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## TRAINING Participants - PRE-COURSE INFORMATION

Thank you for choosing heightec as your training provider.

**IT IS IMPORTANT** that you read the information provided below and on our website, to ensure you are fully prepared for your course.

If you require any other help, please email us at [admin@heightec.com](mailto:admin@heightec.com)

heightec Team

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### BEFORE THE COURSE

#### Terms & Conditions:

- Please note all bookings are subject to our standard [Training Terms & Conditions](#).

#### Participant Registration:

- Participants will be asked to complete a Candidate Record prior to commencing their course.

#### Languages & Age Restrictions:

- All training courses are delivered in English, written and spoken. If candidates are not fluent in English they may not be able to understand sufficient content to pass the course. heightec take no responsibility for participants who are unable to understand course content.
- Candidates must be 18 years or over.

#### Medical Fitness:

- It is the responsibility of the course booker to ensure that candidates are medically fit with no contra-indications for working at height. The completion of a self-certified statement of reasonable fitness will be requested at course registration on the first day of course.
- If candidates know of any physical/medical condition which may affect their attendance please contact us immediately.

Failure to meet any of these requirements may result in you being asked to leave the course. No refunds will be given in this event.

#### Training Pre-requisites:

- It is the participants/bookers responsibility to ensure that all relevant pre-requisites are met and that the evidence is provided on the first day of the course e.g., in-date certificates for revalidation courses.
- Failure to meet any of these requirements may result in the candidate being asked to leave the course. No refund will be given in this event.

#### Accrediting Bodies & Certification:

- **GWO Candidates** – Participants must provide a WINDA ID number at time of booking. Failure to do so will delay GWO certification. Please refer to [globalwindsafety.org/register](http://globalwindsafety.org/register). GWO candidates are required to bring a government issued ID (passport or driving license) which will be checked at registration on their course.
- **MATS Candidates** - EUSR registrations – If candidates are already registered with EUSR they must provide their ID numbers at course registration. In order to access their virtual cards, first time registrants must provide a digital passport photo (.jpg format) and mobile phone number when booking and download the 'Vircarda' app on their mobile phone.
- **IRATA Candidates** - Please read - [IRATA Candidate Disclaimer and Liability Release](#) before the course.

**PLEASE NOTE:** Certification and/or ID cards are issued by the awarding bodies. It can take up to 10 working days to process course certification. Further delays may occur if ID numbers are not supplied at time of booking.

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Please contact IRATA directly regarding any delays with certification.

**Location Maps & Accommodation:**

- Directions and accommodation list can be found [here](#).
- Please allow plenty of travel time and arrive promptly as courses will start as scheduled.

**DURING THE COURSE**

**Equipment:**

- heightec provide personal fall protection equipment for use during the course. You may wish to bring your own however you must bring a current inspection certificate.

**Clothing & Footwear**

- **SAFETY BOOTS ARE MANDATORY** - you must wear safety boots during practical training sessions. Please ensure you bring your own as we do not supply them. Your participation and certification may be compromised if you do not comply with this requirement.
- Suitable cold/hot weather clothing for indoor/outdoor practical sessions should be worn. Jeans/shorts are not recommended.
- **Waterproof** – Suggested for MATS courses which may involve time spent outdoors.
- **GWO Sea Survival** – participants must be able to swim at least 50m. Participants should bring warm clothing of man-made fibres (not cotton), a towel, spare change of clothes to wear after course and an old pair of trainers – due to the nature of this course, these will get wet. A survival suit will be provided.

**Food & Drink:**

- Tea, coffee and a buffet lunch are provided for full day courses. For any special dietary requirements please advise our admin team 5 days in advance.

**Course Notes:**

- **Course notes** are available electronically via our web. Access will be advised at induction and will be available for the duration of your certification.

**AFTER THE COURSE**

**Equipment Discount:**

- On successful completion of your course you will receive a 15% discount code with your electronic certificate. The 15% discount can be used to purchase any heightec equipment online. Enter the code at check out to receive the discount. The voucher is valid for 30 days and subject to T&C's.

**Feedback**

We pride ourselves on the quality of our training. To maintain that we need your feedback. It is important for us to learn what we are doing well and to improve on areas where necessary. Please take our short online survey [TRAINING FEEDBACK](#).

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**Data Protection**

The heightec Group Limited processes personal data in relation to our business contacts as a result of our business activities. We respect the privacy of data subjects and are committed to protecting such personal data. Details of our processing activities and the rights of data subjects in relation to the personal data processed can be found in our [privacy notice](#) at heightec.com.