



# Learner Handbook.

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Version 5.0

## Welcome to HIA Learning

I am pleased to welcome you to HIA Learning and would like to take this opportunity to congratulate you on choosing us as your preferred training provider.

Our commitment to you in delivering training and assessment services ensures a great training experience, whether you are here for a professional development workshop or a full qualification or any of our short courses.

Our trainers are in touch with the latest trends and practices in the industry and their years on the tools mean they can add those extra tips and tricks that you can only get from someone who has “been there, done that”.

You will be the beneficiary of the years of industry experience and training expertise that set our qualified and skilled trainers apart from the rest.

I know you will enjoy your learning experience.

Regards



*Tim Ferrari*

General Manager – Learning

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## Introduction

### Who is HIA?

**“Housing Industry Association - the voice of Australia’s home building industry.”**

The HIA is Australia’s largest residential building member organisation. Our members include builders, trade contractors, design professionals, kitchen and bathroom specialists, manufacturers and suppliers.

HIA offers valuable information and advice about:

- Training and apprenticeships
- Safety, technical and planning issues
- Business operations and development
- Licensing information
- Economic and industry issues

We have been supporting the Australian home building industry for over 60 years.

### HIA Learning

As a Registered Training Organisation (RTO), HIA can deliver nationally recognised (accredited) training, and issue Certificates for full qualifications and Statements of Attainment for partial qualifications in accordance with our Scope of Registration.

Our RTO is registered with the Australian Skills Quality Authority (ASQA) which is governed by the National Vocational Education and Training Regulator ACT 2011(NVR Act 2011). This legislation provides a framework to ensure that all RTOs are offering nationally recognised training that is consistent across all States and Territories and across all industries.

For more information on the requirements of being a Registered Training Organisation and how the National Regulator operates, visit the ASQA website at: <http://www.asqa.gov.au>

Through the audits conducted by our regulator we are given the opportunity to demonstrate that we are providing quality training and assessment services in accordance with legislation.

We offer affordable, flexible and practical training through our short courses, full qualifications and professional development workshops designed specifically for the building and construction industry. By participating in one of our courses you can update your skills, obtain a qualification that is recognised across Australia and gain industry CPD Points.

We are committed to:

- Providing quality, industry relevant courses that are developed by industry experts.
- Training/assessment delivered by a team of professional trainer/assessors who are committed to excellence and adult learning principles, along with supporting our learners through their learning experience.
- Outcomes that are current, relevant and promote industry best practice.

Information about course content, delivery options, schedules, pricing, and locations can be found on our website: [www.hia.com.au](http://www.hia.com.au) or by contacting your local HIA Learning team on 1300 650 620, during business hours.

### Scope of Registration

As an RTO we must notify and obtain approval from ASQA for each of the training products we wish to deliver and provide evidence of our capability to deliver a quality service for these products. Once approval has been granted, these products are added to our Scope of Registration. We are not able to deliver training or issue certificates for any training product that has not been approved by ASQA to include on our Scope of Registration.

You can check for the latest information about our Scope of Registration by visiting the National Register at: <http://training.gov.au/Home/Tga> and searching for our National Provider Number 1091.

As at January 2022, we are offering courses in the following products from our Scope of Registration:

## Full Qualifications:

- CPC10120 Certificate I in Construction
- CPC20120 Certificate II in Construction
- CPC20220 Certificate II in Construction Pathways
- CPC30220 Certificate III in Carpentry
- CPC40120 Certificate IV in Building and Construction
- CPC40308 Certificate IV in Building Project Support
- CPC50220 Diploma of Building and Construction (Building)
- BSB40320 Certificate IV in Entrepreneurship and New Business Ventures
- BSB41419 Certificate IV in Work Health and Safety

## Units of Competency

- CPCCWHS1001 Prepare to work safely in the construction industry
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- BSBOPS304 Deliver and Monitor a Service to Customers
- CPCCBC6001 Apply Building Codes and Standards to the construction process for large building projects

## Accredited Courses

- 10675NAT Course in Asbestos Awareness
- 10852NAT Course in Working Safely with Asbestos Containing Materials

## **Learner Handbook**

This Learner Handbook has been written to provide you with important information about undertaking courses and professional development programs with us. Here you will find information about your rights and responsibilities as a Learner and our obligations as a Registered Training Organisation, as well as information about our processes and how to access our services.

Please take the time to read this Handbook and ask one of our team members if there is anything you are unsure about.

## **Code of Conduct**

The HIA Learning Code of Conduct guides the actions and behaviour of all who are involved in providing training and assessment services. Development of the code reflects our commitment to all our stakeholders who are:

- Our Learners
- Employers
- The Industry
- Our Members
- Our Staff
- Our Regulatory Body – the Australian Skills Quality Authority (ASQA)
- The Consumer – the ultimate beneficiary of our skilled professionals

The following principles provide the foundations for our Code of Conduct:

- ❖ We will act with integrity at all times in our dealings with our stakeholders.

- ❖ We will ensure that our practices are consistent; learners focussed and in line with our conditions of registration with the Australian Skills Quality Authority (ASQA) at all times.
  - ❖ We will ensure access to our services is non-discriminatory and our administrative processes do not unfairly disadvantage any person.
  - ❖ We will provide clear and accurate information about the training products and services we offer.
  - ❖ We will maintain a learning environment that is conducive to the success of all learners.
  - ❖ We will maintain records of all learner engagement with training and assessment.
  - ❖ We will ensure that we have clearly documented processes to support the quality management of our training operations.
  - ❖ We will ensure continuation of training and assessment services to all our learners through responsible financial and business management practices.
  - ❖ We will actively seek stakeholder feedback about all aspects of our training and assessment services to ensure that we continue to improve these services and meet the changing needs of our stakeholders.
  - ❖ We will make every effort to ensure that each learner is able to complete the course in which they have enrolled.
- Information on how we meet these principles is contained in this Learner Handbook and in our HIA Learning Policies.

## Access and Equity

### What is Access & Equity?

**Access** refers to a person's ability to participate fully in our training and assessment services, regardless of racial, religious, cultural or language backgrounds, as long as they can meet the entry requirements of the Training Package.

**Equity** refers to how we apply the guidelines and practices that make access possible and that we apply these equally to all persons.

### How do we support Access & Equity?

HIA is fully committed to the entire process for every learner. From the design of our courses through to ensuring Natural Justice should things go wrong; we recognise the barriers that may exist and will take steps to ensure these barriers are identified and removed or reduced.

**Our People** – We have Policies which guide the behaviour of our people and the culture of our business to ensure that Access and Equity are not just words, but a belief system.

**Our Courses** – Our courses have flexible pathways and delivery options including course structure, locations, timetabling, classroom based and online delivery options.

**Our Selection, Enrolment and Administrative Processes** – The selection criteria for entry into our courses are based on the requirements of the training product. Our administrative processes are designed to be simple and flexible, for example, completion and processing of enrolment documentation may be via electronic or hard copy and will not be unnecessarily complex.

**Our Training Environment** – We actively promote an inclusive training environment by being supportive, setting standards for all learners, determining any special needs that may exist and ensuring that physical access is available to learners that may have difficulties.

**Our Assessment Processes** – We will recognise existing skills of our learners and provide them with adequate information about the assessment process and requirements to ensure they are ready for assessment and negotiate the time and place for assessment.



**Support** – We recognise that from time to time a person may require additional support to complete the course. We encourage all learners to discuss with us any special needs that they may have and where possible we will make reasonable adjustments to the training or assessment to accommodate these needs.

**Learning welfare** – The welfare of every learner is important to us, and we will not allow bias, discrimination or harassment to interfere with any person's ability to fully participate in the training course.

**Natural Justice** – And, if things still go wrong, we have a fair and equitable complaints process that will not put any person at a disadvantage or interfere with their course whilst the issue is being resolved.

## Before You Enrol

Before you enrol with us, we want to make sure that you have been provided with enough information to make an informed decision about undertaking training with us.

The information you need includes:

- Delivery options
- An overview of the course content and expected outcomes
- Entry requirements
- Training and Assessment arrangements
- Recognition of Prior Learning (RPL) or Credit Transfer (CT)
- Any resources or equipment you need to supply
- Fees, payment details and refunds
- Complaints and Appeals process
- Support and guidance services
- Government funding that may be available
- Online system requirements
- Online Service Standards

For more information, please contact your local HIA Learning team on 1300 650 620.

To ensure that you fully understand the options available and your rights and obligations, our registration process includes discussion with one of our dedicated learning team members where you will be provided with this information and given the opportunity to ask questions prior to enrolling in the course.

Once your training commences, we will ensure that:

- The facilities, materials, resources and methods are adequate for the achievement of the required outcomes.
- The learning environment is free from harassment, discrimination and bullying.
- The learning environment does not pose any Occupational Health and Safety/Workplace Health and Safety risks to any persons.
- The course is conducted and completed as agreed.
- The confidentiality, safety and security of your training records are protected.
- You have timely and accurate access to your training records.

## Enrolment

### Who Can Enrol With Us?

HIA Learning is committed to non-discrimination and at all times complies with the equal opportunity and anti-discrimination legislation. Access to our courses is determined by the requirements of the Training Package, entry requirements, the availability of training places and the payment of appropriate fees and charges.

### Pre-requisites

In some instances, the Training Package may require pre-requisite units to be completed and formally recognised prior to engagement in the course. We will assist you to achieve these pre-requisites where possible.

### Training entry requirements

Entry requirements are the informal requirements of the course and may include prior industry experience and Language, Literacy and Numeracy skills appropriate for entry into the qualification. Where course materials are available online, learners will need to also meet the e-Learning based entry requirements to access course materials.

Appropriately qualified persons will assess the extent to which you are likely to achieve the stated competency standards and outcomes of the course based on your qualifications and proficiencies.

### e-Learning based training entry requirements

Entry requirements for our online course are the same as the classroom-based entry with the addition of an assessment of digital literacy skills, so we can support you with the technology where required.

### e-Learning System requirements

Canvas	<a href="https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66">https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66</a>
Zoom	<a href="https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux">https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux</a>
Live tutorials	Hardware requirements are Microphone, Webcam and speakers (USB headset recommended)

### Enrolment process

You will be contacted by a HIA Learning and Pathways Advisor who will conduct a comprehensive Pre-Training Review conversation with you. This conversation will confirm that the qualification meets your needs and any additional support you may require to ensure successful completion of your course.

Following this conversation, you will then be provided with access to additional information specific to your qualification and state requirements to allow you to make a fully informed decision prior to registration.

Once you have accessed this information you will complete an online course registration, where you will answer all required information and provide evidence of identity, Australian Residency or Visa status.

HIA will need to verify original identification (ID), the type of ID will be based on the enrolment and the learner will be informed of the ID required. If we are unable to sight a learners' ID, we may require a certified copy or perform an identification verification check through the document issuer. Learners will be informed of the ID requirements at the time of enrolment as this may vary per State.

Should you wish to access government funding you may be required to provide additional information. All personal information provided to HIA as part of this process will be handled in line with the Privacy Act 1988.

Completion of an online Language, Literacy and Numeracy (LLN) assessment is also required for all qualification enrolments, will be provided with a link to this assessment following your conversation with your Learning & Pathways advisor. The outcome of this assessment will be reviewed by our team, and you will be informed of additional support that is recommended based on your individual outcome.

Once your Registration, LLN assessment outcome and all supporting documents have been submitted they will be reviewed by our LAPA team and your enrolment will be formalised by our Enrolment Team who will contact you directly with your enrolment confirmation. Arrangements will then be made for the payment of course fees.

A copy of this Learner Handbook is available to all learners prior to commencement of training. This Handbook also advises about Fees, Charges and Refunds, procedures for Assessment, Assessment Appeals, Complaints and learner support services.

### Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking Nationally Recognised Training delivered by a Registered Training Organisation (RTO) you will need to have a Unique Student Identifier (USI).

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

HIA is unable to issue you with any nationally recognised VET qualification or statement of attainment without your USI.

To apply visit: <https://www.usi.gov.au/students/create-your-usi>

## Learner rights

### Feedback

HIA Learning is committed to providing an effective, timely, fair and equitable feedback process.

### Right to Give Feedback

We welcome all feedback from our stakeholders as this provides us an opportunity to improve our training and assessment services.

At the end of your course you will be asked to complete a survey either in the classroom or online, which we strongly advise you to complete as this greatly assists with ensuring our courses meet the needs of our learners. These surveys can be submitted anonymously or if you wish to be contacted, just include your name and contact details. Should you wish to provide feedback prior to undertaking the survey, you can do so by emailing [trainingfeedback@hia.com.au](mailto:trainingfeedback@hia.com.au)

In addition, the National Centre for Vocational Education Research (NCVER) may contact you directly for your feedback about the training you received.

### Right to Receive Feedback

Receiving feedback on progress is a fundamental concept of adult learning. You will be provided with feedback on the assessment work you submit.

This feedback is designed to provide acknowledgement of achievement of competency and guidance on areas which may need improvement.

### Complaints and Appeals

The following principles apply to our complaints and appeals handling:

HIA is committed to developing a fair and reasonable complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through our policies and procedures, we ensure that:

- All of our learners and other stakeholders have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.
- All complaints will be given due consideration with the primary objective of the complaints process being to find an immediate solution which is agreed to by all parties.
- Complaints handling and resolution processes are learner focused and help to prevent complaints from recurring.

- Complaints and appeals are responded to promptly, objectively with sensitivity and confidentiality in a consistent, transparent and fair manner, free from bias.
- The views of each complainant and respondent are respected and all parties to a complaint are free from discrimination and victimisation.
- Written records are kept of all complaints and maintained in our Complaints Register. The outcomes of complaints are also documented. The register and any documentation is stored securely on our Quality Management System which only authorised staff have access to.
- We respect the right of the complainant to seek the assistance of an external organisation to resolve the complaint, grievance or appeal.

We will respond to all allegations involving the conduct of:

- Our RTO, our trainers and staff
- Any learner or stakeholder of HIA
- Any third-party providing services on behalf of HIA

And may include:

- Our marketing materials
- The pre-enrolment Suitability and Appropriateness Checklist
- The quality of our resources or facilities
- The actions of another learner
- Assessment results, progress and support
- Acceptance into a course
- Refunds
- Response to a complaint
- Course cancellation
- Assessment decision timeframes
- Our course durations
- Access to personal records
- The way someone has been treated

### ***Before an issue becomes a formal complaint***

You are encouraged, wherever possible, to resolve your concerns or difficulties directly with the person(s) concerned. Our staff are available to assist you to resolve the issues at this level.

### ***Lodging a complaint***

If you wish to lodge a formal complaint, your enrolment will be maintained throughout the process. Complaints should be made as soon as possible but within 90 calendar days of the incident occurring.

All complaints must be submitted in writing to [training@hia.com.au](mailto:training@hia.com.au) and should include the following information:

- Learner details including name, address, phone number and email address
- Course name and course start date
- Description of the complaint
- Any information in relation to what the learner has done to resolve the complaint
- What resolution the learner is seeking

All complaints or appeals will be acknowledged by HIA in writing within 2 business days from receipt of the complaint.

You can also request or download a copy of our formal Complaints Policy.

## Right to Appeal an Assessment Outcome

### **General Principles**

We will ensure that all assessment appeals will be handled in a fair, equitable and consistent manner and ensure that your rights are preserved at all times.

Our goal is to provide excellent service to our learners, and we seek to prevent the occurrence of appeals by ensuring that you are fully prepared for assessment. We will ensure that you are aware of the requirements of the assessment and will negotiate assessment arrangements, including timeframes and readiness for assessment, with you.

### **Grounds for Appeal**

An application for appeal will be considered where you

- claim disadvantage because the trainer did not provide, in either written or verbal form, a subject outline
- claim disadvantage because the trainer varied, without consultation or in an unreasonable way, the assessment requirements as specified in the subject outline
- claim disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied
- are of the view that a clerical error has occurred in the documenting of the assessment outcome
- claim there is a discrepancy between the practical observation and the formal assessment
- claims can be related to a perceived break in the Principles of Assessment or the Rules of Evidence

### **Process for Appeals**

If you wish to appeal an assessment outcome, you are encouraged to first discuss the issue with your Trainer/Assessor. If you are still not satisfied with the outcome you can proceed with the Assessment Appeals process by completing the Assessment Appeals Form. Appeals must be made within 10 calendar days of the original issue/assessment outcome.

You can request a copy of this form by contacting your local HIA Learning team on 1300 650 620, during business hours.

Assessment appeals must be submitted within 10 business days from the date of notification of the original assessment outcome.

There is no cost for an appeal and your course will continue without interruption while the appeal is being assessed. You can also request or download a copy of our formal Assessment Appeals Policy.

### **Timeframes for resolution**

Complaints and appeals will be finalised as soon as practicable or at least within 60 calendar days unless there is a significant reason for the matter to take longer. Should additional time be required, the complainant or respondent will be notified and will be updated on the progress on a weekly basis until such a time as the matter is resolved.

### **Resolution of Complaints and Appeals**

- HIA will involve the relevant staff members to resolve the complaint or appeal in line with the policy.
- Where third party services on behalf of HIA is involved, they will also be included in the process
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the final result granted for the assessment
- All parties involved will be notified of any allegations made.

### **Independent Parties – Complaints**

- HIA acknowledges that an independent party or organisation may be required to investigate and mediate during a complaint or appeal process should the internal process fail to resolve the matter
- If the complainant is not satisfied with the decision in either the formal complaint or appeals process, they can request that the matter be further reviewed by an external dispute resolution process by contacting the Department of Education and Training in their State

- Costs associated with independent parties or organisations to review the matter must be covered by the complainant unless the decision to include an independent party or organisation was made by HIA
- Complaints may also be made to the Australian Skills Quality Authority (ASQA). For more information, refer to the following link <https://www.asqa.gov.au/complaints>

## Right to Be Supported

### **General Principles**

If you have met the entry requirements for a course, you will also have access to a range of academic support options to provide you with the best opportunity to successfully complete your course.

During the registration and enrolment processes, and throughout the course, we will seek to identify any potential obstacles. We will provide support to ensure successful completion of the course.

### **Who is Eligible for Support?**

Our support options are available to any currently enrolled learner.

We will provide a supportive learning environment to the best of our ability and resources. However, there may be support and welfare needs which are beyond our scope of expertise and you may be referred to an external provider.

Where possible, support will be provided by us at no additional cost to you. However, where support services are provided by an external provider the cost of accessing those services will be learners' responsibility.

Provision of personal counselling or personal support is beyond our scope of expertise.

### **Support Options**

Achievement of academic goals may be jeopardised by difficulties arising from a number of circumstances which may include:

- Language, Literacy and Numeracy
- Disabilities (both physical and psychological)
- Cultural
- Socio-economic
- Personal or environmental difficulties

Our enrolment process provides an opportunity to identify any additional support needs that may have an impact on your ability to complete the course.

It is not possible to list all potential support options; however, the following are examples of support that may be available:

- Reasonable Adjustment of assessment tasks
- Extended timeframes for completion of assessment tasks
- Alteration to training delivery timetables
- Training support sessions
- Individual coaching by training staff (Note: additional coaching may incur a fee)

## Right to Have Your Privacy Respected and Protected

### **General Principles**

We will handle all personal information in line with the Privacy Act 1988.

We gather personal information from staff, learners, potential learners and other stakeholders. We respect the privacy of the personal information gathered and take the storage and security of this information seriously.

## ***Types of personal information collected***

We collect personal information that allows for positive identification of each learner such as:

- Name, address, contact number, occupation, gender, date of birth, email address, literacy level, course results, financial details (e.g. credit card details) and information on additional support needs.

## ***How and why personal information is collected***

We collect personal information directly from you as part of services delivered. In some instances, personal information is sourced from a third party that has been referred to us by you.

## ***We only collect personal information that is necessary to perform functions and duties such as:***

- Conduct business as an education provider
- Determine eligibility for a course
- Perform Identity Documentation Verification (consent required)
- Analyse your needs
- Comply with specific reporting requirements of NCVER
- Comply with State specific funding requirements
- Comply with requirements from the National VET Regulator (ASQA)
- Comply with the requirements of USI registrar

Further information in relation to the NCVER Privacy Policy can be found here <https://www.ncver.edu.au/privacy>

## ***Security of personal information collected***

We are committed to protecting your rights to privacy and will take all reasonable steps to ensure personal information is stored in a secure environment protected from unauthorised access, modification and disclosure. When we no longer require your personal information, we will dispose of the records in line with our Records Management Policy.

## ***Accuracy of personal information***

We will take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. It's a learner's responsibility to update personal information if it is not accurate, complete or up to date, learner can request that the information be amended.

## ***Access to personal information***

You can request access to the personal information held by us. The request must be made in writing using the Access to Records Request Form. You can request a copy of this form by contacting your local HIA Learning team on 1300 650 620, during business hours. There is no charge for you to access personal information; however, we may charge a fee to make a copy of this information.

## ***Right to Have Your Existing Skills/Qualifications Recognised***

### ***General Principles***

Under the Standards for RTOs 2015, we must recognise AQF Qualifications and Statements of Attainment issued by any other RTO. We will also recognise and assess the skills and knowledge you have gained over your years of work and life experience. The underlying principle of Recognition of Prior Learning (RPL) and Credit Transfer (CT) is that no learner should be required to undertake a unit of competency for which they are already able to demonstrate competency as outlined in the endorsed training package.

We will offer recognition to all learners for any nationally recognised course we offer, prior to enrolment. We will only recognise credit for qualifications/units of competency completed within the Australian Qualifications Framework. All learners are informed at the Pre-Enrolment Suitability and Appropriateness conversation of the availability of RPL/CT recognition. All learners have the right to apply for RPL/CT.

## **Applying for Credit Transfer (CT)**

If you have previously completed some of the units contained in your chosen training course, you can complete an Application for Credit Transfer form or indicate on the pre-training induction paperwork that you wish to apply for Credit Transfer.

In order to apply for a CT, you must supply evidence to show that the unit(s) of competency has been successfully achieved. Evidence for this may include a Statement of Results, a Statement of Attainment or a USI Transcript. This evidence will be verified with the issuer, and we will require written consent from you to do so. Evidence must be provided prior to the commencement of the course. Where CT is being sought for units with different unit codes and there is insufficient correlation between the unit previously attained and the unit being sought, then you will be referred to the RPL application process.

We will assess the application and notify you of the outcome. If the CT application is successful, you will not need to attend classes or complete assessments for that unit of competency. Successful CT applications may result in a reduction of the total course costs.

## **Applying for Recognition of Prior Learning (RPL)**

In order to apply for an RPL, you must supply evidence to demonstrate prior learning and relevant skills and knowledge gained through work and life skills. Evidence for this may include;

- Position descriptions from current/previous employment
- References from current/ former employers
- Work samples
- Resume
- Verified AQF documentation

If you feel that you have gained the required skills and knowledge for some of the units contained in your chosen training course, indicate on the pre-training induction paperwork that you wish to apply for RPL.

An RPL kit for that unit(s) of competency will be provided. The kit explains the process and outlines the evidence required to assess RPL. Complete and submit the RPL kit and all of the evidence to us.

Fees are payable for this RPL service prior to assessment.

A qualified assessor of HIA Learning team will assess the application and notify you of the outcome.

If the evidence is sufficient to demonstrate current competency against the unit(s) of competency requirements, RPL will be granted and you will be notified.

If your RPL application is successful, you will not need to attend classes or complete assessments for that unit(s) of competency.

## **Unsuccessful applications for RPL/CT**

If you are unsuccessful in the RPL/CT applications, then you will be advised accordingly and will be provided with options to provide additional evidence to support your application or attend training for those units of competency.

## **Assessment Appeals**

If you are not satisfied with the outcome of your RPL/CT application, you can access our Assessment Appeals Policy and appeal the outcome.

## **Right to Access Your Records**

Our policies and procedures ensure that you have timely access to records related to your participation, progress and final outcomes upon written request. We will manage current and past records of your participation in training to ensure their accuracy, integrity and privacy at all times.

Your records will be managed in line with the following principles:

- Our Records Management processes meet all regulatory and legislative requirements
- Records are kept in a consistent and easily accessible format
- Records are routinely checked for accuracy and currency



- Records are secure and protected
- Only authorised staff have access to learner records
- HIA Learning offices and work areas are secure and limited to authorised personnel
- Electronic records are routinely backed up

During the period of your enrolment, we will provide information on the status of your training and assessment to ensure that you are able to progress through the course in accordance with the training schedule as discussed at your enrolment.

If you require access to your training records held by us, you will need to apply in writing using the Access to Records Request Form. This form can be obtained by contacting your local HIA Learning team on 1300 650 620, during business hours. You will need to provide evidence of your identity prior to the release of the records.

We will provide the records to you via email, over the phone and/or hard copy via regular post.

Should you wish another person to receive your records on your behalf, you will need to provide the details of that person on the form and they will need to provide evidence of their identity before the records will be released to them.

There is no charge for you to access personal information; however, we may charge a fee to make a copy of this information.

### **Re-issue of Certificates**

In line with our Privacy Policy, Certificates and Statements of Attainment are considered personal information.

Replacement certificates can only be re-issued where the details provided on the form match the details we have on record. You can request a replacement certificate or statement of attainment by contacting your local HIA office. Please note that the reissue fee may be applicable.

If you have changed address, we can send the replacement certificate to the new address as long as you have also provided the address that we have on record.

The name on the certificate must match the identification provided at enrolment. It is not permissible to alter the name unless it is to rectify a clerical error.

Please contact your local HIA Learning team on 1300 650 620, during business hours for details about the cost of a replacement certificate.

### **Submission of Assessments**

Learners will be informed at the commencement of a training course what is expected in an assessment, and the criteria by which a learner will be assessed. Learners are assessed across a wide range of tasks/activities to ensure reliability and validity of assessment. Instructions for assessment tasks/activities are made clear and explicit and learners are allowed a reasonable and specified time to complete assessment tasks.

All assessments can be submitted either electronically or in hardcopy (depending on the course delivery mode) to HIA Learning.

For hard copy assessments, learners must keep a copy of all assessment work that is handed in. HIA Learning accepts no responsibility for lost assessments and will not return originals to the learners.

Due dates of assessment tasks are provided to learners by their trainer/assessor. HIA Learning has a 4-week recommended timeframe from the last class to the due date of an assessment. The trainer/assessor will inform learners if the due date differs for any particular assessment.

### **Late Assessment Submissions**

Where a learner hands in an assessment outside the times listed in the Assessment Booklet Instructions, or informed by the trainer/assessor, as long as the version of the assessment booklet is the same or is of a minor version change, the assessment is accepted for submission and assessing.

Where the version change is of a major change due to validation feedback or training package changes, then the assessment can only be accepted for submission if advised by the National Product Manager.

Where a learner hands in an assessment outside the times listed in the Assessment Instructions or informed by the trainer/assessor and it is not accepted for submission, then the learner will be advised of the next step. This will be a case-by-case discussion between the learners, trainer/assessor/training manager and National Product Manager.

### Request an Extension of Time for Assessment

We understand that there may be occasions where events can interfere with your ability to complete assessment tasks in the timeframes originally agreed.

To request an extension, please contact HIA training staff.

Student course schedule will indicate final assessment due date for completion of overall qualification – this completion date is 3 months from final unit assessment due date. Failure to complete by this due date will result in automatic withdrawal from qualification and statement of attainment issued for units completed. The option to extend individual completion date is available in particular circumstances – this should be discussed with your student manager and may incur a \$250.00 Late Progression fee.

### Right to Re-Submit Assessment

Specific information about the completion of assessments is contained within each assessment booklet.

If you submit an assessment task that has incorrect answers, or answers that are incomplete or do not address the requirements of the unit(s) of competency you will be given the opportunity to re-attempt the assessment.

A maximum of two re-submissions (three attempts) are allowed. Should the assessment still not meet the requirements of the unit(s), further training may be recommended. You may be charged for any additional training required.

## Learner Obligations

### Learner Code of Conduct

#### *You are responsible for ensuring that:*

- You attend training sessions or online webinars and maintain satisfactory progress
- You discuss any personal/medical circumstances with the Learning staff as soon as they become known, medical conditions or personal circumstances which have not been declared, cannot normally be taken into account in assessing performance on the course
- You are aware of the correct time, date and location of all training sessions (including online webinars) and assessment tasks that you are required to complete
- All course work, assessments and portfolios of evidence are in concise and accurate English and your own work
- Assessments are submitted in line with advised due dates
- You keep a copy of any completed assessments/work submitted to HIA
- You behave in a way that is respectful of fellow learners and HIA Learning staff
- You take care of the training venue by keeping it clean and tidy and take care of the amenities that are provided for learners
- You are responsible for your own belongings at the HIA premises and elsewhere. HIA hold no responsibility of your belongings.
- You are respectful of others' views and opinions. Insulting, condescending or abusive words will not be tolerated. Debate is welcome as long as you are discussing the ideas, not attacking the person. This refers to participation in online discussion forums also.
- You are sensitive to different cultural, political and religious backgrounds. These differences will add to your experience, not detract from it.
- You are aware of the impact of your posts. In general, if you think something could be taken the wrong way it's probably best not to post it. If there is something you want to say to a trainer or peer that you're unsure is appropriate for public display, sending it via private message/email is the best solution.
- The online environment is great place to share ideas and support each other. Be proud of the posts you make as they can contribute to your fellow learners learning experience.

- Take instruction from HIA Trainer in relation to live tutorial participation – i.e. Use of camera, microphone and discussion boards.

### *It is expected that you will:*

- Treat all HIA Learning staff and other learners with respect, fairness and courtesy
- Be punctual and regular in attendance
- Submit assessments by the due date or seek approval for an extension of time
- Observe safe practice standards by wearing appropriate clothing and footwear, using protective equipment and following instructions.
- Be respectful during your zoom meetings with classmates, act like you would in your class at school. Use kind words and wait for your turn to talk. Also, show good listening when others are speaking and adhere to your educator instructions to use your webcam and microphone
- Follow guidelines for courteous communication in the online environment.

### *You must not:*

- Smoke in any designated non-smoking areas
- Litter
- Harass fellow learners or HIA Learning staff in either the classroom based or online learning environments or discussion forums, HIA Learning staff or the general public
- Use mobile phones, pagers or similar devices in the training room or during assessments – or use cameras or recording devices in mobile phones without the consent of the person being photographed or recorded
- Damage, steal, modify or misuse HIA property
- Be under the influence of alcohol or illegal drugs
- Engage in behaviour which may offend, embarrass, threaten or harm other learners

### *Appropriate Behaviour*

We provide a learning/training environment which aims to ensure the health, safety and respect of all learners. We seek to create an inclusive and productive learning environment at all courses for everyone.

To do so, we request that all learners ensure their behaviour is appropriate for an adult learning environment.

### *Some general tips*

**Noise levels** – Please be aware of noise levels and be respectful of your fellow learners and any other occupants of the training venue. This also includes background noise when participating in live tutorial sessions online. Mute yourself during the tutorial and unmute when you have a question to ask.

**Presence of non-learners** - Due to the distraction and disturbance to other learners, no children or pets are to be brought to training rooms. This also includes background noise when participating in live tutorial sessions online.

**Dress Standards** – You are expected to dress in an appropriate manner.

**Drugs and Alcohol** - The use of illegal drugs and alcohol may impair an individual's capacity to learn safely, efficiently and with respect for other learners. The use of such substances may result in the risk of injury or a threat to a learner's well-being or that of other parties.

No learner is to attend training whilst under the influence of alcohol or illegal drugs.

**Prescription medication** – The use of prescription pharmaceuticals is not prohibited. You should check with your doctor that the prescription medication will not impair your study performance ability, or put others at risk.

**Sexual harassment** - HIA Learning is committed to ensuring that its learning environments are free from sexual harassment. Sexual harassment will not be tolerated under any circumstances, and disciplinary action will be taken against any learners

who breaches this policy. Sexual harassment in education is illegal under the Sex Discrimination Act 1984. Some forms may constitute a criminal offence.

### **Consequences of breaches to any of the above behaviours**

HIA Learning will assess each breach individually and consider the disciplinary action based on:

- Level of breach
- Extent of breach
- Learners' history with HIA Learning

Disciplinary action may include:

- A verbal warning
- A written warning
- Exclusion from enrolling in a particular competency and/or course
- Exclusion of the learner from HIA Learning leading to cancellation of enrolment.

### **No Cheating and / or Plagiarism**

We have a zero tolerance towards cheating and will not issue an assessment outcome of Competent for any unit(s) where cheating has been proven. We will also use plagiarism detection software to review assessment submissions on a routine basis.

We will ensure that every learner is aware of the implications of cheating, and we will seek to minimise the opportunities for deliberate or accidental occurrences of cheating.

We will conduct all investigations into suspected cheating with respect for the learner at all times.

We acknowledge that the level of intent to deceive and the extent of the plagiarism should be the criteria for determining penalties.

Penalties for plagiarism will vary and may include counselling and a warning or a finding of Not Competent for the unit/s of competence. We will consider the extent of the plagiarism, whether it is a first or repeated offence, whether there is evidence of deliberate deceit and whether advantage has been taken of another learner.

All staff involved in training and assessing will assist in providing a learning and teaching environment that upholds academic integrity.

### **Definitions**

**Cheating** is an attempt to obtain or give credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. The most common form of cheating is plagiarism.

**Plagiarism** means knowingly presenting the work or property of another person as if it were one's own without appropriate acknowledgement or referencing. It includes:

- Word for word copying of text from one or more sources which are the work or data of other persons
- Closely paraphrasing sentences, paragraphs or themes
- Using another person's ideas, work or research data without due acknowledgment
- Submitting work which has been produced by someone else as if it were the work of the learner
- Copying or submitting computer files in whole or in part without indicating their origin
- In the case of collaborative projects, falsely representing the individual contributions of the collaborating learners where individual contributions are to be identified

## You have a responsibility to:

- Ensure that you have knowledge of what constitutes cheating and plagiarism
- Clarify/check what actions could be interpreted as cheating and plagiarism
- Produce original work with appropriate and correct citations where work, information or ideas are taken from any source
- Take careful notes of ideas or information are sourced
- Ensure any completed assessments are authentic and are your own work

## How we manage and deal with cheating and plagiarism

We will not suspend any training whilst investigating alleged cheating. However, no further assessment submissions will be accepted until the matter under investigation is resolved.

The following procedures describe the process for managing alleged cheating and plagiarism:

- When cheating is suspected, the staff member will report the incident, together with relevant evidence, to the Training Manager.
- On receiving details of alleged cheating, the Training Manager, together with the staff member reporting it, will decide whether or not plagiarism has occurred.
- If plagiarism has not occurred, there will be no further action
- If cheating or plagiarism has occurred; the Training Manager will provide appropriate educational or remedial advice to you.

You will be:

- given written notification of the nature of the fault in your work
- provided with the opportunity to correct your work
- given the opportunity to re-submit the assessment (or part thereof) for remarking
- Repeat offences may result in your withdrawal from training and your enrolment cancelled

## Fees, Charges and Refunds

### Handy definitions

**Tuition Fee/Course Fee/Learner Contribution Fee:** The full fee charged for the delivery of the training and assessment and is inclusive of all administration and materials costs. Additional learner resources will be required and will incur a fee, learners will be advised of these costs prior to enrolling.

**Commencement Date:** The date of the first training session of the first short course.

**Accredited Courses:** Courses which provide state and or/national recognition in accordance with the Australian Qualifications Framework.

For the purpose of applying these guidelines, please note that you will become liable for the full course fee upon enrolment. Whether you have agreed to pay the full course fee prior to commencement or have agreed for payments to be made in stages, as per the signed Course Fee Schedule, these guidelines apply.

## Refunds

### **Prior to Commencement Date**

For written cancellations received greater than five (5) business days prior to the course commencement date, we will refund all monies paid for that enrolment.

For written cancellations received less than five (5) business days prior to the course commencement date, no refund will be given.

### **Once training has commenced**

Once the course has commenced we will only refund monies in exceptional circumstances.

Requests for a refund must be made in writing to the Training Manager, by completing a Refund Request form. HIA may consider such request in its absolute and sole discretion.

## Course Postponement

If we postpone a course you have paid for to an alternative start date you will receive a refund for that course or be offered an opportunity to transfer to the next available course.

## Cancellation

If we cancel any part of your training, you will not be liable for costs associated with that portion of the training. You will be provided with a Statement of Attainment for all completed units of competency and offered the opportunity to re-enrol with us or another RTO with full recognition of that statement. Where there is no options to re-enrol, a refund will be offered for that portion of training that has been cancelled.

### **Cancellation due to the breach of the Learner Code of Conduct**

If HIA cancels your enrolment, due to the breach of the Learner Code of Conduct, a refund will not be offered. You will be provided with a Statement of Attainment for all completed units of competency.

## Additional Fees

There may be some additional costs to you not included in course fees. These might include specialist equipment which you retain after the training or optional charges for additional resources beyond or in a different format from what is provided as part of the course. Any additional costs will be explained prior to being charged.

<b>Re-Scheduling Fee</b>	\$250.00	Applied when learner makes in excess of 1 rescheduling request – will not be applied where exceptional circumstances exist – waiving of fee will be at Training Managers discretion
<b>Late Progression Fee</b>	\$250.00	Applied when learner exceeds allocation course completion date specified on course schedule – will not be applied where exceptional circumstances exist – waiving of fee will be at Training Managers discretion
<b>Award/SOA Re-Print Fee</b>	\$35.00	Applied when original Award/SOA has been provided to student

There may be additional fees incurred for additional LLN support services. All services will be discussed with you before you're required to make any commitment.

Fees for RPL will be assessed on an individual basis. Credit Transfer will incur no fees.

## Outstanding Fees

Full payment must be received prior to the commencement of your training course. Alternatively, depending on your circumstances you may request to enter into a payment plan.

Any payment plan and arrangement will need to be approved and first payment must be finalised prior to course commencement with additional payments to be finalised within three (3) months of commencement. If full payment is not made or received, without limiting any of our other legal rights or remedies, we may engage the services of a debt collection agency to recover any outstanding fees and you will be excluded from continuing your training course. HIA will not issue the Certification or Statement of Attainment on completion until all outstanding debts have been finalised.

Note: Payment plans and payment arrangements may be subject to terms and conditions and may differ State by State, due to State funding requirements. This is particularly applicable in Western Australia.

## Variation to enrolment

### *If you wish to vary your enrolment*

If you wish to vary your enrolment in a course or professional development program that has not yet commenced, you must do so at least 5 working days prior to the course commencing. Depending on the nature of the variation, you may be asked to complete a new enrolment form.

If a refund is requested, HIA's Fees Charges and Refunds Policy will apply.

You may request deferment of a course on the grounds of compassionate or compelling circumstances (at the discretion of HIA Learning). The length of time you may have your enrolment deferred is at the discretion of the Training Manager but may have additional obligations as per State funding obligations. Deferral does not automatically entitle you to a refund.

You are advised to retain your original documents (e.g. medical certificates) for your own records and submit copies with applications for deferment or cancellation. Please note that HIA Training may ask to see the original documents.

You will be advised in writing of the outcome of your request for variation to your enrolment. If you are dissatisfied with the outcome of your request, you can access the complaints process.

Adhoc requests to vary enrolment may be considered however you may be required to pay a Re-scheduling fee of \$250.00.

### *HIA Learning initiated variation to enrolment*

HIA Learning may defer, vary, or cancel your enrolment in the following instances:

- Your failure to uphold and maintain the HIA Learning policies and procedures as set out in this Learner Handbook
- Repeated plagiarism or copying
- Cheating in an assessment task which has been reported by his/her trainer/assessor and following investigation, is proved to be correct
- As part of an intervention strategy for unsatisfactory course progress
- In compassionate and compelling circumstances
- Demonstration of serious misconduct as outlined in this Learner Handbook
- Erratic course progress (for example, consistent unsatisfactory course progress or continuous absence from scheduled sessions)
- Non-payment of fees – courses are to be paid strictly in accordance with the HIA Learning enrolment terms and conditions
- In the case of a Government funded training place, where a learners has been adequately informed of the requirements of the funded place but refuses to meet these requirements

## How to contact us

In most regions, the standard office hours are Monday to Friday, 9:00am to 5:00pm.

REGIONAL OFFICES		
<b>Nth Queensland</b> 25 Blackhawk Boulevard Townsville Qld 4817 Phone: 07 4755 6600 <a href="mailto:nthqld_training@hia.com.au">nthqld_training@hia.com.au</a>	<b>NSW</b> 4 Byfield Street Macquarie Park NSW 2113 Phone: 02 9978 3333 <a href="mailto:nsw_training@hia.com.au">nsw_training@hia.com.au</a>	<b>Tasmania</b> 30 Burnett Steet North Hobart TAS 7000 Phone: 03 6230 4600 <a href="mailto:tas_training@hia.com.au">tas_training@hia.com.au</a>
<b>Queensland</b> 14 Edmondstone Street South Brisbane QLD 4101 Phone: 07 3021 8800 <a href="mailto:gld_training@hia.com.au">gld_training@hia.com.au</a>	<b>ACT/SNSW</b> Unit 4/9 Sydney Avenue Barton ACT 2600 Phone: 02 6285 7300 <a href="mailto:act_training@hia.com.au">act_training@hia.com.au</a>	<b>South Australia</b> Cnr Port Road & Station Place Hindmarsh SA 5007 Phone: 08 8340 5900 <a href="mailto:sa_training@hia.com.au">sa_training@hia.com.au</a>
<b>Hunter NSW</b> 17 Murray Dwyer Circuit Mayfield West NSW 2304 Phone: 02 4014 2000 <a href="mailto:hunter_training@hia.com.au">hunter_training@hia.com.au</a>	<b>Victoria</b> Level 4, Building 8, 584 Swan Street Burnley VIC 3001 Phone: 03 9280 8200 <a href="mailto:vic_training@hia.com.au">vic_training@hia.com.au</a>	<b>Western Australia</b> 22 Parkland Road Osborne Park WA 6017 Phone: 08 9492 9200 <a href="mailto:wa_training@hia.com.au">wa_training@hia.com.au</a>
SUB-REGIONAL OFFICES		
<b>Gold Coast</b> Unit 4, 2 John Duncan Court Varsity Lakes QLD 4227 Phone: 07 5587 7444 <a href="mailto:gld_training@hia.com.au">gld_training@hia.com.au</a>	<b>Northern Territory</b> 651 Stuart Highway Berrimah Business Park Berrimah NT 0828 Phone: 08 8995 6300 <a href="mailto:nt_training@hia.com.au">nt_training@hia.com.au</a>	<b>Coffs Harbour</b> Office 22-23 Lot 5 Druitt Court Coffs Harbour NSW 2450 Phone: 02 6651 2422 <a href="mailto:coffs_training@hia.com.au">coffs_training@hia.com.au</a>