appropriate for which emergency in the CTC Precinct Management foyer.

Hazard Maps

CTC has a series of Hazard Maps that identify a range of hazards on site. RTOs should reference these (**see attached appendices**) and take them into account when drawing up their own risk assessments and operational plans. RTOs should also advise CTC when any of their activities would warrant inclusion onto existing Hazard Maps.

Hazardous Substances and Dangerous Goods

CTC uses Safety Data Sheets (SDS) to identify substances that may be harmful and maintains a file with the relevant sheets included. Any items determined to be hazardous/dangerous will undergo a risk assessment where the appropriate measures for storing, using and disposing are highlighted. This information is included with the register and the items labeled appropriately. Where appropriate, RTOs must maintain their own SDS and be prepared to provide copies to CTC on request.

Hot Works and Other Hazards

No Hot Works are permitted within the Hot Leasing zone without prior approval from CTC. In order to be aware of any hazards operating from time to time that are not outlined in this handbook the RTO should, on

signing in, ask if there are any safety issues that need to be aware of in addition to those outlined here. There is a white board at the CTC Reception that indicates any areas of concern. Note that these will highlight issues relating to common areas or areas over which CTC has control. CTC cannot be across issues relating to a particular tenancy and RTOs should be mindful of this when undertaking work.

Hours of Operation

Office hours are 7:00 am until 5:00 pm Monday to Friday. RTOs must sign-in and sign-out at the CTC Precinct Office during Hot Leasing use. CTC is open every business day of the year. For particularly dangerous work, noisy work, dusty work or work that can cause interference with the tenant's normal business arrangements may have to be made to work outside of normal working hours. Please contact CTC staff to discuss.

Insurance

It is the RTO's responsibility to ensure that they obtain and maintain adequate insurance for the liabilities that they carry for their RTO, students and any contractors they may use. The RTO must provide CTC with certificates of currency on an annual basis.

Isolation of Fire System

RTOs should be aware that the work they undertake, including the operation of some vehicles and plant, could interfere with the Fire Alarm System and potentially activate smoke or other alarm systems resulting in activation of CTC's fire alarm. If the RTO is undertaking work that could cause this event they should liaise beforehand with CTC, giving adequate notice so arrangements to isolate the fire system can be made. Failure to do so and the alarm is activated will result in the cost of the false alarm being charged to the RTO.

Licenses and Certificates

It is the responsibility of the RTO to make sure that those being sent to do the training and/or assessing and/or operate equipment/plant that requires certain prescribed licenses or certificates have the required licenses or certificates to do so. This is particularly important where there are various levels of license. CTC staff reserve the right to examine any license and it must be shown by the RTO on request from CTC. If the RTO fails to show the appropriate license the RTO may be asked to leave the precinct and CTC may refuse to provide a refund for that event.

The RTO is responsible for supervising students while using machinery in the Hot Leasing area, whether this is their own equipment or CTC's.

'Mates in Construction'

CTC is conscious of the issue of Mental Health within the Building and Construction industry. A number of staff at CTC have undertaken Connector Training as well as Assist Training. CTC staff can guide individuals

to the most appropriate agency if there are issues with their mental health. RTOs are encouraged to take advantage of joining the Mates in Construction Scheme for the overall benefit of their workforce (see <http://www.matesinconstruction.com.au>).

Mobile Plant & Equipment (MPE)

There may be times when RTOs requires their own MPE on site. Whether MPE is provided for them by CTC or hired direct by the RTO, the RTO must ensure that their staff or contractors are competent to operate the equipment and that they have the necessary license for the size and type of the MPE being used. RTOs must ensure that any plant they bring onto the Precinct is fit for purpose, properly serviced and safe to operate. Their operator is responsible for conducting operator checks to ensure this is safe to operate, and has all necessary safety and other certifications. All required insurances must also be in place to adequately protect both the RTO and those on the Precinct.

The RTO or RTO Staff Member must report any damage or faults on CTC equipment to the CTC office as soon as possible.

Overhead Lines

There are overhead power and telecoms lines on the precinct on the southern portion. RTOs need to be mindful of this when bringing any vehicles or plant to the precinct. Any damage should be reported immediately and this will be charged back to the RTO.

Parking

At times car parking at the precinct can be limited. It is appreciated if RTOs did not park in tenant designated car parks or disabled car parks. If you or your staff are finding it difficult to find a park please call into the CTC office and we can assist you. The best parking for access to the Hot Leasing area is shown in Green in Appendix A and B. Cars or other vehicles parked illegally may be towed. There is a separate procedure relating to this which is available on request.

Payment

Licence fees apply to the use of the facilities and services. Rates are subject to confirmation at the time of the booking. The minimum charge for Hot Leasing is for a full day. Invoices are issued at the time of booking. 50% of the invoice is required to be paid to confirm the booking. The balance is due one week prior to the training date. Fees can be paid via EFT, Cheque or Credit Card. When purchasing from CTC, card details are transmitted through an application programming interface. Card details are hosted by CISC Pty Ltd after processing.

Personal Protection Equipment (PPE)

RTOs must ensure that they and their students wear the appropriate PPE relevant to the work they are undertaking. **It is a mandatory requirement that all persons attending training in the Hot Leasing area MUST wear hi-vis PPE at all times.**

Principal Person/Party

In each and every case the RTO who undertakes work at the CTC facility fulfills the role of Principal Person/Party for the purposes of the Workplace Health and Safety law operating at the time. [Refer to Section 20 & 21 of the WHS Act for more info].

Quality, Safety & Environment

CTC has implemented an integrated management system which is designed to satisfy the requirements of ISO9001:2008 (Quality); ISO14001:2004 (Environment) and AS/NZS4801:2001 and OHSAS18001:2004 (OHS). Certification in each of these standards is your assurance that we are committed to meeting customer requirements at all times, that we recognise our environmental responsibilities and we are committed to achieving a safe workplace for all people who attend the CTC precinct.

We strive to continually improve across all areas of our business, and we encourage feedback from our customers. At the conclusion of your hire period, we would appreciate it if you took a few minutes to complete the Customer Feedback Form (available from the Customer Support Officer).

‘Quiet Enjoyment’

The tenants of CTC have the right to ‘quiet enjoyment’ and to be able to go about their business without hindrance or interference. It is acknowledged that at times it may be necessary for the RTO to create dust or create noise etc. to undertake training. If this is to occur the RTO is to advise CTC prior to commencing and any disturbance should be kept to a minimum. The RTO should never interfere with any service provision (including water, electricity, power, or telecoms/IT) of any Tenant unless prior approval has been given by CTC.

RCD’s

RTOs are to ensure staff and students always use a portable RCD when carrying out electrical work. The RCD should be tested three monthly and in date on the tag. All electrical equipment should similarly be tested and tagged.

Red Lead

Some parts of the facility, particularly Buildings 1 to 4, have red lead paint on the steel frame which has been painted over with a two-pac coat. If you are on the precinct to deal with any issues that requires working

on the steel structure you should first consult CTC staff. There is a red-lead procedure that should be followed. Please request a copy as required.

Risk Assessments

As part of your Hot Leasing obligations you will be required to undertake a risk assessment to ensure you have adequate controls in place for any identified hazards. The risk assessments should be undertaken in line with the Code or Practice.

Rubbish

RTOs are responsible for removing all their rubbish and debris from the precinct at the completion of their Hot Leasing period. Please contact Precinct Management if you are in any doubts regarding rubbish/debris/soil etc that has been generated as a result of the training undertaken.

Safe Work Method Statements

In order to be safe we require our RTOs to undertake risk assessments and if appropriate Safe Work Method Statements (SWMS) for all high risk training and high risk license training. The onus is on the RTO to conduct rigorous risk assessments and implement risk controls appropriate to their training on CTC premises. These must be maintained in a current format and be provided to CTC staff upon request. If your training (and therefore, your SWMS) does not change from course to course, your original SWMS will suffice for future courses.

Services

Due to its long history the precinct has a number of services that exist or are no longer operable but ducts and conduits remain in place. Refer to *Dial Before You Dig* for the action to take as necessary.

Shortcuts

While at times it may be tempting to take a shortcut through a Tenant’s premises this is prohibited except where CTC has prior agreed access with the Tenant. Many tenants conduct potentially dangerous training activities and if they are not aware of who might wander through their premises they cannot take this into account. If in doubt ask a CTC staff member before entering any area which you are unsure of. Appendix B provides a guide to the Building numbering to assist with orientation.

Signing In and Signing Out

It is imperative that before you commence training on the precinct that you sign-in at the Precinct Management Office (next door to the CTC Café). You must sign back out at the end of your Hot Leasing period. Sign in/out is important for a number of reasons:

- You need to collect the keys and utility box for the space hired. Please ensure all contents are accounted for on return of the box or a fee may be charged;

- It provides the opportunity to relay important safety information to you;
- It gives us a record of who is on site in the event of a Fire or other emergency;
- It enables you to communicate any issues including safety or equipment issues to us;

Smoking

CTC maintains a non-smoking policy in and around the buildings. RTOs with students wishing to smoke should direct them to the designated smoking areas. See appendix B.

Spills

Immediately there is an **environmental or chemical** spill the RTO should call the CTC office 32166711 and a CTC staff member will organize for a spill kit to be deployed. RTOs must NEVER cause or take actions or not take actions that might cause for any spills to enter waterways including storm water drains.

Examples of spills which require notification include (but are not limited to) fuel, herbicide or any chemicals.

Supervision

It is important for RTOs to supervise apprentices and/or trainees to the proper degree. The same is true where a licensed operator is supervising or being assisted by an unlicensed operator. The RTO is responsible for ensuring that the required level and degree of supervision is exercised at all times.

Traffic

The precinct can, at times be very busy. Therefore, a **20 km/h speed limit** is in place. Because of parking shortages some cars may be parked close to pedestrian crossings so care should be taken when crossing roads even at the crossings. This is particularly true if carrying tools or materials that may partially obscure vision. Because young adults attend the precinct you should be aware of the hazards associated with them driving their cars in excess of the prescribed speed limit or in an erratic fashion. Similarly you should impress on all RTO staff and students that the speed limits and sensible driving must be maintained for everyone's safety.

Train

RTOs and their staff should be aware that there is an operational railway line that runs through the precinct. Care needs to be taken when crossing this line. See Appendix F for the main crossing points as well as the location of the rail easement. Additional care should be taken when the locomotive is actually on the line.

Unacceptable Behaviour

CTC does not tolerate unacceptable behavior on the precinct. This includes littering, swearing, inappropriate use of a vehicle, dangerous behavior, offensive behavior towards any CTC tenant or visitor, sexual harassment,

bullying or fighting. In the event that RTO staff or students are deemed to be behaving inappropriately they may be asked to leave and may not be refunded for the facility use.

Vehicle-Pedestrian Interface

The Precinct is particularly busy with many vehicle-pedestrian interface points. These occur not only in the various car-parking areas around the Precinct but also where MPE that may be involved as part of contracting work, or as part of another training course by one of our permanent tenants. Extra caution should be applied when walking or driving in these areas and all RTO staff and students need to be aware of vehicles and pedestrians at all times. Consideration will need to be given to barricading or isolating areas of training as necessary.

White Card

Formerly known as the "Blue Card", a White Card is required to access construction sites. If the training and/or assessment being undertaken falls within the heading of construction, RTO staff and students undertaking that work must hold a White Card or the predecessor Blue Card.

About the Hot Leasing Area

Prior to accessing the Hot Leasing area, RTOs will be required to sign a Hot Leasing Agreement. This Handbook forms part of the Terms and Conditions of the Hot Leasing Agreement. For each and every booking, a Booking Request is required from the RTO to establish a booking in the Hot Leasing area. The Booking Request will include the RTO's business details and contacts as well as such information as ABN; National RTO registration number; and licenses held by staff and/or contractors relevant to the training being undertaken. If the Request is accepted, a booking confirmation will be sent to the RTO. CTC, at its sole discretion, will determine whether an RTO can operate from the Hot Leasing facility. The RTO is not permitted to transfer or assign their booking to another RTO, person or entity.

On signing a Hot Leasing Agreement and prior to using the Hot Leasing area, the RTO and/or training and assessment staff will be required to undertake a site induction which takes about 45 minutes. RTOs will then be responsible for providing the site induction to their staff and students.

The Hot Leasing area has been developed to provide access to RTOs delivering high risk training and high risk work license training. As a quality resource owned by the Queensland Government and the Queensland Building and Construction Industry, CTC would like to see as many RTOs as possible access the facility.

Therefore, bookings will generally be on a first come, first served basis. However, regular long-term users may be given the opportunity to make extended bookings.

As a user of the Hot Leasing area, RTOs will be asked to commit a very small amount of their time to assist CTC to continuously improve and develop the facility. This will be in the form of attendance at Industry Advisory Group meetings. The commitment is not expected to be any more than 2 short meetings per year. These meetings are intended to gather industry input and advice about making changes and/or improvements to the Hot Leasing area to ensure the facility is keeping pace with industry technology and therefore, providing the best possible facility to the industry in which to undertake quality training.

RTOs, including their staff and students, who access the Hot Leasing area must observe and strictly follow the following rules;

- Comply fully with the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2011
- Install and maintain safety barriers where appropriate and without encroaching on other areas. Safety barriers are mandatory where there is a risk to safety of others.
- Ensure that there is adequate access and egress for evacuation
- Advise CTC if there are issues with any persons attending a course in relation to evacuation
- Ensure that where there is plant and pedestrian interface that adequate measures are in place to secure the safety of course participants, trainers, visitors, staff and others
- Ensure the area being used is kept clean and tidy at all times
- Immediately report to CTC staff any damage to MPE or property
- Immediately report to CTC staff any accident or injury such as damage to property, injury to persons, environmental spills such as chemical spills).

The Hot Leasing area is approximately 1850 square metres under roof in the eastern end of Buildings 3 and 4 towards the rear of the precinct. See Appendix B. The area is divided into the following sectors:

Building 3 –

- Scaffolding
- Swing Stage
- Materials Hoist

Building 4 -

- EWP and forklift
- Asbestos removal
- Working at Heights
- Confined Space

Hot Leasing also includes crane licensing which is being run in conjunction with one of our tenants, Lifting Skills. The crane area is located in the open area to the east of Buildings 3 and 4. Lifting Skills and their classrooms are located in Building 10.

Cancellations and Refunds

Fees apply to the use of the Hot Leasing facilities, MPE and services. Rates are subject to confirmation at the time of the booking. CTC reserves the right to cancel confirmed bookings where the client does not have an account within terms or has not paid in full by the due date if they have a cash account.

Contacts

The first point of contact for RTOs will usually be Lynn Starkey-Neate. Lynn is responsible for taking bookings and allocating the appropriate training and assessment space for RTOs. Lynn can be contacted on 3216 6711 or email bookings@ctc.qld.edu.au.

The operation of the Hot Leasing area falls under the control of the Accounts & Sales Coordinator. Any RTO enquiries, be they training related or general enquiries whilst RTOs are on the facility should be directed to the ASC or the CTC office.

For all other matters contact the CTC office on 3216 6711 or Email info@ctc.qld.edu.au.

Safety Requirements

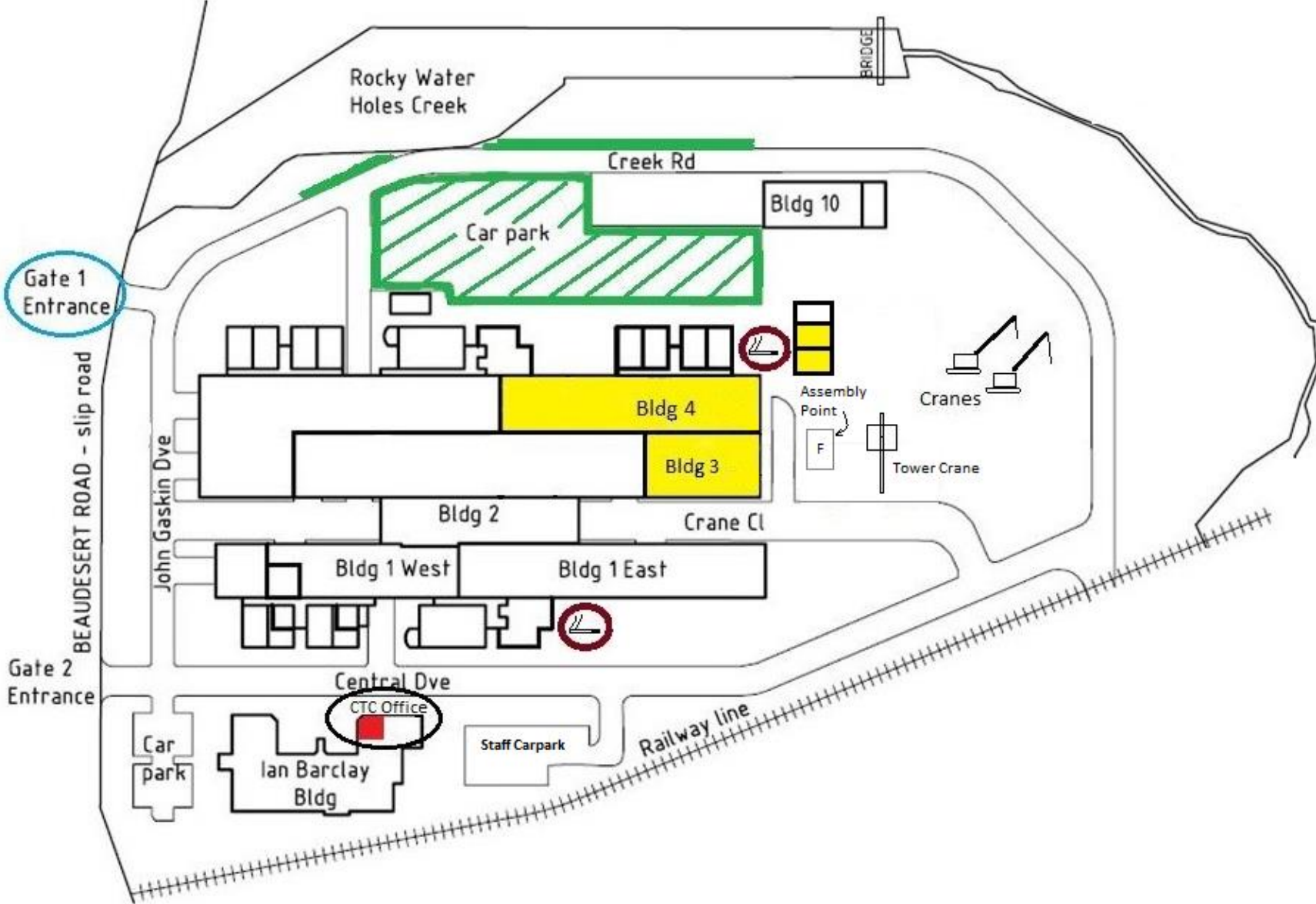
The Hot Leasing area is provided for High Risk training. High Risk means the risk to “life and limb” escalates from normal training activities. Therefore, safety is paramount. Any RTO or student of an RTO not found to be adhering to these rules may be evicted immediately and may not be provided with another opportunity to return to the facility. In the event of a serious WH&S breach, regardless of whether or not an injury has occurred, inspectors from WH&S Queensland may be called to investigate.

RTOs wanting to bring hazardous substances onto the precinct for training purposes must first gain approval from CTC and provide Safety Data Sheets pertaining to the hazardous substances to the CTC WH&S officer (CEO or Facility Manager).

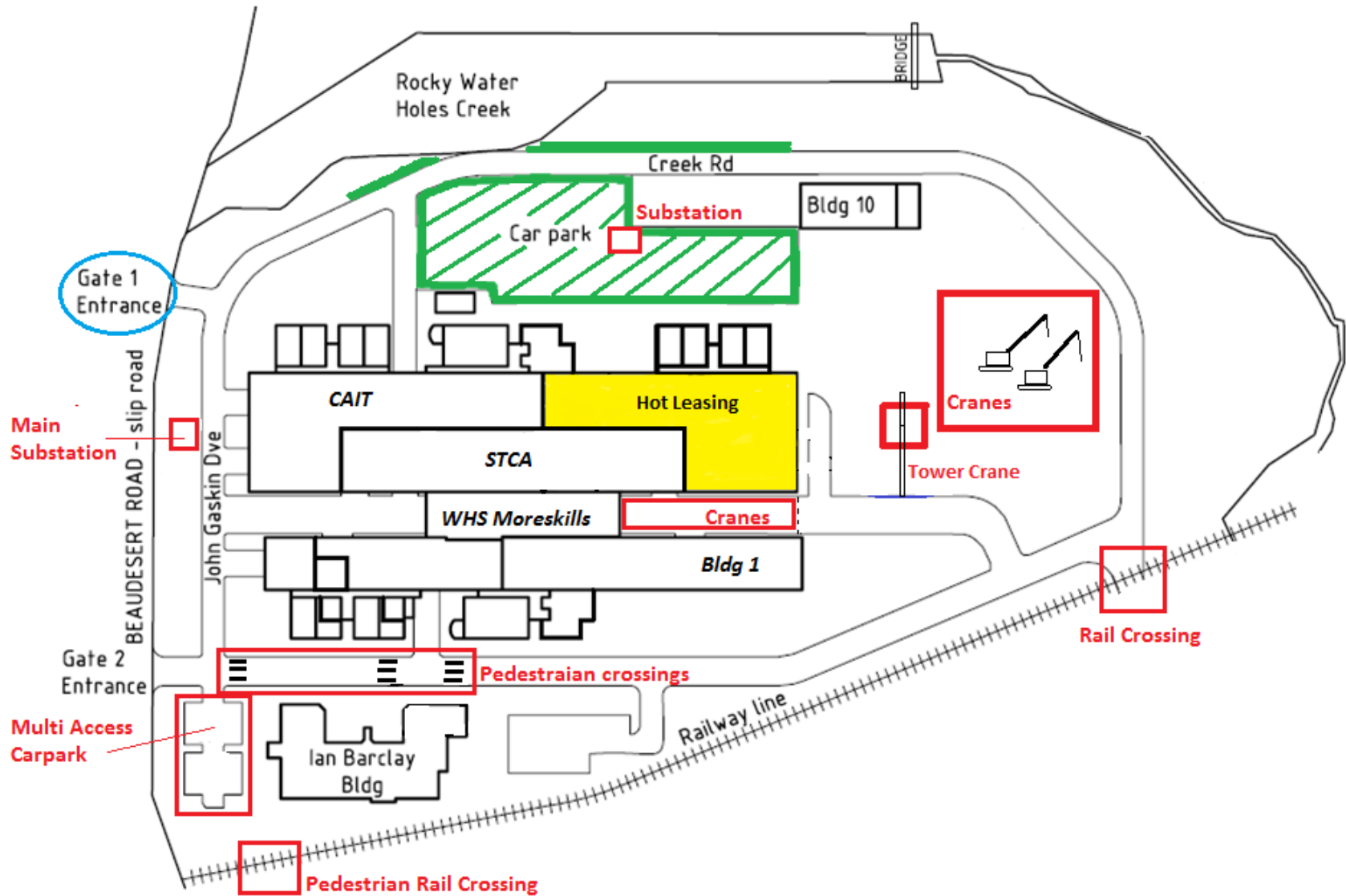
Under no circumstances is any electrical equipment not complying with the Electrical Safety Act and Regulations to be brought into or used in the facility. For safety and security reasons, equipment that has not been checked and tagged, bearing a current and valid safety tag, is not to be brought into CTC without prior approval. All equipment brought into the facility is done so at the risk of the RTO.

APPENDIX A – PRECINCT OVERVIEW

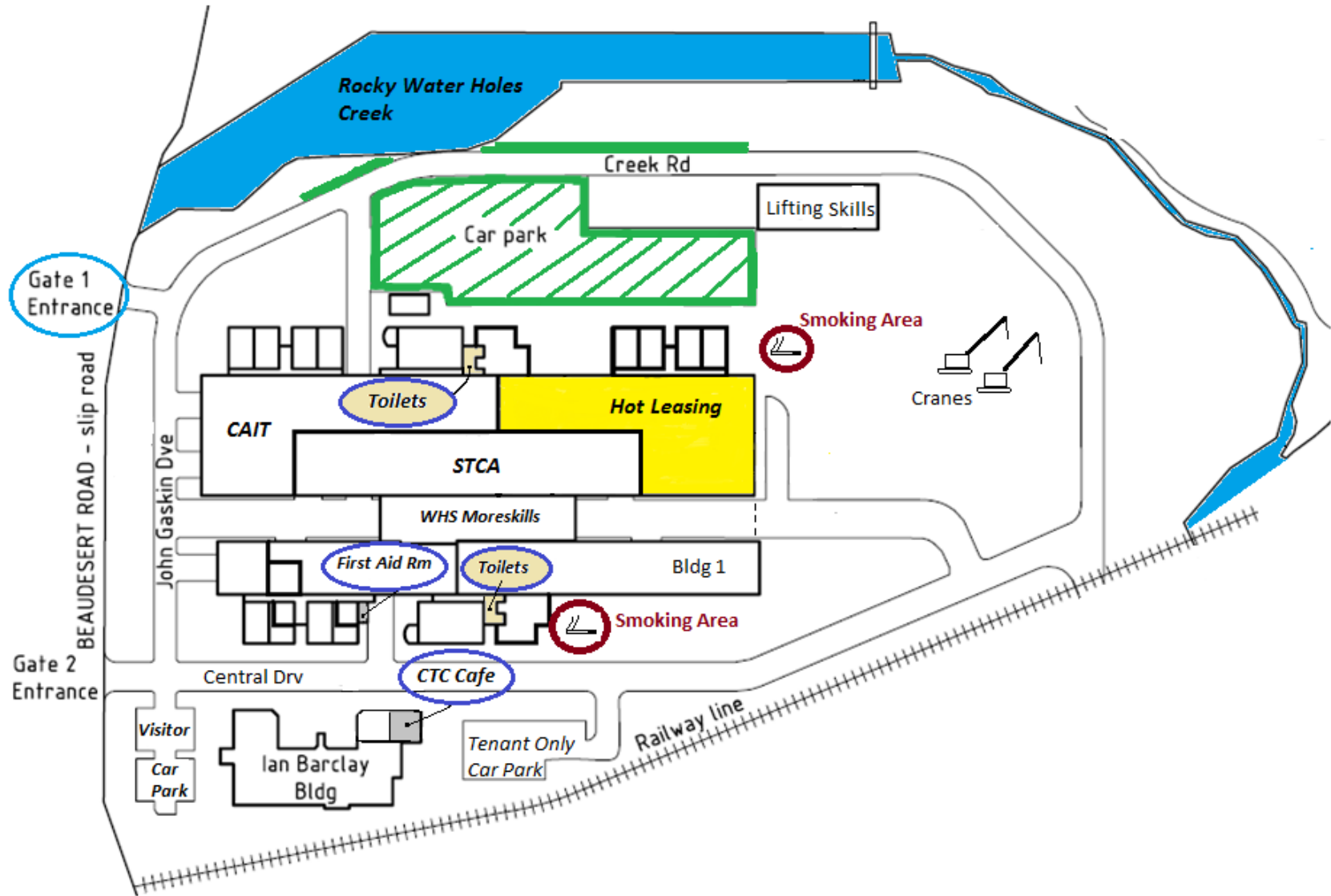




APPENDIX C – PRECINCT SENSITIVE AND POTENTIAL SAFETY ISSUE AREAS



APPENDIX D – AMENITY AREAS – CTC PRECINCT



APPENDIX E – EVACUATION DIAGRAM & FIRE SAFETY EQUIPMENT LOCATION

