

Industry Specialist Vocational Training



VOCATIONALLY RELEVANT TRAINING SOLUTIONS FOR CONSTRUCTION RECREATIONAL, EVENT AND FACILITIES MANAGEMENT WORKPLACES

ACES Training provides a broad selection of nationally accredited courses and short customised course delivery for organisations involved in managing venues or facilities that host and/or promote/deliver entertainment or recreational activities.

As an active industry business and specialist Registered Training Organisation (RTO) with expert trainers we understand and can add value to your operations. Training, retraining and multi-skilling staff improves workplace productivity and performance, and can protect the assets or an organisation (risk, safety and welfare).

We offer complete flexibility in course content, program, delivery methods and scheduling aligned specifically with your operational needs and specifications. We embrace innovation in training to ensure we continue to offer benchmark solutions as workplace circumstances change.

With over 50 course or qualifications we can tailor programs for industry and map competency from the following vocational areas;

- Business Services
- Occupational Health and Safety
- Property Services
- Hospitality and Events
- Entertainment
- Public Safety
- Health
- Retail

As ACES is a **combined industry employer and training provider** its vocational courses are developed by **specialist event managers** and in consultation with relevant industry and regulatory groups, we believe our qualifications are **highly valued by industry employers, and industry stakeholders**.

We ensure participants can develop diverse vocationally relevant competency outcomes and gain certification to meet workplace requirements.

We offer flexible training methods from introductory classroom based solutions to workshop programs using real self paced work based projects with directly relevant learning experiences for busy professionals, managers and supervisors.

We offer a consultation service [Training Needs Analysis] to determine optimum training outcomes for your individual stakeholders and your organisation. Our expert team will facilitate a program integrating your specifications [policies, procedures, systems]

Alternatively you can use our unique SkillBuilder and we will recommend a draft competency mapped training solution.

Programs are also offered on a routine calendar basis.

Contact ACES Training for a consultation meeting NOW.

92%

Learner satisfaction
quality indicators



RSA RCG First Aid Defib OHS Induction

INDUSTRY EXPERT TRAINERS

Courses conducted by experienced vocational trainers with thorough understanding of diverse workplace contexts.

Training and assessment incorporates realistic workplace scenarios.

Consultation in determining workplace training needs and regulatory training compliance available for business.

FIRST AID

Apply First Aid HLTF301B

Workplaces with 25 or more people working at the one site must have a First Aid officer who holds a current First Aid Certificate. A First Aid Certificate is valid for three years. This course provides the practical skills to administer first aid. It is the basic certificated course required by the Occupational Health & Safety Regulation. *Health HLT07 Training Package*

AUTOMATIC DEFIBRILLATION

Operate a semi automatic defibrillator in an emergency PUAOPE010A

This course is designed to provide personnel with the skills, knowledge and confidence to operate a semi automatic defibrillator to defibrillate a casualty in an emergency. Suitable for users implementing Public Access Defibrillation (defibrillators installed in public places).

OHS INDUCTION - WorkCover NSW Approved

Work Safely in the Construction Industry CPCCOHS1001A

This course has been developed by WorkCover NSW to meet the training requirements for General OHS Induction Training in the Construction Industry as set out in the OHS Regulation 2001 and is supported by the Code of Practice: OHS Induction Training for Construction Work. *Construction CPC08 Training Package*

RESPONSIBLE SERVICE OF ALCOHOL

Provide Responsible Service of Alcohol SITHFAB009A

The NSW liquor laws mandate responsible service of alcohol training for the liquor industry. This course is designed for all liquor licencees and staff who have liquor service responsibilities. This includes volunteers and club directors who serve liquor from time to time. This training program is also required to be undertaken by security staff who have crowd control duties at licenced premises. *Hospitality and Events SIT07 Training Package*

RESPONSIBLE CONDUCT OF GAMING -

Provide Responsible Gambling Services SITHGAM006A

It is a requirement of the Gaming Machines Act 2001 for proposed hoteliers, secretary managers and staff who will have gaming machine related functions to have completed the NSW Responsible conduct of gambling course (RCG). *Hospitality and Events SIT07 Training Package*



Emergency Operations, Public & Fire Safety

INDUSTRY EXPERT TRAINERS

ACES specialise in-

1. practical first response emergency and fire safety training for public workplaces, and
2. tailored intermediate public safety courses for non-emergency services staff with accountability for planning and managing public safety in workplaces, and event and venues contexts.

Relevant workplace scenarios and contexts for industry specialisation.

FIRE WARDEN

Confine Small Workplace Emergencies
PUAWER008A

Warden Training is designed to train participants how to implement the emergency response specified in the workplace emergency procedures as authorised by a more senior person in the emergency control organisation. The warden is the person who assists with the evacuation control during a workplace emergency.

The course is designed for personnel in the workplace who are required to assist with emergency control during a workplace emergency and is the training specified in Australian Standard 3745 (2002), incorporating Amendment No 1 (May 2004), Emergency Control Organisation and Procedures for Buildings, Structures and Workplaces *Public Safety (PUA00) Training Package*

EMERGENCY INDUCTION (and Evacuation)

Identify, Prevent and Report Potential Workplace Emergency Situations **PUAWER001A** & Respond to Workplace Emergencies **PUAWER004A**

Emergency Induction is designed to train personnel in how to minimise the occurrence of **workplace emergencies** and the actions to be taken when emergency protection and evacuation systems and control equipment are compromised.

It includes identification, monitoring and reporting of situations, prevention, response to emergency warnings and advice, and evacuation of personnel from a workplace. *Public Safety (PUA00) Training Package*.

FIRST ATTACK (RESPONSE) EMERGENCY

Confine Small Workplace Emergencies
PUAWER008A

First Attack Emergency is designed to train personnel to control small emergencies. e.g. A small fire that can be controlled using a nearby fire extinguisher or a chemical spill that can be controlled using workplace PPE.

It includes assessment of safe containment of an emergency, the use of equipment in responding to an emergency and reporting of use of first response equipment. *Public Safety (PUA00) Training Package*.



PUBLIC SAFETY MANAGEMENT

Selected units to assist in community safety for public places, including:

SOA PUA31404 Certificate III in Public Safety (Community Safety)

Conduct briefings/debriefings **PUAOPE004A**

Design and manage activities which exercise elements of emergency management **PUAEMR005A**

Determine treatment strategies **PUAEMR003A**

Establish and maintain the occupational health and safety system **PUAOHS004A**

Establish context and develop risk evaluation criteria **PUAEMR001A**

Follow defined occupational health and safety policies and procedures **PUAOHS001B**

Identify, analyse and evaluate risk **PUAEMR002A**

Lead, manage and develop teams **PUATEA003A**

Manage and facilitate change **PUAMAN006A**

Manage treatment strategy implementation **PUAEMR004A**

Protect and preserve incident scene **PUALAW001A**

Conduct initial investigation at incident scene **PUALAW002A**

SOA PUA41104 Certificate IV in Public Safety (Community Safety)

Implement and monitor the organisation's occupational health and safety policies, procedures and processes **PUAOHS003A**

Traffic Operations and Management

INDUSTRY EXPERT TRAINERS

The OH&S Act 2000 determines that **high-risk work activities**, which include working with traffic, require specific work activity training to be completed by all persons engaged in this work. The course was **developed by the Roads and Traffic Authority [RTA]** to fulfill these requirements.

As an experienced traffic management consultant delivering **traffic management solutions** to events Assure Event Safety Services (trading name of ACES) delivers a workplace based approach to competency development.

Our trainers and assessors ensure workplace relevance.

TRAFFIC CONTROLLER

RTA Construction Blue Card

Construction **Blue Card** course is for any person who may be required to control traffic using a Stop-Slow bat in the Road Construction and Maintenance Industry [field staff].

Non-Construction Grey Card

Non Construction **Grey Card** course is for any person who may be required to control traffic using a Stop-Slow bat in Non Construction Industry (security staff, car park attendants, and event staff).

APPLY TRAFFIC CONTROL PLANS

RTA Yellow Card

This course is for any person who may be required to set up and work with Traffic Control Plans (TCP), issue by supervisors or line managers (field staff). It provides training for staff who are required to set up and work with Traffic Control Plans (TCP).

Note: This course does not qualify participants to select or modify existing TCPs or control traffic with a Stop / Slow Bat.

TRAFFIC CONTROL WORKSITE PLANNING

RTA Red Card

The Traffic Control Worksite Planning Course is designed for **any person required to select and make minor modifications to existing traffic control plans (TCP) to suit work locations**, this may include works supervisors, team leaders, and traffic field staff.

It does not allow participants to design or audit a TCP on a road construction site [requires Design and Audit Traffic Control Plans – Orange Card is required for this; this course is a pre-requisite for orange card].



Occupational Health & Safety

INDUSTRY EXPERT TRAINERS

Courses in this category are aimed at providing business owners, OHS specialists, managers, supervisor and employees with the knowledge and skills to comply with Occupational Health and Safety requirements and to develop and implement pro-active safety measures in the workplace

OHS INDUCTION

OHS Induction CPCCOHS1001A, see page 2.

OHS FOR COMMITTEE MEMBERS

OHS Consultation 90502NSW

The Occupational Health and Safety Act requires an employer with 20 or more staff to establish an **OHS Committee** if a majority of the employees requests it or to elect an OHS Representative if an employee requests it or if directed by WorkCover. Members of an OHS Workplace Committee and **OHS Representative must attend this course.** *WorkCover NSW approved Course.*

OHS RISK MANAGEMENT

OHS Risk Management for Supervisors and Managers [not nationally accredited]

This course is relevant to supervisors and managers. It provides supervisors and managers with the knowledge, skills and attitudes necessary to enable them to contribute to their organisation's OHS and workplace injury management system, within their defined limits of authority. *Former NSW WorkCover Course, no longer recognized by WorkCover and not nationally accredited.*

OHS FOR PROFESSIONALS

Diploma of OHS BSB51307

Advanced qualification for professional safety representatives. This course is for employees who co-ordinate and maintain the OHS programs for their organisation or consult in OHS. This course includes skills and knowledge to undertake OHS functions at the management level including techniques to effectively manage risk in the workplace and identify the consequences of exposure to risk. *Business Services BSB07 Training Package.*

OHS FOR MANAGEMENT

Certificate IV in OHS BSB41407

The BSB41407 Certificate IV in Occupational Health and Safety is for those people who have significant OHS responsibilities within their work role, in particular Safety Officers, Supervisors, Human Resource Managers and Trainers. *Business Services BSB07 Training Package.*

FUNDAMENTALS OF OHS MANAGEMENT

Certificate III in OHS BSB30707

This course provides managers a **comprehensive** understanding of **OHS Legislation, Standards and Codes of Practice.** This course includes how to identify OHS risks and hazards and the control mechanisms that can be applied. This course also covers implementing emergency prevention activities and response procedures and conducting OHS investigations. *Business Services BSB07 Training Package.*



Event Operations and Management

INDUSTRY EXPERT TRAINERS

As ACES is a **combined industry employer and training provider** its vocational courses are developed by **specialist event managers** and in consultation with relevant industry and regulatory groups, we believe your qualification will be **highly valued by industry employers and stakeholders**.

This qualification has been developed under the Australian Qualifications Framework, so it is a **nationally recognised course**. The course represents a workplace based approach to competency development.

CERTIFICATE III IN EVENTS SIT30607

Events Operations

The Course is designed for persons working in administrative or **operations events support roles** in diverse event management organisations including professional conference organisers, exhibition and event management companies, entertainment event organisers, sporting associations, community organisations, hospitality and cultural venues.

The Certificate III in Events (**SIT30607**) can lead to **improved work practices** for those already working in the event management industry or **better career opportunities** for those seeking employment in an events organisation role, for example as **event assistant [administration / operations]**. It is recommended for those who have some experience in working in an events industry role. *Tourism, Hospitality and Events SIT07 Training Package*.

INTRODUCTION TO EVENTS

Event Staff [Customer Service]

This course designed for front line operational personnel working within event/ tourism (visitor information services), hospitality, entertainment, cultural sectors and environments.

Includes competency in Provide **Visitor Information SITXCCS001A (Customer Service)**, Follow **Health Safety and Security Procedures SITXOHSCS001A** and **Apply Point-Of-Sale Handling Procedures SIRXCCS001A**. Courses can be organised in conjunction with broad range of event relevant competency units for specific roles. *Tourism, Hospitality and Events SIT07 Training Package*

DIPLOMA OF EVENTS SIT50207

Events Management

The Course is designed for management already possessing sound theoretical knowledge with event related specialised technical or managerial competencies.

The **SIT50207** Diploma of Events can lead to improved business practices for those already working in the event management industry or better career opportunities for those seeking employment in a management role, for example as event coordinator / event manager.

It is recommended for those who have completed events related study and/or are currently work in the events management industry, preferably in community, entertainment, hospitality, recreation or tourism sectors. *Tourism, Hospitality and Events SIT07 Training Package*



Venue Operations and Management

INDUSTRY EXPERT TRAINERS

As a specialist Registered Training Organisation (RTO) focusing on national qualifications (and course) that deliver practical outcomes for industry workplaces, courses are vocationally relevant.

With an inherent understanding of the way our client workplaces operate, we can readily recommend tailored training solutions and incorporate actual workplace projects into assessment activities. Courses offer access to renowned industry practitioners.

DIPLOMA OF VENUES AND EVENTS CUE50403

Venue and Events Management

This course is for people either working in or seeking to gain employment in the entertainment, tourism and/or hospitality industry as management working in a venues and events context. It includes business administration and management, finance, health safety and security and industry practice combined with electives from the entertainment package or Tourism Hospitality and Events Training Package. The **CUE50403 Diploma** of Venues and Events course includes specialised technical and managerial competencies.

Presented by diverse industry experts from high profile events and venues businesses in conjunction with our in-house trainers it provides unique opportunities for industry mentoring and leadership. *Entertainment CUE03 Training Package.*

CERTIFICATE IV IN VENUES AND EVENT (CUSTOMER SERVICE) CUE40403

The **CUE40403** Course is designed to reflect the roles of individuals who work in a range of management functions with responsibility for customer service administration or operations in the venues and events **entertainment industry**.

It focuses on **management, industry practice, and health safety and security** with a strong customer service emphasis. It can be combined with a range of electives suitable for an individual workplace context. *Entertainment CUE03 Training Package.*

CERTIFICATE III IN VENUES AND EVENTS (CUSTOMER SERVICE) CUE30303

Venue and Events Customer Service

The **CUE30303** Course is designed to reflect the roles of individuals who work in a range of customer service contexts in the venues and events **entertainment industry**. It is suitable for front of house and operational functions.

It focuses on **industry practice and health safety and security** with a strong customer service emphasis. It can be combined with a range of electives from hospitality, retail, and tourism. *Entertainment CUE03 Training Package.*



Property Services Security & Investigations

INDUSTRY EXPERT TRAINERS

ACES is a leading provider of security and security risk management services in public access situations. ACES remains **determined to ensure that it demonstrates best practice under the revised NSW Security Training regulatory framework.**

We strive to ensure that ACES issued qualifications are recognised as being of **optimum quality** and a 'qualification of choice'. We believe that our approach to and delivery of training and assessment represents a best practice approach.

Lead Trainer possesses a Masters in Risk Management from Monash University, majoring in Public Safety. ACES training delivers vocational qualifications with excellence in industry reputation.

CERTIFICATE I – III in SECURITY OPERATIONS

PRS10103/ CPP10107, PRS20103/ CPP20207
PRS30103/ CPP30407 and 91190NSW (Pre-Licence)

The Certificate I in Security Operations course is especially designed for people wanting to work and to acquire the necessary underpinning knowledge and attitudes needed to work in the Security Industry in NSW. It is recognised by the NSW Police Security Industry Registry for conditional Class 1 licencing purposes under the Security Act, 1997. Candidates are required to select a preferred licencing category and complete modules relevant to the class of licence. ACES structures course timetables around licencing outcomes. Certificate II and III in Security Operations qualification should lead to **improved work practices** for those already licenced and working in the security industry or **better career opportunities** for those seeking to extend a career or attain a specialist licence category in the security industry. *Property Services PRS03 / CPP07 Training Package*

DIPLOMA OF SECURITY AND RISK MANAGEMENT PRS50103 / CPP50607

Security Risk Management Business and Consultation

This course is especially designed for those who already have demonstrated security management competency and wish to strengthen their competency. It is recommended for those who have completed a Certificate IV in Security & Risk Management, some business studies and have worked a security related industry or function in a management capacity.

Extensive use of AS4360:2004 Risk Management and HB167:2006 Security Risk Management.

Property Services PRS03 / CPP07 Training Package

CERTIFICATE IV IN SECURITY RISK MANAGEMENT PRS40103 / CPP40707

Security Management

This course is designed improved business practices for those already working in the security industry or **related risk management fields** or to provide **enhanced career opportunities** for those seeking employment in a management role, for example, as **security supervisors/managers, consultants, trainers, risk managers** and **OHS officers.**

This course is especially designed for those who already have demonstrated security management competency and wish to strengthen their competency. It is recommended for those who have completed some business studies and have worked in the security industry.



This brochure provides information to help you access courses and services provided by Australian Concert and Entertainment Security Pty Ltd (ACES).

ACES is a Registered Training Organisation [RTO] and meets the requirements of the Australian Quality Training Framework [AQTF]. ACES is registered in NSW by the Vocational Education and Training Authority Board [VETAB] and complies with its registration. ACES is also Approved to conduct Security Industry Training for its security training services.

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Every effort has been made to ensure the content of this brochure is correct as at September 2009.

ACES reserves the right to alter policies at any time without prior notice. Policies are only partially reproduced in this brochure.

Please contact ACES training to check currency of information and to obtain additional detail.

Australian Concert and Entertainment Security
Associated trading names include:
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