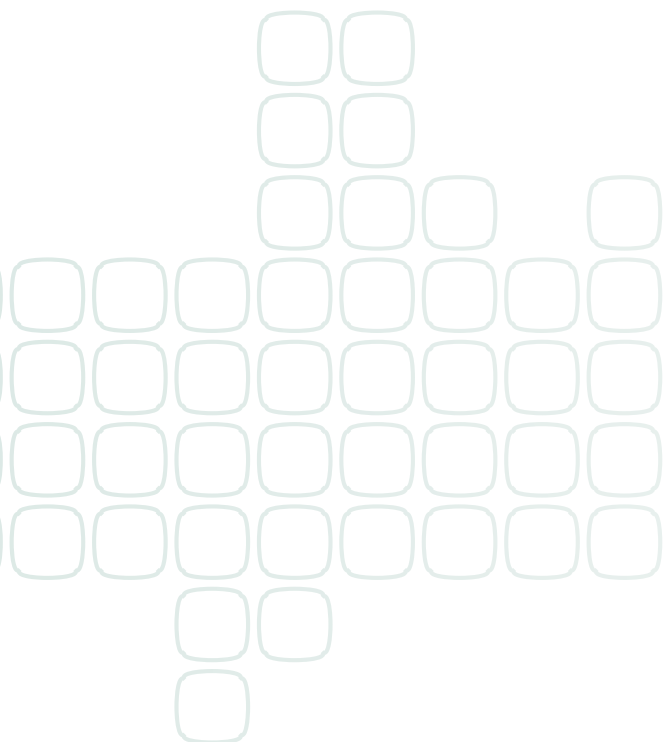
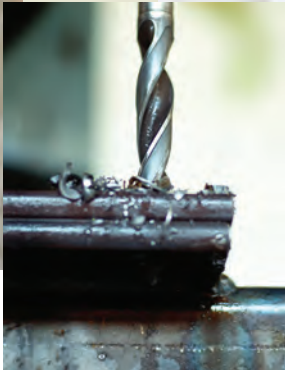


learner handbook



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Developed and produced by the Housing Industry Association Limited
79 Constitution Avenue Campbell ACT 2601

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PAGE 1 OF 40

This document was correct at time of printing (August 2011).
Please visit www.hia.com.au for the latest copy.

Learner Handbook Contents

Introduction	3
Training Services @ HIA	4
Contact Details.....	4
About the Housing Industry Association	5
Code of Practice.....	6
Legislation.....	8
OHS and Security	9
Access, Equity and Anti-Discrimination	11
Learners @ HIA.....	12
Enrolment	12
How to enrol.....	13
Variation to enrolment.....	14
Credit Transfer and Recognition of Prior Learning.....	16
Applying for Credit Transfer.....	17
Applying for Recognition of Prior Learning.....	19
Attendance	20
Continuing Professional Development (CPD)	20
Course progress	21
Assessment.....	22
Awards	24
Learner Services.....	25
Financial information @ HIA.....	26
Training Fees.....	26
Additional costs	26
Funding and subsidised places	27
Refunds.....	28
Important policies @ HIA	29
Learner Code of Conduct.....	29
Appropriate Behaviour	30
Privacy and Personal Information	32
Copyright	34
Quality Training and Continuous Improvement.....	35
Complaints and Appeals	36
HIA Training Services Complaints Procedure:.....	37
HIA Training Services Assessment Appeals Procedure:	38
Plagiarism, Cheating and Collusion.....	39
Discipline and Expulsion	40

Welcome to HIA Training Services and thank you for your interest in our training courses and professional development programs.

This Learner Handbook has been written to provide learners with important information about undertaking training courses and professional development programs offered by HIA Training Services, as well as provide you with your rights and responsibilities as a learner.

You will be asked to sign a declaration that you have read this Learner Handbook, so please take the time to read it carefully – and to ask the HIA Training Services team if there is anything you are unsure about.

You should keep this Handbook for reference.

As a Registered Training Organisation (RTO) HIA Training Services is committed to:

- Training delivered by subject matter experts;
- Training delivered by a team of professional trainers who are committed to excellence and who promote adult learning principles.
- Training that is current, specific and promotes industry best practice;
- Training that is consistent with quality program content standards;

Please explore our website, learn more about what HIA has to offer – and if you have any questions, please do not hesitate to contact HIA on **1300 650 620**.

Enjoy your learning experience.

Sharon Richardson
General Manager – Training Services

Housing Industry Association Limited
RTO Provider No. 1091

Website: www.hia.com.au

Training Services @ HIA

Contact Details

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

REGIONAL OFFICES

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Cannon Park Qld 4817
Phone: 07 4755 6600
Fax: 07 4773 1777
nthqld_training@hia.com.au

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Phone: 07 5587 744
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Phone: 08 8941 2777
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sa_training@hia.com.au

Coffs Harbour

Office 22-23 Lot 5 Druitt Court
Coffs Harbour NSW 2450
Phone: 02 6651 2422
Fax: 02 6652 6077
coffs_training@hia.com.au



About the Housing Industry Association

HIA is the Housing Industry Association - the voice of Australia's home building industry.

HIA is Australia's largest residential building member organisation. Members include builders, trade contractors, design professionals, kitchen and bathroom specialists, and manufacturers & suppliers.

HIA is unique, as the only national industry association for all building professionals, representing the interests of the whole housing industry - from trade contractors, builders, and suppliers through to product manufacturers.

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.

HIA Training Services

As a Registered Training Organisation, HIA Training Services offers a suite of nationally recognised training programs and professional development workshops aimed to develop, extend and support new and existing workers in the Australian home building industry.

Each HIA Training Services region listed on page 4 has a comprehensive Training Directory and Training Calendar to help you select the training program that best meets your individual needs.

Further information about course schedules, pricing, and locations can be found on www.hia.com.au or by contacting your local HIA Training Services team for more information on **1300 650 620**.

Code of Practice

HIA Training Services is focused on meeting the needs of its customers.

1. HIA Training Services is committed to protecting your rights as a consumer by:
 - Adopting sound business and financial planning systems.
 - Having fair, equitable and transparent fees, charges and refund policies which are made available to the public and to all learners prior to enrolment.
 - Having its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually.

2. HIA Training Services is committed to adhering to principles of access and equity by:
 - Ensuring access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all learners, prospective learners and other customers.
 - Ensuring that no person is discriminated against, harassed or treated unfairly in their dealings with HIA Training Services.
 - Ensuring that each learner has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to HIA Training Services or the learner.
 - Ensuring that it complies with relevant Equal Opportunity legislation and Anti-Discrimination Acts.

3. HIA Training Services is committed to meeting its legal obligations by:
 - Maintaining adequate, current and appropriate insurance and registration.
 - Complying with all laws relevant to the operation of its business. HIA Training Services maintains a register of all applicable laws and legislation.
 - Allowing Government departments or their agents' access to training records, delivery locations and staff for auditing purposes when required, in line with privacy and confidentiality principles.
 - Keeping records of competency completion for a period of at least thirty (30) years.
 - Managing the transition from superseded Training Packages within twelve (12) months of their official publication in line with the requirements of the AQTF2010. HIA Training Services will appropriately manage the transition from superseded accredited courses so that it delivers only currently accredited courses.

4. HIA Training Services is committed to engaging with industry to ensure that its qualifications are current, relevant and accepted by industry by:
 - Understanding the needs of its learners, staff and the industries in which it operate or does business with.
 - Responding to learner and industry needs and remaining competitive within the market.
 - Developing courses and assessment processes that meet industry demands; cater for a range of learning styles; and are flexible to a diverse range of learner needs.
 - Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees.

5. HIA Training Services is committed to meeting the needs of individual learners by:
 - Recognising Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations in Australia.
 - Providing clear and effective recognition pathways to assess current skills and knowledge prior to the commencement of training.
 - Delivering training, assessment and professional development that is appropriate and specific to the needs of our customers.
 - Producing learners who are appropriately trained and have the employability skills expected by industry.
 - Maintaining a supportive learning environment that is conducive to the success of our learners, customers and staff.

6. HIA Training Services is committed to assuring the quality of training and assessment services across all regions by:
 - Marketing and advertising all qualifications, courses and other services with integrity, accuracy and professionalism
 - Using developed and proven management principles, systems and policies to operate an efficient and effective Registered Training Organisation.
 - Committing to quality assurance and continuous improvement and incorporating these principles into all aspects of HIA Training Services' operations.
 - Regularly collecting feedback and continuously using it to improve and enhance its training and assessment services, learner services and management systems.
 - Ensuring that decision making of senior management incorporates the experiences of our trainers and assessors.

Legislation

HIA Training Services is subject to a range of legislation related to training and assessment, as well as general business practice. This legislation governs HIA's obligations as a Registered Training Organisation, its obligations to learners, and relates to the industry in which HIA Training Services is conducting training.

The guidelines for Registered Training Organisation are frequently updated and all Training Services staff are made aware of any changes. Current guidelines are available online at:

- www.training.com.au – select '**AQTF**' from the left-hand menu.
- www.training.sa.gov.au – select '**Maintaining your Registration**' from the main list.

All learners are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulation that applies as a result of their participation in training and assessment with HIA Training Services.

The following legislation applies to learners during their participation in training course or professional development program. If you are unsure what obligations these place on you, please call your local HIA Training Services office.

Commonwealth Legislation

- Australian Human Rights Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Freedom of Information Act 1982
- Skilling Australia's Workforce Act 2005
- National Occupational Health and Safety Commission Act 1985
- Copyright Act 1968

State-based Legislation

- Training and Skills Development Act 2008 (SA)
- Children's Protection Act 1993 (SA)
- Occupational Health, Safety and Welfare Act 1986 (SA)
- Workplace Health and Safety Act 1995 (QLD)
- Occupational Health and Safety Act 2000 (NSW)
- Work Safety Act 2008 (ACT)
- Occupational Health and Safety Act 2004 (VIC)
- Workplace Health and Safety Act 1995 (TAS)
- Occupational Safety and Health Act 1984 (WA)
- Workplace Health and Safety Act (NT)

Health and Safety

Your health and safety whilst attending training courses and professional development programs at HIA Training Services is our highest priority. HIA Training Services aims to provide a safe and healthy environment that minimises the risk of accident. While HIA Training Services takes every care with the safety of its training venues, the learner also has a role to play.

Responsibility of learners

All learners have responsibilities to ensure a safe environment. As a learner you are required to:

- obey any reasonable instructions in relation to health and safety
- ensure that you do not endanger your own or others' safety by the consumption of alcohol or drugs
- report unsafe acts (or equipment) to the trainer/assessor or a HIA Training Services staff member
- observe good housekeeping practices
- report all injuries or near misses to the trainer/assessor or a HIA Training Services staff member
- ensure that your conduct does not interfere with HIA property
- use and take reasonable care of any protective equipment that is provided
- not interfere with or remove any safety devices from machinery (if provided)

Smoking Regulations

For health and safety reasons and in line with State and Territory based legislation, HIA Training Services has a 'No Smoking' policy. It is therefore forbidden to smoke in any area of the training venue or building.

First Aid

First Aid kits are clearly marked and located in every HIA office. Please report all accidents to the trainer/assessor, HIA Reception or HIA Training Services staff who will contact the First Aid Person on duty.

What to do in an Emergency

Every HIA office has an evacuation plan to deal with emergencies. This information is displayed in training rooms and other areas.

What to listen for:

- you may hear the Fire Alarm Bell (continuous ringing) and/or sirens or you may be told to evacuate the area
- remain calm and listen to all instructions given

If you are in the training room:

- follow the trainer's/assessor's instructions
- when told to do so leave via the nearest safest exit and don't stop to retrieve personal belongings
- move with your group to your designated assembly area and listen for your name
- listen for your name and respond clearly – otherwise someone may put themselves in danger by going to look for you

If you are not in the training room:

- proceed to the nearest safe assembly area.
- do not congregate outside the building

What to do next:

- Remain at the assembly area:
- do not leave until instructed to by designated HIA staff
- report any missing persons to the nearest HIA staff member

Security

Learners should label all reference materials and any other equipment that they bring to the training premises. Valuables (such as wallets, etc.) must not be left unattended at any time. HIA Training Services will not be held responsible for any loss of personal possessions.

Record storage and security management

HIA Training Services is committed to creating, using and keeping full and accurate records by protecting the integrity, authenticity and currency of all records. These records can be in any format including electronic documents, hard copy files, e-mails, legal contracts and agreements.

All learner records pertaining to academic, financial and administrative requirements are recorded and stored in a Learner Management System. All information is stored securely and has daily backup procedures in place. In accordance with HIA's Conditions of Registration as a Registered Training Organisation, learner records are retained for a period of no less than thirty (30) years. All hard copy records are stored in secure facilities.

Access, Equity and Anti-Discrimination

HIA Training Services promotes an inclusive training environment and recognises that diversity is an opportunity to enrich and extend opportunities for all.

HIA Training Services recognises and values the individual differences of its learners and recognises that learners come into its training programs with a wealth of personal knowledge and life experiences.

HIA Training Services creates an inclusive environment for all people regardless of their background by:

- Providing a welcoming and supportive training environment.
- Offering flexibility in training and assessment.
- Providing reasonable adjustments to training and assessment activities.
- Determining the needs of all individuals upon engagement within HIA Training Services.
- Providing learners and customers access to a range of support services.

HIA Training Services is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all learners, prospective learners and other customers.
- No person is discriminated against, harassed or treated unfairly in their dealings with HIA Training Services.
- Each learner has access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to HIA Training Services or the learner.
- It complies with relevant Equal Opportunity legislation and Anti-Discrimination Acts.

In accordance with legislation, no person or organisation will be treated unfairly or discriminated against on the basis of age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Learners @ HIA

Enrolment

HIA Training Services is a leading training provider in the building and construction industry, offering practical training and professional development solutions. Our comprehensive training program, consisting of over 100 industry developed short courses and workshops, is designed to meet the needs of various levels of industry knowledge and experience, and provides cost effective training opportunities for businesses and individuals.

Training Categories

- Builder licensing and registration
- Certificate IV qualifications and short courses specialising in:
 - Building,
 - Site Management,
 - Estimating and
 - Contract Administration
- Business & Administration
- Technical
- Sustainability
- Sales & Marketing
- Management
- Health & Safety
- Design
- Kitchens & Bathrooms

HIA Training Services' Nationally Recognised Training

Some of the training courses offered by HIA Training Services can lead to nationally-recognised qualifications – a Certificate if you complete all of the requirements of the qualification, or a Statement of Attainment for those parts that you do successfully complete (if you do not complete the full qualification). This Certificate and/or Statement of Attainment will be recognised in all eight States/Territories in Australia.

This is because in Australia we have a national qualification framework called the Australian Qualifications Framework (AQF) – where there are twelve different types of qualifications you can obtain (shown below). The qualification levels in bold are the ones that you have the opportunity to fully or partially complete through training courses undertaken with the HIA and its partners.

AQF Qualification by Sector of Accreditation		
Schools Sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
	Vocational Graduate Diploma	Doctoral Degree
	Vocational Graduate Certificate	Master's Degree
	Advanced Diploma	Graduate Diploma
	Diploma	Graduate Certificate
	Certificate IV	Bachelor Degree
	Certificate III	Associate Degree
Senior Secondary	Certificate II	Advanced Diploma
Certificate of Education	Certificate I	Diploma

From <http://www.aqf.edu.au/AbouttheAQF/AQFQualifications/tabid/98/Default.aspx>

You can access a comprehensive training directory, calendar and individual information sheets for all HIA training courses via your local HIA Training Services office. For this and further information, you can also visit the Training page of the HIA website at www.hia.com.au.

How to enrol

To enrol in either a training course or professional development program please follow the steps below:



Find

Review our training directory or training calendar for all courses available in your region

Browse
www.hia.com.au
for upcoming courses

Contact your local HIA Training Services office to learn more about current courses in your region



Select

Check out our training calendar for dates, times and venues. You can also find course information on www.hia.com.au

Choose the training course or workshop that meets your needs



Enrol

Online - use the online registration form on www.hia.com.au to register for your course

In person - visit your local HIA office to complete an enrolment form for your chosen course

Via mail / email / fax - complete the forms provided by HIA and return to HIA Training Services



Pay

HIA Terms and Conditions state that all training fees must be paid prior to courses commencing

Payment must accompany your enrolment in order to secure your place in the course

Methods for payment include: cash, credit card, EFTPOS or cheque

Learner induction

At the commencement of all training courses or professional development programs, trainers/assessors will induct learners on workplace health and safety issues and will continue to incorporate workplace health and safety throughout the training program.

If you have any questions about your enrolment before, during or after your course – please contact your local HIA Training Services office **1300 650 620**.

Variation to enrolment

A learner's enrolment can be varied by either the learner or by HIA Training Services. All requests for variation to enrolment must be submitted using the HIA Training Services Variation to Enrolment form.

Types of variation

CANCEL

- terminate your enrolment prior to the course commencing

WITHDRAW

- terminate your enrolment after the course has already commenced

DEFER

- make a change to the start date of your enrolment - eg delay start date until later in the year

AMEND

- make a change to your enrolment - eg combination of withdrawal and deferral of several enrolments

SUBSTITUTE

- make a change to the learner attending - eg substitute a colleague or employee to attend the course in your place

Learner initiated variation to enrolment

A learner who wishes to vary their enrolment in a training course or professional development program that has not yet commenced must do so at least 5 working days prior to the course commencing. You must use the HIA Training Services – Variation to Enrolment form. Your local HIA Training Services office will be able to supply this form.

If a refund is requested, HIA's Refund Policy will apply. If less than 5 days' notice is given, HIA's Refund Policy will not apply. Please see the **Refunds** section of this handbook for more information.

Learners may defer commencement of a course on the grounds of compassionate or compelling circumstances (at the discretion of HIA Training Services). The length of time a learner may have their enrolment deferred is at the discretion of the Training Manager but may not exceed six (6) months. Deferral does not entitle the learner to a refund.

Learners are advised to retain their original documents (eg. medical certificates) for their own records and submit copies with applications for deferment or cancellation. Please note that HIA Training Services may ask to see the original documents.

Learners will be advised in writing of the outcome of their request for variation to their enrolment. If a learner is dissatisfied with the outcome of their request, they can access the complaints and appeals process.

HIA Training Services initiated variation to enrolment

HIA Training Services may defer a learner's enrolment in the following instances:

- failure to uphold and maintain the HIA Training Services policies and regulations as set out in this Learner Handbook
- plagiarism
- 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.

HIA Training Services may cancel a learner's enrolment in the following instances:

- learner demonstrates serious misconduct as outlined in this Learner Handbook
- erratic course progress (for example, consistent unsatisfactory course progress or continuous absence from scheduled training programs)
- non-payment of fees – courses are to be paid strictly in accordance with the HIA Training Services enrolment terms and conditions
- in the case of a Government funded training place where a learner has been adequately informed of the requirements of the funded place but refuses to meet these requirements.

Credit Transfer and Recognition of Prior Learning

As a Registered Training Organisation (RTO) HIA Training Services offers recognition services to learners for any nationally recognised course it offers, prior to enrolment in the course.

There are two types of recognition services – Credit Transfer and Recognition of Prior Learning.

Credit Transfer

- "assesses the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification"

Recognition of Prior Learning (RPL)

- "is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification"

From *AQF Implementation Handbook 4th Edition 2007* published by Australian Qualifications Framework (AQF) Advisory Board

Credit Transfer

In simple terms, if a learner has completed training previously at HIA or another RTO and found competent in units that form part of the training course they now wish to undertake, they may be eligible for a credit transfer. The conditions for a credit transfer are that the units completed are **equivalent** and **current**.

Equivalent

- means that the training previously completed is found to have the same learning outcomes as the proposed training to be undertaken. Equivalence is usually determined by mapping the contents of each course to ensure all topics and areas are covered. Equivalence must be total to apply for credit transfer.

Current

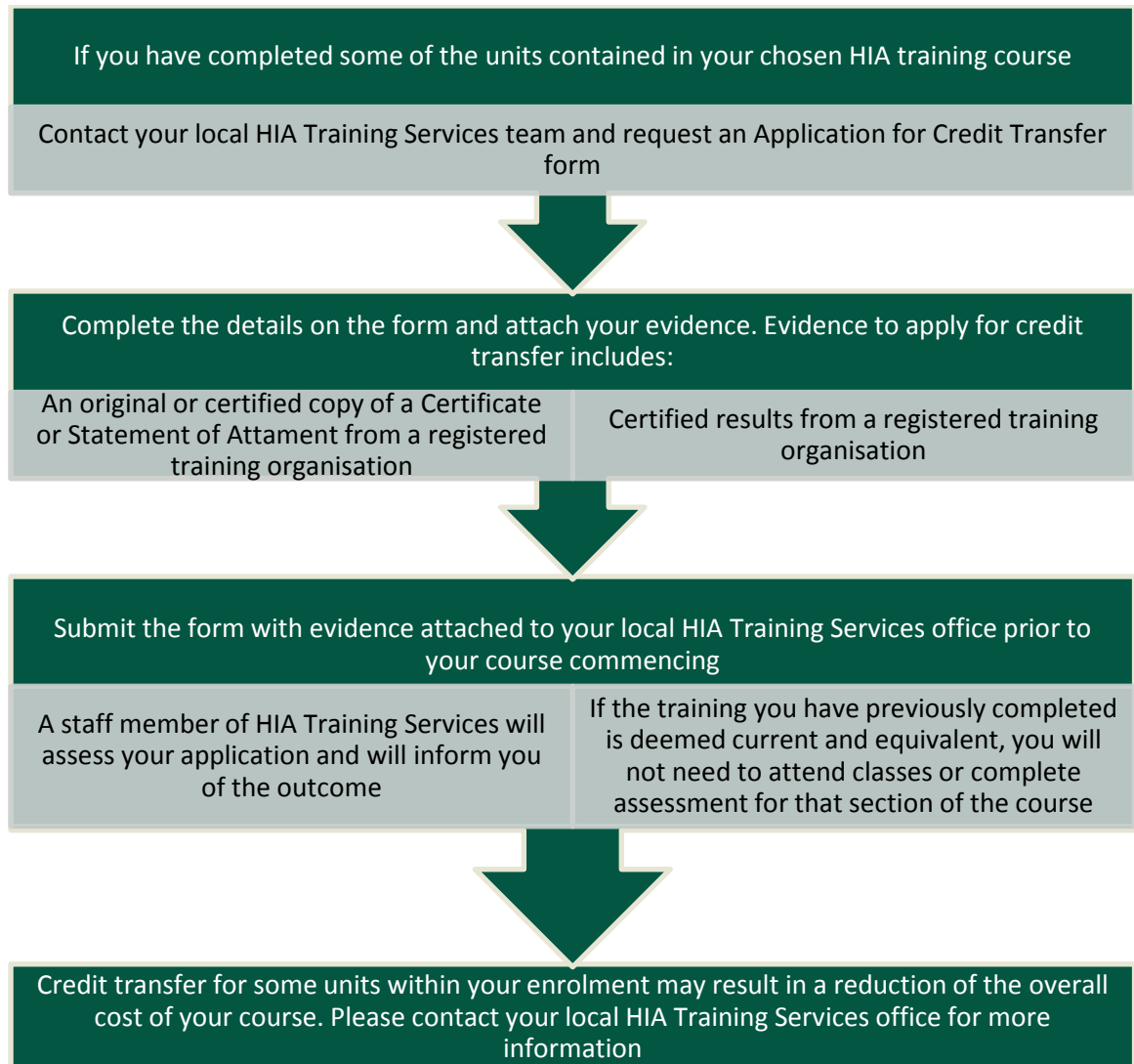
- means that the training undertaken was done so recently, usually within the last two (2) years. If the qualification/unit is more than two (2) years old, the learner would need to demonstrate currency through relevant work-experience and/or ongoing professional development.

In order to apply for Credit Transfer, a learner must have and supply evidence to show that the units have been successfully achieved previously. All applications for Credit Transfer must be submitted using the HIA Training Services Application for Credit Transfer form. Your local HIA Training Services office will be able to supply this form.

HIA Training Services will only consider credit for qualifications/units completed within the Australian Qualifications Framework. HIA does not offer credit for study completed outside the Australian Qualifications Framework (non-Australian Qualifications) as HIA does not always have the capacity to determine the equivalence of non-Australian qualifications.

If a learner is not satisfied with the outcome of their Credit Transfer application – they can access the HIA Training Services Complaints and Appeals process located in this Learner Handbook.

Applying for Credit Transfer



Recognition of Prior Learning (RPL)

Learners who believe they already have the skills and knowledge required by some or all of the units in a qualification may seek to have their existing competency recognised through a formal RPL process.

The RPL process involves the learner gathering evidence from life, work and study experience and matching it against the specific outcomes of individual units of competency. A learner will need to provide evidence that they can in fact already do the particular tasks.

Evidence could include:

- Course outlines from previous study at RTOs
- Details of professional development courses
- Resume with descriptions of previous roles and/or projects
- Position description (that can be verified)
- Testimonials from clients
- References from former employers who can be contacted
- Work samples
- Relevant life experience
- Relevant work experience

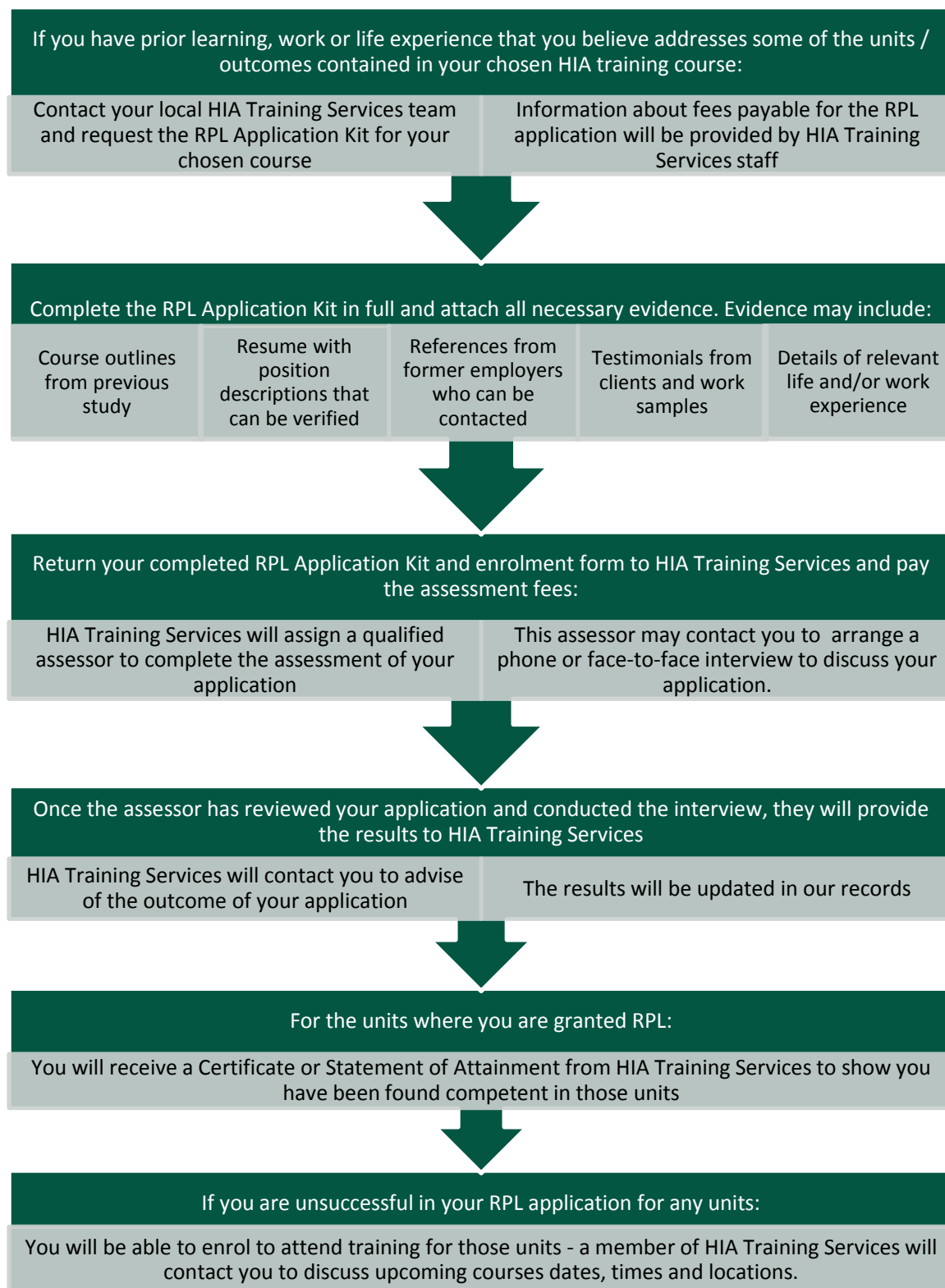
The learner will be required to complete an RPL application kit and submit the kit, with accompanying evidence to HIA Training Services. Fees are payable for this RPL service prior to the assessment of the kit. The learner will need to provide evidence to demonstrate current competence against the endorsed industry competency standards.

RPL will be granted where a qualified assessor determines that the evidence is sufficient to demonstrate current competency against the unit requirements the learner is applying for RPL against. In many cases this will mean the learner can complete all or part of a qualification without needing to attend formal training sessions – although training may be required where there are gaps in the learner’s knowledge/skills.

If a learner is not satisfied with the outcome of their RPL application – they can access the HIA Training Services Complaints and Appeals process located in this Learner Handbook.

Applying for Recognition of Prior Learning

HIA Training Services will recognise and assess a learner's skills and knowledge (often gained over many years of work and life experience) with formal competencies as outlined in the training package and AQTF guidelines.



Attendance

HIA Training Services monitors the attendance of all learners in all training courses and professional development programs.

Learners will be required to sign in and out of each class on the HIA Training Services attendance sheet.

Attendance is calculated as the percentage of the course scheduled contact hours for which a learner is in attendance and recorded as such on the attendance sheet. Details of scheduled contact hours for training courses and professional development programs are available on the specific course information sheet.

Continuing Professional Development (CPD)

The Housing Industry Association (HIA) provides training and assessment pathways to most building licensing qualifications for individuals and meets the continuing professional development (CPD) requirements for its members and the building and construction industry.

If a formal CPD system operates in your State or Territory that is linked to your registration or application for registration as a licensed builder or contractor – the courses you complete with HIA will contribute to your accumulation of CPD points.

In order to collect the maximum number of points available for your course you must ensure you attend all classes and where assessment tasks are supplied, you must attempt and be found competent in all tasks in order to be assigned the points.

Please note – HIA does not control any of the CPD systems operating in States and Territories. The terms, conditions and requirements of each system are the responsibility of the licensing authority in that State or Territory. HIA Training Services will record your participation in its training course and any CPD points associated.

Compulsory CPD programs operate in the following regions:

- Coffs Harbour
- Hunter
- Sydney / NSW
- Southern NSW
- Tasmania

Voluntary CPD programs operate in the following regions:

- Victoria

Compulsory CPD programs do not operate in the following regions:

- QLD and North QLD
- South Australia
- Western Australia
- Northern Territory
- ACT

Course progress

How HIA monitors course progress

In nationally-recognised programs, satisfactory course progress is achieved when a learner successfully completes the assessment requirements of each unit (or group of units) within the timeframe specified for that part of the course.

Learners are responsible for ensuring that they successfully complete sufficient units in order to complete the original course of enrolment within the original timeframe.

Monitoring your progress

Learner work is assessed by the trainer/assessor who forwards a summary of the outcomes to HIA Training Services. HIA Training Services record all successful and unsuccessful attempts at assessment tasks.

HIA Training Services staff may discuss course progression with trainers/assessors periodically throughout your enrolment. If necessary, HIA Training Services staff may also contact the learner to discuss whether the learner is at risk of not achieving satisfactory course progress.

Intervention strategies for learners at risk

Any learner assessed as being at risk of not achieving satisfactory course progress will be contacted by HIA Training Services staff. Support/intervention strategies will be determined on a case-by-case basis and will take into account the learner's results, attendance records, and any previously implemented intervention strategies.

Support/intervention strategies may include any combination of:

- English language support for oral and written comprehension
- opportunity for re-assessment
- mentoring by the course trainer/assessor
- referral to an external organisation for assistance

The implementation of a support/intervention strategy may be requested by a trainer/assessor or a learner prior to the end of the course if concerns are held about the learner's course progress. The Training Manager will consider any request for support/intervention and determine whether it is appropriate at that time. Any support or intervention measures that attract a cost will need to be paid for by the learner.

A summary of the support/intervention strategy to be implemented will be included in the learner's file by the HIA Training Services staff. Regular notes documenting the ongoing strategy will also be recorded and added to the learner's file by the HIA Training Services staff member responsible for implementing the support/intervention strategy.

Assessment

Assessment in Nationally Recognised Training

Assessment is an integral part of being awarded a Qualification or Statement of Attainment. Nationally Recognised Training courses use a competency based model of assessment. An award cannot be given until a learner has been deemed competent for the unit(s) in which they are enrolled.

Competency Based Assessment

Competency based assessment is governed by the assessment standards within the Australian Quality Training Framework (AQTF) and the Australian Qualifications Framework (AQF).

HIA Training Services uses qualified assessors to determine the competency of all assessment of Nationally Recognised Training courses.

The terms '**Competent**' and '**Not Yet Competent**' are used for assessment results.

People are considered to be competent when they are able to apply their knowledge and skills to successfully complete activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

HIA Training Services delivers training and assessment using the principles of competency based training and assessment. HIA Training Services ensures all assessment is conducted according the principles of assessment (assessment must be valid, reliable, fair and flexible) and rules of evidence (evidence collected to demonstrate competency must be valid, authentic, current and sufficient) as specified in the AQTF.

Assessment information

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.

Absence during an assessment event

If a learner is absent for an assessment event, please contact HIA Training Services to discuss your options.

Resubmitting an assessment

If a learner is found to be Not Yet Competent when assessed by a qualified HIA Training Services assessor they will be provided with feedback from the assessor on their first attempt and provided with an opportunity to resubmit their assessment after addressing the deficiencies in their original work.

Learners will be provided with one re-submission attempt for each assignment or assessment task. If further re-submissions are required, additional fees may apply. This may include an additional assessment fee or a fee to re-enrol and complete the course in its entirety again.

Submission of Assessments

All assessments must be submitted in hardcopy to HIA Training Services with an Assessment Coversheet attached. Learners must keep a copy of all assessment work that is handed in. HIA Training Services accepts no responsibility for lost assessments and will not return originals to the learners.

Due dates

Due dates of assessment are provided to learners by their trainer/assessor. In general, HIA Training Services has a 3 week timeframe from the last class to the due date of an assessment. Your trainer/assessor will inform you if the due date differs for any particular assessment.

If a learner is unable to submit an assessment task on time, this must be discussed with HIA Training Services staff prior to the due date. Extensions will only be granted in extenuating circumstances.

HIA Training Services Assessment Principles

The following represent the basic assessment principles of HIA. They are designed to promote fairness and equity in assessment.

Learners will be given clear and timely information on assessment. Information given to learners will include:

- Advice about the assessment methods
- Assessment procedures
- The criteria against which they will be assessed
- When and how they will receive feedback
- Clearly documented mechanisms for appeal
- Learners will be made aware of their responsibilities in regard to assessment
- The assessment approach chosen will cater for the language, literacy and numeracy needs of learners
- Any special geographic, financial or social needs of learners will be considered in the development and conduct of the assessment
- Reasonable adjustment will be made to the assessment strategy to ensure equity for all learners, while maintaining the integrity of the assessment outcomes
- Opportunities for feedback and review of all aspects of assessment will be provided to learners

Assessment Methods

To ensure that HIA caters for a variety of learning styles and learner needs, and gathers sufficient evidence on which to base an assessment decision, a range of assessment methods may be used to gather evidence.

Assessment methods include but are not limited to:

- practical demonstration of skills
- short written tests and exercises
- observation of processes/tasks
- projects and written assessments
- oral questioning
- log books
- simulation experiences
- written assessments

Awards

HIA Training Services is a Registered Training Organisation (RTO 1091) with the Department of Further Education, Employment, Science and Technology (DFEEST) in South Australia. All qualifications awarded are nationally recognised and are in line with the Australian Qualifications Framework (AQF).

Certificates and Statements of Attainment

HIA will issue AQF Qualifications for Nationally Recognised Training programs after the successful completion of the course or, upon request, Statements of Attainment for partial completion.

HIA will ensure all Qualifications and Statements of Attainment that are issued (by HIA) are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed training packages, qualifications, competency standards or units specified in accredited courses.

Statements of Completion

HIA will issue Statements of Completion after the successful completion of professional development programs.

Full legal name for awards

Learners must enrol using their full legal name as all awards must be issued in this name. Most State and Territory Licensing Boards require legal names on qualifications.

Re-Issue of awards

HIA will reprint awards at no cost when the mistake is due to HIA administration. However, if the incorrect name has been supplied on the enrolment form, the learner will be liable for a \$20 re-issue fee. Applications for re-issue must be made using the HIA Training Services Award Re-Issue Request form.

Incorrect originals must be surrendered to the HIA and all awards will be reissued with a note regarding the change.

Re-Issue Charges

The following provides a list of additional charges that will apply in the case of:

- Re-issue of Qualification certificate due to loss / damage \$20
- Re-issue of Statement of Attainment due to loss / damage \$20

Timeframes for awards

Learners should allow six (6) weeks from the date of lodgement of their assessment work for the issue of their award. This is to allow time for assessments to be marked and returned to HIA Training Services, and results to be recorded and the awards sent to learners.

Certificates and Statements of Attainment will only be issued to learners whose financial status with HIA Training Services is up-to-date.

Learner Input and Feedback

Learner input and feedback is gathered formally and informally and this is used to evaluate staff, the HIA Training Services facilities and training program effectiveness.

Informal feedback received by HIA Training Services staff during communications with learners will be addressed by HIA Training Services staff in the appropriate manner. In some cases, HIA Training Services may contact learners regarding informal feedback and provide more formal avenues for discussion and resolution. Please indicate during your conversation(s) with HIA Training Services staff if you do not wish your feedback to be recorded or addressed.

HIA Training Services also uses evaluation surveys for learners and employers and analyses the information collected to make decisions about its training programs, operations and the training venue and facilities. These surveys are confidential and are distributed and collected by HIA Training Services to allow learners free and fair comment.

Provision for Language, Literacy and Numeracy Support

If you are undertaking a Nationally Recognised Training program you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and/or assessed in the context of an industry or vocational area of your choice.

If you still feel you need additional language, literacy or numeracy support, please approach your trainer/assessor or one of the Training Services staff members.

Lost Property

Before you leave the training venue, please ensure that you have not left any possessions behind. HIA Training Services offices hold all lost property. Items that remain uncollected after 3 months will be donated to charity. Please check if you have left something behind in training venues.

Contact details and change of address

Please ensure HIA Training Services has your current contact details at all times. This is especially important for postal addresses and contact phone numbers.

If your details change during your enrolment, please notify your local HIA Training Services team as soon as possible.

Financial information @ HIA

Training Fees

Types of Training Fees

Most HIA courses have two fee categories; member prices and non-member prices. HIA member prices are available to all members and in some regions, also for members paying for employee's training. Member prices are not available for members to pay for sub-contractors to attend courses (OHS General Induction and Test and Tag courses are excepted in some regions). Please contact local HIA Training Services office for confirmation of the fee structure in your region.

For some training courses in some regions, other Training Fee categories may apply such as government funded or subsidised places, student prices or group booking discounts. You will need to contact your local HIA Training Services office to inquire if any of these apply to your selected course. More information about Government funding for training is provided in this Handbook.

If you are not currently a HIA member you may want to consider the advantages of joining HIA. By becoming a HIA member you will receive benefits such as help, information, advice and discounts. You can also take advantage of the substantial discounts on your training courses. You can contact HIA Membership by calling **1300 650 620** or visiting your local HIA office.

Payment of Training Fees

You must pay the advertised course fees before you start your course. You will not be able to attend class or undertake assessment tasks if you have not paid your fees.

You can pay your fees by:

- Cash
- Cheque
- EFTPOS
- Credit Card

The advertised course cost will indicate whether Goods and Services Tax (GST) applies.

Additional costs

Any additional resources (as stated on the Course Information Sheet, the Training Services Directory and Training Calendar) are essential to the successful participation in and completion of all training programs.

Unless stated otherwise, required additional resources are not provided or included as part of the course fees. The costs associated in purchasing these materials are separate from, and in addition to course fees. It is the responsibility of the learner to purchase or provide these materials. These resources must be obtained before course commencement.

HIA Training Services staff will be able to provide information about how and where to purchase these resources. Please contact your local HIA Training Services office for more information.

Funding and subsidised places

For some training course and in some regions, places are offered in selected courses at reduced rates due to State and Federal Government funding or the contributions of Industry Training Funds.

Government funded places

HIA Training Services will periodically offer funded places in courses that are provided through various Government Agencies. Not all HIA Training Services training courses and workshops attract Government funding – contact your local HIA Training Services office for more information.

These places have specific eligibility requirements that learners must meet in order to qualify for a place. These may include criteria such as:

- Citizenship or residency status
- Location
- Age
- Employment status
- Prior training
- Prior funding
- Literacy and/or fluency in spoken and written English

These funded places may also have criteria that learners must continue to meet throughout their involvement in the course. These may include requirements such as:

- Attendance rates
- Competency rates
- Participation rates
- Employment status

Failure to meet the above requirements may result in the learner having to re-attend the course at their own expense.

Please contact HIA Training Services staff should you have any questions relating to your eligibility or Government funded places in general. Those learners who are ineligible for a Government funded placement can enrol as a full-fee paying learner.

Industry Training Funds

In some states and territories, Industry Training Funds provide subsidies to organisations and individuals undertaking approved industry-specific training. Eligibility criteria apply for both the learner and the type of training undertaken.

Please contact HIA Training Services staff should you have any questions relating to your eligibility or Industry Training Funds in general.

Refunds

HIA Training Services provides this information to ensure that all customers are aware of the guidelines for the eligibility and assessment of refunds. HIA Training Services provide refunds of paid course fees according to the conditions below:

1. Where five (5) or more working days written notice of cancellation or transfer has been received: A request can be made for either: a) a full refund of course fees; or b) a transfer to another course.
2. Where less than five (5) working days written notice of cancellation or transfer has been received. No refund will be given but the paid training fees may be transferred to another course with a \$20.00 administration fee charged.
3. Where no written notice is given and the learner does not attend the training course. No refund will be given and the paid training fees cannot be transferred to another course.
4. Exceptions to this are:
 - 4.1. If a customer does not provide written notification and does not attend the course due to exceptional circumstances such as serious health issues and matters pertaining to immediate family or loss of job. Refunds for exceptional circumstances are at the discretion of the Training Manager. Refund applications must be made in writing, and supporting evidence may be requested. Requests will be reviewed and notification of the outcome of the request will be made within two (2) working weeks of receiving the request.
 - 4.2. In the case of full qualification enrolments only, if a customer wishes to withdraw from the course after commencement and receive a refund of the portion of fees allocated to the training not yet undertaken, the customer may request a refund. Refunds for withdrawal after commencement are at the discretion of the Training Manager. Applications must be made in writing and supporting evidence may be requested. If granted, the refund will be calculated on a pro-rata basis, returning the portion of unused fees for training not undertaken. A \$20 administration fee will be retained. Requests will be reviewed and notification of the outcome of the request will be made within two (2) working weeks of submission.
5. For all refund applications any course materials issued prior to a course commencement date must be returned in an unmarked and usable condition for a full refund or the cost of those materials will be deducted from the refund amount.
6. Approved refunds will generally be processed within thirty (30) days.
7. HIA Training Services guarantees that upon commencement of a course that the learner will be able to complete the course or assessment service that he/she is enrolled in. In the event that this is not possible, the learner will receive a refund for the proportion of services not delivered by HIA Training Services.
8. In the event that a customer disputes the outcome of an application for refund - the customer may utilise the Complaints and Appeals process, as outlined in this HIA Learner Handbook to seek resolution of their complaint. Please refer to the Complaints and Appeals section of this learner Handbook for more detailed information.

Important policies @ HIA

When a learner enrolls in a HIA Training course that learner enters into an agreement with HIA Training Services which means that the learner agrees to abide by HIA Training Services policies and procedures, including the Learner Code of Conduct which outlines your rights and responsibilities as an enrolled learner.

Learner Code of Conduct

Learners are entitled to:

- be treated fairly and with respect by trainers/assessors, other HIA Training Services staff and fellow learners
- learn in an environment free of discrimination and harassment
- pursue educational goals in a supportive and stimulating environment
- have their HIA Training Services records and personal information stored and maintained in a confidential, secure and professional manner
- get information about assessment procedures and course progress

Learners are responsible for ensuring that:

- they attend training sessions regularly and maintain satisfactory progress
- they discuss any personal/medical circumstances with the Training Manager 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
- they are aware of the correct time, date and location of all training sessions and assessments tasks that he/she is required to attend
- all course work, assessments and portfolios of evidence are in concise and accurate English and is his/her own work
- they behave in a way that is respectful of fellow learners and HIA Training Services staff
- they take care of the training venue by keeping it clean and tidy and take care of the amenities that are provided for learners.

Learners must:

- treat all HIA Training Services staff, learners and the general public with respect, fairness and courtesy
- be punctual and regular in attendance
- submit assessment events 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.

Learners must not:

- plagiarise, collude or cheat in any assessment task
- smoke in any designated non-smoking areas
- litter
- harass fellow learners, HIA Training Services 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

HIA Training Services provides a learning/training environment which aims to ensure the health, safety and respect of all learners. HIA Training Services seeks to create an inclusive and productive learning environment at all training courses for all learners. To do so, HIA Training Services requests that all learners ensure their behaviour is appropriate for an adult learning environment.

Some general tips are below:

Food and drink

There is no food and drink allowed in training rooms (with the exception of water bottles).

Noise levels

Learners need to be aware of noise levels and be respectful of their fellow learners and any other occupants of the training venue.

Presence of non-learners

Due to the distraction and disturbance to other learners, no children or pets are to be brought to training rooms.

Dress Standards

Learners are expected to dress in an appropriate manner.

Drugs and Alcohol

The use of 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.

HIA Training Services' policy is that no learner is to attend HIA Training venues whilst under the influence of alcohol or drugs.

Prescription medication

Nothing within our Drugs and Alcohol policy prohibits the use of prescription pharmaceuticals. Learners should check with their Doctor that the prescription medication does not impair the learner's study performance ability, or put others at risk.

Sexual harassment

HIA Training Services is committed to ensuring that its training environments are free from sexual harassment. Sexual harassment will not be tolerated under any circumstances, and disciplinary action will be taken against any learner who breaches this policy. Sexual harassment in education is illegal under the Sex Discrimination Act 1984. Some forms may constitute a criminal offence.

Under-age Learners

Protection of children and young people

HIA Training Services is committed to promoting the safety, welfare and well-being of children and young people (defined as people under 18 years of age) whether they are learners, apprentices or trainees in schools, colleges, workplaces or programs conducted by HIA Training Services or under the auspices of HIA Training Services.

HIA Training Services maintains a child-safe environment in accordance with the requirements of the Children's Protection Act 1993 (SA) and meets its obligations for mandated notification.

Any learner who is under the age of 18 at the point of enrolment must have their enrolment form counter-signed by a parent or legal guardian. Depending on the nature of the course, the parent or legal guardian may be required to complete further documentation.

Some training courses and professional development programs may have age restrictions that prohibit the participation of learners under the age of 18. For more information about age restrictions that may apply to your chosen training course – please contact your local HIA Training Services office.

Privacy and Personal Information

Privacy Policy

HIA Training Services respects the privacy of learners' personal information and takes the storage and security of this information seriously.

HIA Training Services is subject to the National Privacy Principles (NPP) under the Privacy Act 1988 (Commonwealth). The following outlines the type of information that is collected by HIA Training Services and how we use and protect that information.

How HIA Training Services collects your personal information

Generally, HIA Training Services will collect personal information directly from you, when you deal with HIA Training Services by telephone, facsimile, letter, email and include any information provided to us on an enrolment form or funding application form.

Types of information

The type of personal information that HIA Training Services collects depends on the circumstances of collection and on the type of service you request from HIA Training Services. The particular purpose for which personal information is collected by HIA Training Services is generally either specified or reasonably apparent at the time the information is collected. HIA Training Services usually collects information such as:

- | | | |
|--|--|---|
| <ul style="list-style-type: none">• name• address• contact number• occupation | <ul style="list-style-type: none">• gender• date of birth• email address• credit card details | <ul style="list-style-type: none">• literacy level• course results• learner welfare information |
|--|--|---|

It is not HIA's general practice to collect sensitive information and this information will only be collected with your consent. HIA Training Services only collects information that is voluntarily provided by the learner.

On occasion HIA Training Services may collect personal information about the learner, another individual and/or organisation. For example, HIA Training Services may collect personal information from Commonwealth and State agencies, employers or other individuals and/or organisations with which learners have any dealings.

What happens if a learner does not provide personal information?

If a learner does not provide the personal information HIA Training Services requests, HIA Training Services may not be able to provide the learner with the relevant products or services.

Security of personal Information

HIA Training Services is committed to protecting learners' 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. HIA Training Services uses industry standard safeguards to ensure the security of personal information through physical, electronic and managerial procedures. When HIA Training Services no longer requires personal information, it will safely destroy the information and delete it from its systems.

Privacy and Personal Information cont....

How HIA Training Services uses personal information

Generally, HIA Training Services uses personal information for the following purposes:

- to conduct its business as an education provider
- to communicate with the learner
- to assist in the management and improvement of services
- analysis of future employer and learner needs
- to provide products and services that have been requested or previously agreed to
- to undertake marketing activities
- to comply with the specific reporting requirements of the National Centre for Vocational Education Research (NCVER)*

**The National Centre for Vocational Education Research (NCVER) is a non-for-profit company owned by State, Territory and Federal Ministers responsible for training. It is a professional and independent body responsible for collecting, managing, analysing, evaluating and communicating research and statistics about vocational education and training (VET) nationally.*

If HIA Training Services engages a third-party contractor to perform services which involves handling personal information, HIA Training Services will ensure that the contractor will be subject to the same privacy obligations as HIA Training Services to protect your personal information. HIA Training Services will also take reasonable steps to prohibit the contractor from using personal information, except for the purposes for which it was supplied.

Direct marketing and privacy

HIA Training Services may periodically use the personal information it collects about a learner to assist identifying particular products and services which it believes may be of interest and benefit to the learner. HIA Training Services may then contact the learner to let he/she know about these products and services and how they may benefit. If you do not want to receive any of this information, you should contact HIA Training Services immediately.

Accuracy of personal information

If HIA Training Services has accurate personal information about a learner, it enables HIA Training Services to provide the best possible service. HIA Training Services will take reasonable steps to ensure that the personal information it collects uses and discloses is accurate, complete and up to date.

If a learner considers their personal information to be incorrect, incomplete, out-of-date or misleading, then the learner can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a learner requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Access to personal information

If a learner requires access to the personal information held by HIA Training Services, the learner must make the request in writing using the HIA Training Services Access to Records Request form. Your request for access will be dealt with in a reasonable time and HIA Training Services will provide access to the personal information it holds, unless there is an exemption which applies under the Privacy Act. There is no charge for an individual to access personal information that HIA Training Services holds about them; however HIA Training Services may charge a fee to make a copy of such information. If HIA Training Services refuses a request for access, it will provide the learner with reasons for the refusal.

Copyright

Copyright Act

HIA Training Services complies with relevant copyright legislation. Learners are reminded that the use of copied printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act.

HIA Training Services prohibits the use of any software where ownership cannot be proven and also prohibits the photocopying of any material which may infringe copyright laws. Photocopying any more than ten percent (10%) of a document or book is against the law and heavy penalties may apply.

Quality Training and Continuous Improvement

HIA Training Services has an evidence-based and outcomes-focused approach to maintaining quality practices within its business. Quality is assured in all aspects of the business, in particular training and assessment services, learner services and the management of HIA's Training Services own operations.

Feedback

Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

HIA Training Services uses the following business occurrences to collect invaluable feedback from learners and stakeholders:

- course, learner and class evaluation surveys/ questionnaires;
- learner engagement and employer satisfaction surveys;
- interviews, focus groups and consultations with learners, employers, industry organisations and licensing bodies;
- face to face contact between trainers/assessors and learners;
- complaints and appeals;
- internal audit reports and organisational self-assessments;
- moderation and validation exercises; and
- other interactions with stakeholders.

Learners, prospective learners and other customers are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing or via email at trainingfeedback@hia.com.au. All feedback received will be used in HIA Training Services' feedback and continuous improvement cycle.

Monitoring and Benchmarking HIA Training Services' operations

In line with the requirements of the Australian Quality Training Framework (AQTF) 2010, HIA collects and uses data on the three Quality Indicators endorsed by the National Quality Council to gauge its own performance. The three endorsed indicators are:

- Learner Engagement
- Employer Satisfaction
- Competency Completion

Reports from the Quality Indicator feedback collection tools will be used by HIA Training Services to monitor and benchmark its performance at regular intervals. This allows identification of:

- Areas that need improvement;
- Areas where performance is getting weaker;
- Improvement targets; and
- Whether the improvement plan is working.

Learners and their employers (where appropriate) are asked to participate in this process by completing the learner engagement or employer satisfaction surveys when distributed at the end of a training course. Completion of this survey helps HIA Training Services to monitor performance, better understand learner needs as well as provide a report to the Australian government on how HIA Training Services is performing as an Registered Training Organisation.

Complaints and Appeals

Complaints handling and resolution

HIA Training Services is committed to developing and maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible and offered to learners at no charge.

HIA Training Services aims to:

- develop a culture that views complaints as an opportunity to improve the business and how it operates
- set in place a complaints handling and resolution procedure that is learner focused and helps HIA Training Services to prevent complaints from recurring
- ensure that any complaints are resolved promptly, objectively and with sensitivity and with complete confidentiality
- ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised
- ensure that there is a consistent response to complaints

Definition of complaint

A complaint can be defined as a learner's expression of dissatisfaction with any aspect of HIA Training Services' services and activities including:

- the enrolment, induction/orientation process
- the quality of training or assessment provided
- access to personal records
- the way someone has been treated.

A complaint is not about an assessment result. Learners who wish to have an assessment decision reviewed should refer below to the assessment appeals section of this Learner Handbook.

Before an issue becomes a formal complaint

Learners are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. HIA Training Services is available to assist learners to resolve their issues at this level.

Lodging a complaint

HIA has a formal procedure designed to be utilised by learners who wish to lodge a formal complaint. All complaints must be submitted using the HIA Training Services Complaint Form. Your local HIA Training Services Office will be able to supply this form.

Where a learner lodges a formal complaint, their enrolment will be maintained throughout the process. There is no cost to the learner to lodge a complaint. All records about the complaint will be retained on the learner's file. At any stage in the complaints process, the learner or other party may be accompanied and assisted by a support person.

HIA Training Services Complaints Procedure:

STAGE 1

- 1)** A complaint must be lodged in writing to HIA Training Services. Receipt of a complaint will be acknowledged in writing within five (5) working days and the complaints process will commence within ten (10) working days of the receipt of the complaint.
- 2)** The Training Manager will then, if necessary, seek to clarify the outcome that the learner hopes to achieve. At this time the learner will be provided with an opportunity to formally present his/her case.
- 3)** HIA Training Services will then endeavour to resolve the complaint within twenty (20) working days and will provide the learner with a written statement of the outcome, including details of steps to be taken to address the complaint and reasons for the decision.

STAGE 2

- 4)** If the learner is dissatisfied with the outcome of the complaint, they may appeal, in writing, the decision reached in Stage 1 by writing to the General Manager – Training Services within fifteen (15) days of receiving the written statement of the outcome of Stage 1
- 5)** The General Manager – Training Services will appoint a person who was not involved in the original decision to consult with the learner and other relevant parties. Where possible such consultations should take the form of face-to-face interviews so that the learner has an opportunity to formally present their case.
- 6)** Once the General Manager – Training Services receives a report on the consultation proceedings, a decision will be made regarding the appeal. The learner will be advised in writing of the outcome of their appeal, including details of any steps to be taken to address the complaint and reasons for the decision.
- 7)** If the outcome of the internal appeals process is favourable to the learner, HIA Training Services will implement any decision and/or corrective and preventative actions required.

STAGE 3

- 8)** If a mutually satisfactory outcome cannot be reached through the joint efforts of HIA Training Services and the learner, the learner can refer the complaint to the HIA Training Services registering authority in South Australia for official mediation and resolution.

Assessment Appeals

HIA Training Services is committed to transparent assessment processes and outcomes that are clearly explained to trainers/assessors and learners in order to minimise the likelihood of assessor error and learner misunderstanding.

However, where a learner disagrees with their assessment result they can access the assessment appeals process outlined below. All assessment appeals must be submitted using the HIA Training Services Assessment Appeal Form. Your local HIA Training Services Office will be able to supply this form.

HIA Training Services Assessment Appeals Procedure:

- 1)** The learner must lodge a formal appeal request in writing the HIA Training Services Assessment Appeal form, clearly stating the grounds of the appeal. The appeal should be directed to the Training Manager and must be made within two (2) working weeks of receipt of results or no appeal process will be entered into.
- 2)** If the Training Manager believes a review of a learner's result is warranted, a review panel will be formed comprising of the trainer/assessor, the Training Manager and two (2) neutral qualified assessors (one internal and one external).
- 3)** If the panel determines that the original result should be changed, HIA Training Services will amend the learner's records and issue any awards or results the learner is now entitled to.
- 4)** If the panel determines that the original result should remain, the panel may suggest that a learner sit for a supplementary assessment. If the learner fails the supplementary assessment, a "Not Yet Competent" result will be shown for that assessment or unit
- 5)** For either outcome, the learner will be notified of the outcome of their appeal, in writing, within fourteen (14) working days of the panel's decision. The result is final and no further appeal can be entered into.

Plagiarism, Cheating and Collusion

HIA Training Services has developed a policy to address plagiarism, cheating and collusion. This policy ensures that mechanisms are in place to avoid learner plagiarism, cheating and collusion and outlines the strategies in place to detect and respond to such incidents.

Definitions

Cheating

- acting dishonestly or unfairly in order to gain an advantage

Plagiarism

- to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished
- intentional plagiarism is plagiarism which is deliberate with the intention to deceive
- unintentional plagiarism is plagiarism which results from a lack of understanding of the concept of plagiarism, or a lack of skill in referencing/acknowledging sources in your written assessments
- both intentional and unintentional plagiarism are considered breaches of the policy

Collusion

- unauthorised collaboration between learners
- collusion is a form of plagiarism. Learners should not knowingly allow their work to be copied

Learners' Responsibilities:

All learners have a responsibility to:

- read, understand and respect the policy on plagiarism
- familiarise themselves with the type of referencing required for their competency(s)
- avoid all acts which could be considered plagiarism
- seek assistance from appropriate sources with any writing tasks where they are aware they require assistance

Preventative action

Whenever a learner uses the thoughts, ideas, research findings or words of someone else, the learner must show where those thoughts, ideas, research findings or words come from. It is therefore essential to learn how to reference work in an appropriate manner. If learners do not reference their work correctly – that is, if a learner is found guilty of plagiarism, penalties will apply.

Consequences of plagiarism, cheating or collusion

Any of the above behaviours will result in the learner(s) responsible receiving a result of 'Not Yet Competent' for all units impacted by the behaviour. If it is found that a learner has repeatedly plagiarised, cheated or colluded, they may be expelled from the course.

Discipline and Expulsion

HIA Training Services provides all learners with clear expectations on the standards of conduct that are expected of them during their participation in the course.

The rights and responsibilities of learners are prescribed in:

- The Learner Code of Conduct
- Important Policies @ HIA, particularly
 - Appropriate Behaviour
 - Plagiarism, Cheating and Collusion

HIA Training Services provides this information in the Learner Handbook. The handbook is available at all HIA Training Services offices and also online at www.hia.com.au.

If any learner breaches the requirements or expectations of them as a learner, HIA Training Services will be required to take disciplinary action with the learner to rectify and/or manage the behaviour.

Penalties and disciplinary action

Each case will be individually assessed. The level of the breach, the extent of the breach and the learner's history with HIA Training Services will all be considered when deciding what penalties apply or what disciplinary action will be taken.

Consequence of a breach may include any, or all, of the following:

- a verbal warning
- a written warning
- a permanent note made on the learner's records
- imposing a 'not yet competent' result
- the exclusion of the learner from enrolment in a particular competency and/or course(s)
- the exclusion of the learner from HIA Training Services.

Help. Information. Advice.

Contact HIA Training Services on 1300 650 620

