
TRAINING PARTICIPANTS - PRE-COURSE INFORMATION

Thank you for choosing heightec as your training provider.

IT IS ESSENTIAL that course participants read the information provided to ensure they are fully prepared for the course. If you are booking on behalf of others, please ensure you pass this information on to them.

The person booking or attending the course is responsible for ensuring participant requirements are met. heightec takes no responsibility for participants who are unable to meet requirements, refunds will not be given.

If you require further assistance, or need to contact us for any reason, please email the Training Team at admin@heightec.com.

BEFORE THE COURSE

- 1. Terms & Conditions:** Please note all bookings are subject to our standard [Training Terms & Conditions](#).
- 2. Course Timings:** Course start/finish times are provided in the Joining Instructions. Generally full day courses start at 9am and finish at 5pm. Half day courses: AM start is 9am and finish is 12.30pm. PM courses start at 1pm and finish at 5pm.
- 3. Registration:** All participants will be asked to complete a Participant Record prior to commencing their course. A medical declaration will also be required. See point 5. below.
- 4. Certifying Body Requirements - Mandatory:** Please note the following requirements are stipulated by the relevant certifying body, and as such are out of our control.

It is the participant's responsibility to comply with all relevant requirements detailed below:

- MATS course participants - [EUSR ID Verification Policy](#) dictates you must bring an original form of government issued ID e.g. Passport, Driving Licence, for verification at course registration.
Participants will be asked to leave the course if they fail to provide this.
 - GWO course participants - must bring an original government issued ID (passport or driving license) which will be checked at registration on their course.
 - GWO Sea Survival course participants – must be able to swim at least 50m.
 - IRATA course participants - are required to complete an IRATA [Participant Disclaimer and Liability Release](#), which should be read before the course. Additionally, participants are now required to sign up to IRATA [TechConnect here](#). This MUST be done at least 48 hours prior to assessment.
- 5. Languages & Age Restrictions:**
 - Participants must be 18 years or over.
 - All training courses are delivered in English, written and spoken.
 - If participants 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.
 - 6. [Medical Fitness Statement](#):**
 - It is the participant's responsibility to ensure they are medically fit with no contra-indications for working at height. Participants will be required to complete a self-certified statement of reasonable fitness on the first day of course at registration.
 - If participants know of any physical/medical condition which may affect their attendance, please contact us immediately via admin@heightec.com.
 - 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.
 - 7. Training Pre-requisites:**

- a) Course pre-requisites are set for each course and where applicable are determined by the certifying body. Please refer to the relevant course page to determine your course pre-requisites.
- b) It is the participant's 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.
- c) Failure to meet any of these requirements may result in the participants being asked to leave the course.

8. Certification: Certification and/or ID cards are issued by the relevant awarding bodies.

Length of certification is determined by certifying bodies where applicable. Please refer to the relevant course page to determine the certification validity period for the course you require.

Where applicable, certification is issued to the course booker. Please refer to your courses booker for your certification after the course.

- a) **GWO 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.
- b) **MATS Participants:** EUSR registrations – where participants are already registered with the certifying body EUSR, they must provide ID numbers at course registration.
First time registrants - to access their virtual cards, participants must provide a digital passport photo (.jpg format) and mobile phone number when booking their course. The '[Vircarda](#)' mobile app give access to EUSR virtual cards.

It can take up to 10 working days to process course certifications. Further delays may occur if ID numbers are not supplied at time of booking, contact [IRATA](#) directly regarding any delays with certification.

9. Location Maps & Accommodation:

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

DURING THE COURSE

10. Equipment:

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

11. Clothing & Footwear:

- a. SAFETY BOOTS ARE MANDATORY - safety boots must be worn during practical training sessions. Bring your own, heightec do not supply safety boots. Your participation and certification may be compromised if you do not comply with this requirement.
- b. Suitable cold/hot weather clothing for indoor/outdoor practical sessions should be worn. Jeans/shorts/trainers are not recommended.
- c. MATS course participants - Waterproofs are suggested on courses which may involve time spent outdoors.
- d. GWO Sea Survival course participants:
 - a. a survival suit will be provided; however, we recommend you wear warm clothing of man-made fibres (not cotton) and an old pair of trainers for the practical element as you will get wet.
 - b. Also bring a towel and a spare change of clothes to wear after course.

12. Food & Drink: We do not provide lunch for half day courses, however any participants who attend 2 half day courses on the same day will have lunch provided.

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

AFTER THE COURSE

13. Equipment Discount: On successful completion of the course participants will receive a 20% discount coupon code with their electronic certificate. The discount code 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 our T&C's.

14. Feedback

We pride ourselves on the quality of our training and to maintain that we need your feedback. It is important for us to know what we're doing well and where we might need to improve. We would appreciate your feedback on completion of your course, click the [Participant Feedback](#) link.

15. Data Protection

The heightec Group Ltd 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.