

BUILDER'S LICENCE TRAINING



HIA





BUILDER AND KITCHEN, BATHROOM & LAUNDRY RENOVATION LICENSING TRAINING

THINGS YOU NEED TO KNOW ABOUT TRAINING WITH HIA

(for full details get a copy of the HIA learner handbook)

HOW DO I ENROL?

You can enrol in HIA courses by completing an enrolment form

Contact your local HIA office on 02 9978 3333.

If you are under 18, your enrolment must be approved by a parent or guardian.

CAN I GET RECOGNITION FOR WHAT I ALREADY KNOW?

The National training system in Australia allows the recognition of knowledge and skills gained through previous study and/or experience.

If you think you have skills and knowledge that may meet the requirements of any part of an HIA course, please contact your local HIA Training Services on 02 9978 3333.

WHEN DO I NEED TO PAY?

To secure your place, you must pay for your course at the time of booking - either in full or by short course before commencement.

HIA accepts cash, cheques, and major credit cards.

If you require an invoice to raise a payment, payment must be made **5 days** before the start of the course.

CAN HIA SUPPORT MY LEARNING NEEDS?

If you have any special needs for your learning linked to language or disability, you should speak to your local HIA Training Office at the time of enrolment. HIA can often offer in-house support, or direct you to possible external sources.

HIA will also do its best to accommodate unexpected needs such as changes to your work or personal life. It is your responsibility to inform HIA as soon as possible of any needs you may have.

WHAT WILL BE EXPECTED OF ME?

- As an HIA learner, you will be expected to:
- Attend face to face sessions on time;
- Treat trainers, administration staff, and other learners with respect;
- Attempt all activities and assessments to the best of

your ability within the set timeframes (this will include some self-directed learning and research);

- Behave in a way that does not interrupt other learners;
- Submit your own work.

WHAT DO I NEED BEFORE I START?

To start this program, you must have:

- Good English reading, writing and listening skills;
- A current OH&S safety induction card;
- Knowledge of building terminology;
- Access to a building site.

WHAT WILL I NEED?

- Pen & 0.5mm HB Pacer pencil
- Scientific calculator
- Normal scale rule
- Eraser
- Internet access (outside of face-to-face sessions)
- Camera
- Closed shoes (for field work).
- BCA (Vol 1 & 2)
- Timber Framing Code AS1684.2

You will be notified of any specific short course requirements when you enrol.

ABOUT HIA

The Housing Industry Association is the leading industry association in the Australian residential building sector, with staff supporting the business interests of over 40,000 builders, contractors, manufacturers, suppliers and business partners in the home building industry.

HIA members include businesses of all sizes, ranging from individuals working as independent contractors, and home based small businesses to large, publicly listed companies employing thousands of people.

If you want to know how HIA can help you, please contact us on 1300 650 620.

TRAINING FOR BUILDER LICENCE



CPC40108 Certificate IV in Building and Construction (Building)

COURSE DESCRIPTION

If you are interested in a career in the residential building industry in Australia, this program may be the answer. The Certificate IV in Building and Construction (Building) (CPC40108) covers the skills and knowledge needed by professional builders in the low-rise residential and commercial sector of the building industry. It is also a requirement in many States and Territories to obtain a low-rise residential builders licence and/or supervisors registration (or local equivalent).

Successful completion means you will be able to co-ordinate the construction of a building, taking responsibility for the overall completion of the job, including selecting contractors, overseeing the work and its quality, and liaising with the client.

Many Builders employ people who hold this qualification in a range of roles.

This training program consists of 12 short courses:

- Legal Requirements
- Resolve Business Disputes
- Managing Your Finances
- Building Codes
- Building Structures
- Building Contracts
- Interpreting Plans & Specifications
- Planning Building Work
- Estimating & Tendering
- Occupational Health & Safety
- Site Set Out
- Supervising Building Work

COURSE OUTCOME

Students who successfully complete the assessment requirements for all short courses will be issued with a CPC40108 Certificate IV in Building and Construction (Building).

Students who successfully complete one or more short courses but do not complete the entire training program will be issued with a Statement of Attainment for the units successfully completed.

COURSE DURATION

27 days (two evening sessions equals one day) of face to face time as well as additional self directed learning, research and assessments.

COURSE VENUE

North Ryde
HIA, 4 Byfield St
North Ryde/Macquarie Park 2113

COURSE FEES

HIA Member \$5,300 up front

Non Member \$6,600 up front

Other payment options are available. Please ask for more information.

TRAINING FOR KITCHEN, BATHROOM & LAUNDRY RENOVATION LICENSE

COURSE DESCRIPTION

This training program has been designed to partially meet the requirements for the Kitchen, Bathroom & Laundry Renovation License class in New South Wales.

This training program consists of 7 short courses:

- Legal Requirements
- Building Codes
- Building Contracts
- Planning Building Work
- Estimating and Tendering
- Occupational Health and Safety
- Supervising Building Works

COURSE OUTCOME

Students who successfully complete the assessment requirements for all short courses will be issued with a Statement of Attainment for the relevant units of competency.

COURSE DURATION

17 days (two evening sessions equals one day) of face to face time as well as additional self directed learning, research and assessments.

COURSE VENUES

North Ryde - HIA, 4 Byfield St, North Ryde/Macquarie Park 2113

Dates and times for available courses are advertised on hia.com.au or contact HIA Training Services on 1300 650 620.

COURSE FEES

HIA Member \$3,440 up front
Non Member \$4,340 up front

Other payment options are available. Please ask for more information.

WHAT DO I NEED BEFORE I START?

It is recommended that students are able to:

- Comprehend instructions written and spoken in English (training is delivered in English).
- Read documents such as the Building Code of Australia, Workcover NSW, and Office of Fair Trading publications.
- Use a calculator to add, subtract and multiply.
- Use a computer for receiving and sending emails, searching the Internet for information, word processing of simple documents and creating spreadsheets.

All students must:

- Have an OHS Induction card (Workcover NSW White Card) before attending the Occupational Health & Safety short course.

WHAT WILL I NEED?

- Pen & 0.5mm HB Pacer pencil
- Scientific calculator
- Normal scale rule
- Eraser
- Internet access (outside of face-to-face sessions)
- Camera
- Closed shoes (for field work).
- BCA (Vol 1 & 2)



SHORT COURSES for Builder and Kitchen, Bathroom & Laundry Renovation Licences



Legal Requirements

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to:

- Apply the laws relating to builder registration
- Apply OHS legislation and provisions on site
- Apply the codes, Acts and regulations, and standards relevant to construction
- Comply with insurance or regulatory requirements for housing construction
- Apply legislation to financial transactions
- Meet building contract obligations
- Apply dispute resolution processes

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for CPCBC4009A Apply legal requirements to building and construction projects.

COURSE DURATION

Equivalent to 2 days

COURSE FEE (GST EXEMPT)

- HIA Member \$425
- Non Member \$530

PRE-REQUISITES

It is recommended that students are able to:

- read documents such as contracts, legislation and Office of Fair Trading publications
- use a computer for searching the internet for information.

CPD POINTS 28



Resolve Business Disputes

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Participants will learn how to:

- Develop and implement dispute resolution procedures
- Conduct an initial investigation into business disputes and possible resolution strategies
- Identify opportunities for dispute resolution

COURSE OUTCOMES

On successful completion of this course, you will be issued with a Statement of Attainment for the unit CPCBC4024A Resolve business disputes.

COURSE DURATION

Equivalent to 1 day.

COURSE DATES AND LOCATIONS

Dates for available courses and locations are advertised on hia.com.au or call 1300 650 620.

COURSE FEE (GST EXEMPT)

- HIA Member \$250
- Non Member \$280

PRE-REQUISITES

It is recommended that students are able to:

- Comprehend instructions written and spoken in English (training is delivered in English)
- Read documents such as NSW Office of Fair Trading publications
- Use a computer for searching the internet for information and word processing of simple documents.

CPD POINTS 14



Managing Your Finances

COURSE DESCRIPTION

Students will learn how to:

- Maintain financial records
- Implement a financial plan
- Monitor financial performance

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for BSBSBM406A Manage small business finances.

COURSE DURATION

Equivalent to 2 days

COURSE FEE (GST EXEMPT)

- HIA Member \$425
- Non Member \$530

COURSE PRE-REQUISITES

It is recommended that students are able to:

- Use a computer for searching the internet for information, word processing of simple documents and creating spreadsheets
- Use a calculator to add, subtract and multiply.

CPD POINTS 28



Building Codes

COURSE DESCRIPTION

Students will learn how to:

- Access and interpret relevant code and standard requirements
- Analyse and apply a range of solutions to a construction problem for compliance with the BCA
- Apply fire protection requirements
- Classify Buildings

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for:

- CPCCBC4001A Apply building codes and standards to the construction process for low-rise building projects

COURSE DURATION

Equivalent to 3 days

COURSE DATES AND LOCATIONS

Dates for available courses and locations are advertised on hia.com.au or call 1300 650 620.

COURSE FEE (GST EXEMPT)

- HIA Member \$580
- Non Member \$740

PRE-REQUISITES

It is recommended that students are able to:

- Comprehend instructions written and spoken in English (training is delivered in English)
- Read documents such as Building code of Australia publications
- Use a computer for searching the internet for information and word processing of simple documents.

Students will need a copy of BCA Vol 1 & 2 Framing Code

CPD POINTS 42



Building Structures

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to:

- Apply structural principles when planning the erection or demolition of a structure
- Analyse and plan for the structural integrity of Class 1 and Class 10 buildings
- Analyse and plan for the structural integrity of Class 2 to 9 buildings
- Plan, coordinate and manage the laying of footings
- Plan, coordinate and manage the laying of floor system
- Plan, coordinate and manage the building of structural and non-structural wall systems
- Plan, coordinate and manage the building of structural wall systems and wall cladding systems
- Plan, coordinate and manage the building of roof system
- Plan, coordinate and manage the building of structural roof systems and roof cladding systems
- Plan, coordinate and manage the external wall cladding of structure

COURSE OUTCOMES

CPCCBC4010A Apply structural principles to residential low rise constructions

CPCCBC4011A Apply structural principles to commercial low rise constructions.

COURSE DURATION

Equivalent to 4 days

COURSE FEE (GST EXEMPT)

- HIA Member \$785
- Non Member \$900

PRE-REQUISITES

It is recommended that students are able to use a computer for searching the internet for information and word processing of simple documents.

Students will need a copy of the Timber Framing Code – AS1684.2

CPD POINTS 56



Building Contracts

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to:

- Identify and analyse the essential elements, sections and clauses of a building contract
- Select an appropriate contract for the works to be undertaken
- Prepare and administer a contract
- Identify and apply the factors involved in the termination of a business contract
- Finalise a contract

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for:

- CPCCBC4003A Select and prepare a construction contract
- CPCCBC4016A Administer a construction contract

COURSE DURATION

Equivalent to 2 days

COURSE FEE (GST EXEMPT)


- HIA Member \$425
- Non Member \$530

PRE-REQUISITES

It is recommended that students are able to:

- Read documents such as contracts, legislation and Office of Fair Trading publications
- Use a computer for searching the internet for information.

CPD POINTS 28



Interpreting Plans & Specifications

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to read and interpret plans and specifications applicable to low-rise residential and commercial building projects in order to perform an array of construction activities.

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for CPCBC4012A Read and interpret plans and specifications.

COURSE DURATION

Equivalent to 1 day.


COURSE FEE (GST EXEMPT)

- HIA Member \$250
- Non Member \$280

PRE-REQUISITES

It is recommended that students are able to comprehend instructions written and spoken in English (training is delivered in English).

CPD POINTS 14



Planning Building Work

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to:

- Appraise the contract documentation to identify the operational requirements
- Prepare project schedule and determine all the resources required
- Ensure suitable building materials are selected
- Supervise the acceptance, safe handling and storage of materials on site

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for:

- CPCBC4006A Select, procure and store construction materials for low-rise projects
- CPCBC4005A Produce labour & material schedules for ordering

COURSE DURATION

Equivalent to 3 days

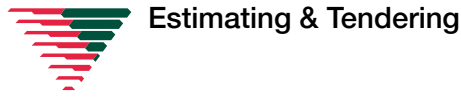
COURSE FEE (GST EXEMPT)

- HIA Member \$580
- Non Member \$740

PRE-REQUISITES

It is recommended that students are able to use a computer for searching the internet for information and word processing of simple documents.

CPD POINTS 42



Estimating & Tendering

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to:

- Read and interpret plans and specifications
- Identify and calculate labour costs
- Identify and establish physical resource requirements
- Develop estimated project costs
- Evaluate contract risk
- Prepare tender documentation
- Identify and attach appropriate supporting documentation
- Evaluate completed tender documentation
- Obtain tender approval or endorsement

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for:

- CPCBC4004A Identify and produce estimated costs for building and construction projects
- CPCBC4013A Prepare and evaluate tender documentation

COURSE DURATION

Equivalent to 3 days

COURSE FEE (GST EXEMPT)

- HIA Member \$580
- Non Member \$740

PRE-REQUISITES

It is recommended that students are able to use a calculator to add, subtract and multiply.

CPD POINTS 42



Occupational Health and Safety

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to:

- Determine areas of potential OHS risk in the building and construction workplace
- Inspect and report on areas of specific OHS risk
- Advise on implementation of OHS control measures at the building and construction workplace
- Establish and review OHS communications and educational programs

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for:

- CPCBC4002A Manage occupational health and safety in the building and construction workplace

COURSE DURATION

Equivalent to 2 days

COURSE FEE (GST EXEMPT)

- HIA Member \$425
- Non Member \$530

PRE-REQUISITES

It is recommended that students are able to:

- Comprehend instructions written and spoken in English (training is delivered in English).
- Read documents such as Workcover NSW publications
- Use a computer for searching the internet for information and word processing of simple documents.

All students must have a Workcover NSW OHS Induction card (White card).

CPD POINTS 28



Site Set Out

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to conduct a site survey and set out for a building or construction project.

Students will learn how to conduct basic measuring and leveling techniques as part of the set out procedures performed on building projects. It includes the use of technical instruments, application of standard procedures and performance of calculations necessary in the set out of construction projects.

COURSE OUTCOMES

On successful completion of this course, students will be issued with a Statement of Attainment for CPCCBC4018A Apply site surveys and set out procedures to building and construction projects.

COURSE DURATION

Equivalent to 2 days

COURSE FEE (GST EXEMPT)

- HIA Member \$425
- Non Member \$530

PRE-REQUISITES

- Comprehend instructions written and spoken in English (training is delivered in English)
- Read documents such as the Building code of Australia
- Use a computer for searching the internet for information and word processing of simple documents.
- Use a calculator to add, subtract and multiply.

CPD POINTS 28



Supervising Building Work

NATIONALLY RECOGNISED
TRAINING

COURSE DESCRIPTION

Students will learn how to:

- Supervise the administration of claims and payments
- Supervise and maintain on-site communications
- Ensure management of and compliance with quality control procedures
- Complete project administration processes
- Appraise contract documentation to identify operational requirements
- Implement strategies for construction operations
- Prepare project schedule
- Determine required resources
- Prepare and submit condition reports

COURSE OUTCOMES

CPCCBC4007A Plan building or construction work.
CPCCBC4008A – Conduct on-site supervision of the building & construction project.

COURSE DURATION

Equivalent to 2 days

COURSE DATES AND LOCATIONS

Dates for available courses and locations are advertised on hia.com.au or call 1300 650 620.

COURSE FEE (GST EXEMPT)

- HIA Member \$425
- Non Member \$530

PRE-REQUISITES

It is recommended that students are able to use a calculator to add, subtract and multiply.

CPD POINTS 28

RECOGNITION OF PRIOR LEARNING (RPL)

HIA, as a Registered Training Organisation (#1091), offers recognition services to applicants for any nationally recognised course it offers, prior to enrolment in the course. The RPL process recognises applicants' current competency against the assessment criteria for the course or qualification concerned. RPL means the recognition of your competencies currently held, regardless of how, when or where the learning occurred.

Competencies may be obtained or learning outcomes achieved in a number of ways. This includes any combination of formal or informal training and education such as:

- Qualifications
- Non-accredited short courses
- CPD training certificates
- Pre-vocational courses
- School qualifications

RPL also recognises the importance of your prior learning being current in the context of industry procedures and standards. For example, business management skills in the construction industry learnt 15 years ago would differ greatly from those of today in terms of technology, industry practice, regulations, etc. HIA RPL assessors will take this factor into consideration when carrying out RPL assessment services on behalf of HIA. Examples of evidence that may be provided, can take a variety of forms including:

- References from colleagues, employers, qualified builders, owner builders, clients, architects, certifiers or engineers.
- Related licences from any state or territory including WorkCover NSW Licences
- Awards or prizes you have received relating to your work or relevant activities
- Relevant documents related to Trade or Building Projects that you can prove you have supervised or managed, such as: correspondence with clients, architects, certifiers, and engineers, councils, suppliers, and sub-contractors.
- Job descriptions, work experience, letters of appointment, log-books
- Work journal or diary, photos or videos of your work
- Work samples such as: letters/memos, job specifications, quotes etc related to work you have undertaken.

If you have any questions, or if you would like a copy of this application, please contact HIA Training Services on 1300 650 620. Details can also be found at hia.com.au

COURSE SCHEDULE NORTH RYDE

Please tick the courses you would like to register for, and return with the registration form.

Short Course	Price HIA Member / Non Member	Tick	Locations	Dates & Times
FULL Course				
HIA Members (Member Discount of \$245)	\$5300	<input type="checkbox"/>		
Non Members (Non-Member Discount of \$180)	\$6600	<input type="checkbox"/>		
Legal Requirements	\$425 / \$530	<input type="checkbox"/>	North Ryde	7 February, 10 February, 14 February, 17 February 2011 4pm-7.30pm
Resolve Business Disputes	\$250 / \$280	<input type="checkbox"/>	North Ryde	21 February, 24 February 2011 4pm-7.30pm
Managing Finance	\$425 / \$530	<input type="checkbox"/>	North Ryde	7 March, 10 March, 14 March, 17 March 2011 4pm-7.30pm
Building Codes	\$580 / \$740	<input type="checkbox"/>	North Ryde	19 March, 26 March 2011 9am-5pm 28 March, 31 March, 2011 4pm-7.30pm
Building Structures	\$785 / \$900	<input type="checkbox"/>	North Ryde	2 April, 9 April, 16 April 2011, 9am-5pm 4 April, 7 April, 2011, 4pm-7.30pm
Building Contracts	\$425 / \$530	<input type="checkbox"/>	North Ryde	18 April, 28 April 2011, 9am-5pm
Interpreting Plans and Specifications	\$250 / \$280	<input type="checkbox"/>	North Ryde	7 May 2011 9am-5pm
Planning Building Works	\$580 / \$740	<input type="checkbox"/>	North Ryde	14 May, 21 May, 28 May 2011, 9am-5pm
Estimating and Tendering	\$580 / \$740	<input type="checkbox"/>	North Ryde	4 June, 18 June 2011, 9am-5pm 6 June, 9 June 2011, 4pm-7.30pm
Occupational Health & Safety	\$425 / \$530	<input type="checkbox"/>	North Ryde	25 June 2011 9am-5pm 27 June, 30 June 2011 4pm-7.30pm
Site Set Out	\$425 / \$530	<input type="checkbox"/>	North Ryde	9 July, 16 July 2011 9am-5pm
Supervise Building Works	\$425 / \$530	<input type="checkbox"/>	North Ryde	23 July, 30 July 2011 9am-5pm

CPD Points: 2 points per hour applies to all short course training

Recognition of prior learning is also available, please contact HIA Training Services on 1300 650 620 for more information.
RTO Provider 1091

COURSE SCHEDULE BLACKTOWN

Please tick the courses you would like to register for, and return with the registration form.

Short Course	Price HIA Member / Non Member	Tick	Locations	Dates & Times
FULL Course				
HIA Members (Member Discount of \$245)	\$5300	<input type="checkbox"/>		
Non Members (Non-Member Discount of \$180)	\$6600	<input type="checkbox"/>		
Legal Requirements	\$425 / \$530	<input type="checkbox"/>	Blacktown	1 March, 2 March, 8 March, 9 March 2011, 4pm – 7:30pm
Resolve Business Disputes	\$250 / \$280	<input type="checkbox"/>	Blacktown	15 March, 16 March 2011, 4pm – 7:30pm
Managing Finance	\$425 / \$530	<input type="checkbox"/>	Blacktown	26 March, 2 April 2011, 9am – 5pm
Building Codes	\$580 / \$740	<input type="checkbox"/>	Blacktown	5 April, 6 April 2011, 4:00pm – 7:30pm 9 April, 16 April 2011, 9am – 5pm
Building Structures	\$785 / \$900	<input type="checkbox"/>	Blacktown	30 April, 9am - 5pm 3 May, 4 May, 10 May, 11 May 2011, 4pm - 7.30pm 7 May 2011, 9am – 5pm
Building Contracts	\$425 / \$530	<input type="checkbox"/>	Blacktown	17 May, 18 May, 24 May, 25 May 2011, 4:00pm – 7:30pm
Interpreting Plans and Specifications	\$250 / \$280	<input type="checkbox"/>	Blacktown	31 May, 1 June 2011, 4pm - 7.30pm
Planning Building Works	\$580 / \$740	<input type="checkbox"/>	Blacktown	7 June, 8 June, 21 June, 22 June 2011, 4pm – 7:30pm 18 June 2011, 9am – 5pm
Estimating and Tendering	\$580 / \$740	<input type="checkbox"/>	Blacktown	5 July, 6 July 2011, 4pm – 7.30pm 9 July, 16 July 2011, 9am – 5pm
Occupational Health & Safety	\$425 / \$530	<input type="checkbox"/>	Blacktown	30 July, 6 August 2011, 9am – 5pm
Site Set Out	\$425 / \$530	<input type="checkbox"/>	Blacktown	13 August, 20 August 2011, 9am – 5pm
Supervise Building Works	\$425 / \$530	<input type="checkbox"/>	Blacktown	27 August 2011, 9am – 5pm 30 August, 31 August 2011, 4pm – 7.30pm

CPD Points: 2 points per hour applies to all short course training

Recognition of prior learning is also available, please contact HIA Training Services on 1300 650 620 for more information.
RTO Provider 1091

CERTIFICATE IV ENROLMENT FORM



Registration Form									
<input type="checkbox"/> Tick here if course participant is under 18 years of age Under 18 Parent/Guardian consent form will be provided.					HIA Member ID Number:				
Name:					Company/School:				
Trade Qualification/License:									
Address:									
Suburb:					Postcode:				
Phone:					Mobile:				
Email:					Fax:				
Where did you hear about the course:									
Additional Information:									
Payment Details									
Pay upfront <input type="checkbox"/> \$5,300 member <input type="checkbox"/> \$6,600 non-member									
Pay per short course									
Cheque payable to HIA enclosed for \$ _____									
Please debit my credit card for \$ _____									
Credit card type (please circle) Visa MasterCard Amex Diners Club									
Credit Card Number									
Name on card					Expiry Date				
Signature									
How to Register - you can use any of the following options									
FAX to 02 9888 7555			POST to PO Box 884, North Ryde BC NSW 1670				EMAIL to nsw_training@hia.com.au		

HIA Training Services – Terms and Conditions of Registration

1. PAYMENT TO ACCOMPANY COURSE REGISTRATION FORM

To ensure that your enrolment is confirmed, your payment must accompany the course registration form.

2. CANCELLATION OR TRANSFER OF COURSE REGISTRATION

HIA requires **five (5) working days** notice of cancellation or transfer of a course registration in writing - otherwise full course fees must be paid.

Where five (5) working days notice of cancellation or transfer has been received – in writing

A request for either (a) a full refund of course fees; or (b) a transfer to another course; can be made. Approved refunds will generally be processed within thirty (30) days. Note - course materials issued prior to a course commencement date must be returned in an unmarked condition for a refund to be initiated.

Insufficient notice of cancellation or transfer

Course registrations cancelled less than five (5) working days prior to the commencement of the course will not receive a refund but may be transferred to another course. A \$20.00 administration fee will be charged should a request be made to transfer to another course.

3. FAILURE TO ATTEND A COURSE OR CANCELLATION DURING A COURSE WITHOUT PRIOR NOTIFICATION

(a) Prior to course commencement

Failure to attend a course without prior notification will result in no refund of course fees unless evidence of extenuating circumstances is able to be provided.

(b) Cancellation of enrolment throughout the duration of a course

Cancellation of enrolment throughout the duration of a course may result in a pro-rata refund of the total course cost should there be extenuating circumstances.

Extenuating circumstances may include:

- health reasons (where a person is not able to attend or continue to attend) – in this case a medical certificate is required to enable a refund of course fees
- matters pertaining to immediate family/ loss of job – in this case a request must be formally submitted with appropriate evidence (written application) by the course participant or place of employment.

Requests submitted will be reviewed by HIA management. Notification of the outcome of the request will be made within two (2) working weeks.

4. SUBSTITUTION OF COURSE PARTICIPANT

Substitution of a course participant can be made at any time prior to the start of the course should the nominated person be unable to attend. Notification of this change should be directed to HIA Training Services as soon as possible to ensure the replacement is registered.

5. COURSE POSTPONEMENTS/CHANGE OF DATES

HIA reserves the right to postpone a course to an alternative date. All registered participants affected by such a postponement will receive a full refund or be offered the opportunity to transfer to the next available course.

6. GUARANTEE OF COURSE COMPLETION

HIA guarantees that upon commencement of a course that the student will be able to complete the course or assessment service that they registered for. In the event that this is not possible, the student will receive a refund for the proportion of services not delivered by HIA.

7. STUDENT INFORMATION KIT

The Student Information Kit provides detailed information on HIA's Code of Practice and Code of Ethics, student rights and responsibilities, HIA's complaints and appeals policy, procedure and associated forms. **Please read this document prior to registering in a course**

The Student Information Kit is available for viewing at your local HIA office or online at <http://hia.com.au/Training.aspx> - click on "Enrolment Information".

hia.com.au

