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Congratulations on your decision to continue your journey in education with HBA!

We would like to welcome you to HBA Learning Centres and provide information that will help you obtain the most out of your studies with us. This handbook will explain how we operate and what to expect during your training pathway with us. It is important you take the time to read the following information.

This Learner handbook is divided into four sections as follows:

1. Introduction
2. Rights and Responsibilities
3. Terms and Conditions
4. Learner Information
1. Introduction

Welcome

Congratulations and welcome to HBA Learning Centres.

Every year many thousands of Learners study through HBA Learning Centres, they choose us for a diverse range of reasons including the style and methods we utilise suiting their needs. Whatever your reasons for choosing HBA we aim to exceed your expectations.

This handbook contains important information you must know to assist you in your learning pathway with HBA.

HBA strives to serve the best interests of its Learners, the community and industry in general by ensuring its courses and delivery options are regularly reviewed and in line with current Learner and wider industry needs and expectations.

HBA offers a team of highly qualified, industry experienced Employees. You can view our team profiles on our website www.hba.edu.au

If you are unsure of anything please do not hesitate to contact one of our friendly customer service team or Trainers on 1300 721 503.

We trust your time with HBA will be everything you hoped for and we wish you every success for your future pathways.

Be sure to contact us at any time. Helping you is what keeps us in business.

HBA Learning Centres
Contact Details
HBA Learning Centres Pty Ltd (RTO: 31261)

- Phone: 1300 721 503
- Fax: 02 8920 9244
- Web: www.hba.edu.au

**New South Wales**
Level 5, 118 Walker Street, North Sydney NSW 2060

**Victoria**
Level 3, 466 Little Lonsdale Drive, Melbourne VIC 3000

**Western Australia**
Level 3, 102 James St Northbridge, Perth WA 6000

**Enrolments**
Email: enrolments@hba.edu.au

**Assessment**
Email: assess@hba.edu.au

Online Forum: (Details supplied upon enrolment)

**RPL**
All Learners (excluding Early Childhood): rpl@hba.edu.au

For Early Childhood Education and Care Learners: chcrpl@hba.edu.au
About HBA

HBA Learning Centres Pty Ltd (referred to as HBA) is an Australian Company registered with ASIC and an NVR Registered Training Organisation (RTO) providing training and assessment for nationally recognised qualifications. We are quality assured under the Australian Skills Quality Authority and our provider number is 31261. The details of our registration and the courses and Qualifications we are registered to deliver can be found at www.training.gov.au

HBA was first registered as an RTO in January 2006 and commenced operations in a serviced office in Oxenford, Queensland. Since then HBA has become one of Australia's leading providers in the areas of Training and Assessment, and has also established profitable operations in the areas of Workplace Health & Safety, Quality Auditing, Project Management, Frontline Management, and Children's Services.

HBA's approach has always been Learner focused with an attitude of making learning as user-friendly and practical as possible.

HBA's founder, Harold Baldry, has spent 30 years as an executive recruiter for medium to large companies with an emphasis on the manufacturing sector. Harold's passion for training was the driving force behind HBA's transition from a core business of recruitment to that of Nationally Recognised Training.

HBA now delivers training in all Australian states and territories and has permanent campuses located in Sydney, Gold Coast, Melbourne, Perth, Adelaide and Newcastle.

HBA provides training and assessment in the following course within the Australian Qualification Framework (AQF):

- BSB42015 Certificate IV in Leadership and Management
- BSB41415 Certificate IV in Work Health and Safety
- BSB41515 Certificate IV in Project Management Practice
- BSB51315 Diploma of Work Health and Safety
- BSB51615 Diploma of Quality Auditing
- BSB60615 Advanced Diploma of Work Health and Safety
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- TAE40110 Certificate IV in Training and Assessment
- TAE50111 Diploma of Vocational Education and Training
- TAE50216 Diploma of Training Design and Development
- TAELLN411 Address Adult Language, Literacy and Numeracy Skills
HBA Learning Centres:

• Adheres to the Australian Quality Training Framework standards for RTO’s

• Employs Trainers and Assessors who possess as a minimum the Certificate IV in Training and Assessment (TAE40110)

HBA prides itself on its personalised customer service and the relationships it has built with clients and Learners. HBA continually develops new ways to assist and support Learners whilst still maintaining compliance and quality. Some examples of this include:

• An online Learner forum and help desk

• Course newsletters with course assistance

• National hotline

• User friendly learning and assessment materials

• Dedicated assessment and assistance email addresses

HBA Trainers

Our Trainers and Assessors hold relevant Nationally Recognised Qualifications. Continual Professional Development is maintained to ensure they are up to date with industry practices and initiatives. Training and assessment is delivered by our Trainers and Assessors who:

• Hold the relevant vocational competencies for all of the courses they deliver or assess

• Hold a current Certificate IV in Training & Assessment

• Have the current industry skills directly related to the training/assessment being delivered

• Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and Trainer/Assessor competence.

About VET

Vocational Education and Training (VET) enables Learners to gain qualifications for all types of employment, and specific skills to help them in the workplace. The providers of VET include Technical and Further Education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers. In addition, some universities and schools provide VET.

Vocational Education and Training is facilitated via the network of state and territory governments working with the Australian Government. Government’s partner with industry, the public and private training providers thus they all work seamlessly to provide nationally consistent training across all jurisdictions in Australia.

The VET sector is crucial to the Australian economy; both for the development of the national workforce and as a major export industry.
Legislations and Standards

HBA is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training (NRT) as an RTO registered under the National VET Regulator, Australian Skills Quality Authority (ASQA). HBA policy dictates a strict adherence to relevant State and Federal Legislation relating to safety, industrial relations and access and equity.

All Nationally Recognised Training courses/qualifications will be delivered in line with the standards set by the Australian Skills Quality Authority and relevant Federal, State, and Territory authorities. All HBA Employees are expected to promote and embrace HBA’s standards, policies and procedures. At HBA we meet the relevant Commonwealth and State legislation requirements as well as the RTO standards.

Legislations

The relevant legislation and standards include:

• National Vocational Education and Training Regulator Act 2011
• Learner Identifiers Act 2014
• Privacy Act 1988;
• Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012
• Freedom of Information Act 1982
• Privacy Act 1988
• Copyright Act 1968
• Racial Discrimination Act 1975
• Disability Discrimination Act 1992
• Human Rights and Equal Opportunity Commission Act 1986
• Anti-Discrimination Act 1991
• Work Health Safety Act 2011
• Work Health Safety Regulation 2011
• Occupational Health and Safety Act 2004 (VIC)
• Occupational Safety and Health Act 1984 (WA)
• Apprenticeship and Traineeship Act 2001(NSW)
• Further Education and Training Act 2014 (QLD)
State based VET Legislation includes:

- Training and Tertiary Education Act 2003 (ACT)
- Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010 (NSW)
- Northern Territory Employment and Training Act (NT)
- Vocational Education, Training and Employment Act & Regulation 2000 (QLD)
- Training and Skills Development Act 2008 (SA)
- Tasmanian Vocational Education and Training Act 1994 & Tasmanian Qualifications Authority Act 2003 (TAS)
- Education and Training Reform Amendment (Skills) Act 2010 (VIC)

You may view and download these Acts at the Australasian Legal Information Institute (AustLII: www.austlii.edu.au) website which provides free online access to Australian Government, State and Territory case law and legislation.

**Standards**


Standards for RTO’s 2015

Data Provision Requirements 2012

**Note:** Amendment Bills may have been passed since this has been published.
Enrolment with HBA

To enrol in one of HBA's courses, call 1300 721 503 and request an information pack in either electronic (email) or printed format (posted to you). Alternatively you can download the enrolment form at: http://www.hba.edu.au/pricing-and-delivery/enrolment and attach it to an email which you send to enrolments@hba.edu.au to start the process. If you wish to Fax it 02 8920 9244 is our number.

**Note:** If you have not been contacted within 3 working days of sending your enrolment form (by Fax or email) by an HBA Customer Service Representative then it is likely we have not received your enrolment. In this instance please call our office and ask to speak to one of our Inbound Customer Service team members and they will ask you to re-send it to their personal email address.

**Our process is:**

1: We will telephone you the day your enrolment is received and confirm details

2: We will email you on the second work day re confirming your enrolment and providing you with a unique user name and password to our forum so you can access your workbooks and Learner guide

3: If you are attending a Face to Face course, your Trainer will email you the Wednesday before your course confirming the venue and the start time.

**Please note:**

At times our emails find their way into Learners Junk mail files. We have no control over this so please check before you call us.

If you wish to enrol within 2 working days of a Face to Face course commencing, you must call our Customer Service Supervisor on the number above prior to sending the enrolment form. The Customer Service Supervisor will ensure your enrolment is fast tracked through the system.

**Special note:**

Our Intensive courses have pre course work and you must allow yourself time to complete this prior to attending on the first day of the course, if you are unable to complete this work it may make the course quite difficult to follow if you do not hold underpinning knowledge.
2. Rights and Responsibilities

The following information details the expectations in relation to Learner conduct whilst engaged as a Learner of HBA.

Contractual Agreements

When a Learner enrols with HBA Learning Centres by completing the Enrolment Form they are agreeing to the rights and responsibilities required to be observed as a Learner of HBA.

The rights of HBA Learners are detailed below and are also contained in relevant HBA policies.

HBA Learning Centres is committed to providing quality training and assessment as outlined in its publicly available information. In return HBA requires the Learner to agree to undertake their study in line with the course requirements and HBA's code of conduct which is outlined below.

Important: Before you complete and sign the Enrolment Form, please be sure that you have read the Terms and Conditions of this Learner Handbook and understand the content. If you do not understand anything, it is your responsibility to ask. By completing and submitting the Enrolment Form, you are acknowledging that you have read the HBA Terms and Conditions outlined in this Learner Handbook including your responsibilities and will abide by the information contained within them.

When a Learner accepts a place offered by HBA and the fees are paid, it means a binding contract is created between the Learner and HBA regardless of whether it was a third party paying for the course fees (e.g. employer, partner etc.). Notification of cancellation/withdrawal from Unit/s of Competency or Qualifications must be made in writing to HBA. Fee Structure and Payment Schedule are detailed further below for more details regarding HBA's cancellation policy.

Read the following section carefully to ensure you are familiar with your role and responsibilities as a Learner.

Learner Responsibilities

HBA Learners have the following responsibilities:

- To become familiar with relevant HBA Policies and the HBA Learner Handbook and comply with any Learner requirements contained therein including relevant legislated requirements;
- To respect the working environment of others at HBA and to follow related Policies and Procedures;
- To conduct themselves in a responsible, polite and safe manner and refrain from abuse towards HBA Employees or other Learners;
- To follow all reasonable instructions provided by the HBA Employees;
- To respect the right of HBA to express the opinions of their Trainer/Assessor;
- To conduct themselves in a courteous, polite and ethical manner and in a manner which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination and occupational health safety and environment;
• To undertake their studies to the best of their abilities;

• To meet deadlines for work to be submitted;

• To submit authentic documentation (NOTE: where the authenticity of the evidence submitted is in question HBA reserves the right to conduct further investigation by way of interview and other appropriate means as required);

• To submit work without plagiarising or cheating;

• To consult with HBA in a timely manner if problems/issues arise;

• To accept joint responsibility for their own learning;

• To provide feedback to HBA on its courses and services;

• Undertake all study in the manner and formats required and in the specified course timeframes;

• To adhere to HBA's code of practice;

• To meet the required dress standard which in most cases is smart casual. Further details may be provided in your course welcome email;

• To be aware of and promote safety for themselves and others;

• To be responsible for the security of their own possessions;

• To seek approval from authorised HBA Employees for the use of HBA IT equipment, assets, stationery, etc…;

• To observe any no-smoking restrictions;

• To encourage equal opportunity;

• To promote an effective learning environment through good personal behaviour;

• To notify HBA if they are unable to attend classes or appointments;

• To be punctual for classes and appointments;

• To respect the rights of others; and

• To cooperate with HBA with requests for further evidence including reasonable adjustments made to assessment process, confirmation of authenticity of documentation submitted for assessment and overall confirmation of competency.
**Plagiarism and Cheating**

Vocational Education and Training allows for ‘copy and paste’. However, Learner responses to assessment activities must demonstrate application of the information obtained by way of copy and paste from other sources relevant to the workplace, experience, training environment context. As such responses should not simply be a direct copy and paste response from another source.

Best practice dictates Learners should acknowledge the sources of information. However formal methods of referencing are not required.

Plagiarism is a form of cheating and is a serious offence which may result in a penalty such as a Learner’s assessment being declared ‘Not Satisfactory’ in an individual task and or ‘Not Competent’ for a Unit of Competency and/or their exclusion from a course.

Plagiarism occurs when a Learner claims ownership for written words/data, ideas or inventions which are not their own. Examples of plagiarism that are not acceptable are:

- Submitting assessments substantially similar to, or copied from another Learner;
- Submitting assessments that use the exact words of another without using quotation marks and citing the original source; or
- Presenting any work of another individual or group as one’s own work.

Cheating means seeking to obtain an unfair advantage during the conduct of an assessment activity, whether this is in the form of written assessments or practical work required to be submitted or completed by a Learner for assessment.

If there are no substantial factors to indicate that plagiarism was accidental or unintentional, plagiarism will be treated as cheating. An HBA Assessor who has reasonable grounds to believe that cheating has occurred will cease the assessment process and report the matter to the HBA Compliance Manager.

The HBA Compliance Manager will discuss the matter with the HBA Assessor and agree on the actions required.

In most cases the HBA Assessor will request the Learner to revise and resubmit their assessments.

Where a Learner’s works has been assessed as requiring resubmission for cheating, the HBA Assessor must advise the Learner concerned in writing of the reasons for the decision and advise the Learner that they may appeal this decision in writing to the HBA Compliance Manager within ten (10) working days by completing the Complaints and Appeals Form.

**Important:** Where a Learner has been deemed to have participated in an act of plagiarism, a reassessment fee will apply to have the resubmission of the assessment assessed. Each resubmission as a result of plagiarism will incur a $200.00 reassessment fee.

Upon receipt of a written Learner appeal, the HBA Compliance Manager will assign an independent HBA Assessor to consider the appeal. The independent HBA Assessor will provide written advice regarding the outcome of the appeal to the Learner, the original HBA Assessor, and the HBA Compliance Manager.

In cases where the HBA Compliance Manager deems necessary on initial discussion with the HBA Assessor the matter may be dealt with by the HBA Compliance Manager who will conduct an investigation into the matter and decide on the most appropriate form of action and or discipline as
required and will inform the Learner of this in writing. If the Learner appeals the decision made by the HBA Compliance Manager they must do so in writing within ten (10) working days by completing the Complaints and Appeals Form.

A Learner found copying the work of another in practical assessments, will also be considered as cheating. At the time of such an incident, the HBA Assessor will advise the Learner of their misconduct and that the assessment will need to be resubmitted. The Assessor will report the incident to the HBA Compliance Manager. The HBA Assessor will confirm the incident in writing to the Learner concerned and advise the Learner they may appeal this decision in writing to the HBA Compliance Manager within ten (10) working days by completing the Complaints and Appeals Form.

Learners may be disciplined as a result of cheating/plagiarising. Refer to Disciplinary Procedures below.

**Important**: Where a Qualification or Statement of Attainment has been attained through means including plagiarism, submission of fraudulent documentation or any other non-authentic manner HBA has the right to revoke all relevant certification documentation.

### Learner Discipline

The objective of Learner discipline is to:

- Maintain proper standards of Learner behaviour;
- Protect the reputation and operations of HBA Learning Centres;
- Protect the public, including Visitors.

However, where appropriate, the emphasis will be on corrective action rather than discipline, which may include options such as counselling.

Where disciplinary action is considered appropriate, it should be taken without delay as it is in the best interests of all parties concerned to have the matter resolved as soon as possible.

To ensure fairness and consistency in disciplinary matters, the following action is to be taken:

- A Learner against whom a disciplinary matter has been raised should be informed as comprehensively as possible, of the allegation made against them;
- Wherever possible, the Learner should have an opportunity to put forward their case;
- All relevant parties should be heard and all relevant submissions considered;
- The person who raises the disciplinary matter should not conduct the inquiry into the matter;
- The decision maker must act fairly and without bias.

Furthermore, each case must be treated on its merits and the form of action taken should be tailored to the individual case. Even-handed treatment does not necessarily mean identical treatment. The same charge against two Learners will not necessarily lead to the same penalty. The circumstances of the two incidents may be different. For these reasons, it is neither possible nor desirable to establish a standard penalty for a particular offence.

In deciding what action is necessary, the decision maker should take care to weigh all the relevant
considerations and not be influenced by irrelevant factors.

Disciplinary action may be taken when a Learner:

- Breaches the responsibilities of HBA Learners including plagiarism and cheating;
- Engages in any misconduct;
- Consumes or uses alcohol;
- Consumes or uses illegal drugs, or misuses legal drugs;
- Intentionally disobeys, or intentionally disregards, any reasonable instruction by the HBA Employees, or another person in authority to make or give such an instruction;
- Is negligent, careless or obstructive in their behaviour;
- Is disrespectful to the HBA Employees or the learning environment;
- Engages in any disgraceful, improper or illegal conduct which may bring HBA into disrepute.

In cases of serious breaches, the Learner may be excluded from their course and HBA’s premises immediately. Any illegal conduct of a Learner will be reported to the relevant authority.

All disciplinary matters will be documented and reported to the HBA Compliance Manager.

**Note:** HBA Employees will not accept abuse, raised voices, threats, or aggressive behaviour from Learners and should this occur, HBA Employees will inform the Learner in writing, that the matter is being referred to the General Manager. Where a Learner’s behaviour is in breach of HBA’s code of conduct, the Learner’s enrolment with HBA may be terminated without refund.

**HBA Responsibility**

HBA will uphold its obligation to Learners to:

- Deliver training and assessment as specified in the information provided to Learners prior to commencement;
- Provide all services within the timeframes agreed to prior to Learner commencement;
- Operate within the HBA Terms and Conditions;
- Deal with all Learners fairly and ethically, recognising particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices;
- Provide opportunity for feedback on services provided;
- Provide access to Learners own records on request;
- Receive a copy of and have access to our complaints process;
- Receive appropriate AQF certification documentation within prescribed timeframe;
- A safe learning environment free from danger, abuse or harassment;
• Treat all Learners with respect and dignity.

Where changes to agreed services arise HBA will ensure it provides notification to Learners as soon as practicable of any changes to agreed services including in relation to any new third party arrangements, change in ownership or changes to existing third party agreements.

In the event that HBA is no longer able to provide the training and assessment services as initially agreed, then HBA will arrange for the training and assessment to be completed through another RTO. This will be facilitated through transition agreements in place with other RTOs. This will be undertaken via the following steps:

**Step 1:** HBA will inform the Learner that delivery of the course cannot be continued and provide details as to why;

**Step 2:** HBA will inform the Learner of the details of the alternate course delivery;

**Step 3:** HBA will organise the transfer to the new provider;

**Step 4:** HBA will document the process and provide details to the registering authority.

### Reasonable Adjustment and Access & Equity

HBA Learning Centres will engage learners and industry groups to establish and identify needs through regular interaction, feedback, and other forms of communication. HBA Learning Centres courses are open to all participants regardless of sex, race or any other discriminatory element.

### Flexible delivery and assessment

HBA Learning Centres will adjust its delivery to meet learner needs where practicable and reasonable, commercially sound, and in line with HBA Learning Centres organisational values and requirements.

HBA Learning Centres will ensure its training, assessment, and support services are flexible and where reasonable and practical will allow some adjustment to meet learner needs. Any adjustment must meet relevant unit requirements and HBA Learning Centres organisational and commercial values, and be commercially sound.

HBA Learning Centres where required, will adjust learning and assessment processes and strategies to suit learner and employer needs as long as all relevant benchmarks are achieved. For example, a greater emphasis may be placed on verbal questioning and observation, with a reduction in the normal level of written assessment. For a learner who is unable to attend the 5 day block they may choose to complete the balance of the face-to-face component at a later date.

Trainers and assessors will address access and equity issues as a nominated part of their duties and refer matters to management as required.

### Language, Literacy and Numeracy (LLN) Assistance

HBA Learning Centres is committed to supporting learners with English language, literacy and numeracy (LLN) needs within the scope of HBA Learning Centres expertise.
Learners with individual needs or requirements for LLN support services are encouraged to advise HBA Learning Centres upon enrolment.

If during the enrolment process an LLN concern is advised on the enrolment form by the learner or independently identified through an HBA Learning Centres team member, the learner will be referred to the compliance team who will consult with the learner.

Early identification and consultation will allow HBA Learning Centres to clarify;

- the level of the learner's capability in line with the required level of learning
- the appropriate support required
- ability to provide suitable support
- a plan of action

During this consultation the learner may be required to complete an LLN indicator test to assist in clarifying the above.

Where potential LLN issues are identified during the consultation between HBA Learning Centres and the learner, modification of training and assessment methods may apply, including extensions to accommodate their needs and assistance with assessment by HBA Learning Centres assessors. The pathway to be taken will be developed case by case by a member of the Compliance team in conjunction with the Training Package Rules.

Learners, who experience any LLN difficulty during class, are advised through the learner handbook to immediately speak to their trainer. Upon advising HBA Learning Centres the steps outlined above will be taken to clarify the individual's situation.

HBA Learning Centres are not specialist in the areas of language, literacy and numeracy and as such can only offer limited support in this area. In these instances, HBA Learning Centres reserves the right not to process a student's enrolment if unable to provide the required support for a learner, this will be managed by a member of the Compliance team.

HBA Learning Centres recognises that not all people are able to read, write and perform calculations to the same standards.

HBA Learning Centres will endeavour to assist where it can to accommodate learners who have difficulties with language, literacy or numeracy. In the event that a learner’s needs exceed HBA Learning Centres skill level, it will provide information to the learner on alternative learning options.

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**Disability**

Learners with individual needs or requirements for disability support services are encouraged to advise HBA Learning Centres upon enrolment.

Learners with disabilities are encouraged to discuss with HBA Learning Centres any ‘reasonable adjustments’ to the training and assessment which may be required due to the disability. HBA Learning Centres will ensure, there is no corruption to the relevant Training Package Rules.
Careful consideration will be given to each individual situation, and where reasonably practicable, adjustments will be made case by case, by a member of the Compliance team. In the event of this occurring the Compliance team will make a note in the learner file and advise the relevant trainer and assessor by email.

There may however be circumstances where it will not be reasonable or practical for HBA Learning Centres to accommodate an individual's specific situation.

In the event HBA Learning Centres is unable to provide the appropriate support required, HBA Learning Centres will suggest the learners alternative learning options.

**Participant Support, Welfare and Guidance**

HBA will assist all participants in their efforts to complete the course.

In the event that a learner is experiencing any difficulties with their studies it is recommended that the learner contact their trainer via email with a copy sent to assess@hba.edu.au stating attention Compliance team.

HBA Learning Centres will ensure that its trainers and assessors are made available to ensure the learner achieves the required level of competency in the qualification, Monday – Friday 9am – 5pm.

If HBA Learning Centres determines it is unable to provide the level of support the learner requires it will provide suggestions of appropriate external agencies, this will be managed by the Compliance team.
3. Terms and Conditions

The RTO, HBA Learning Centres Pty Ltd (referred herein as HBA) is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

- Client information;
- Confidentiality;
- Complaints and appeals;
- Fee structure;
- Guarantee;
- Corporate policy;
- Training standards;
- Marketing;
- Access and equity;
- WHS / OHS.

Enrolment into a Qualification or course with HBA is subject to the terms, conditions and policies outlined in this Learner Handbook as detailed below.

Nature of Guarantee

HBA is dedicated to ensure that once Learners have started studying their chosen qualification or course, they will be committed to providing the highest quality of training and assessment as outlined to the Learner.

This Nature of Guarantee applies if HBA becomes insolvent, has a course removed from scope by the regulator, or is otherwise legitimately unable to complete delivery of a course.

Should the above occur and HBA is no longer able to provide the training and assessment services as initially agreed, then HBA will arrange for agreed training and assessment to be completed through another RTO (No Fees will be incurred). Prior to the transfer Learners will be formally notified of the arrangements including any refund of fees that may be applicable.
Contract Arrangements

Before you complete and sign the HBA enrolment form, please be sure that you have read these Terms and Conditions along with the HBA Learner Handbook and understand the content. If you do not understand anything, it is your responsibility to ask. By completing and submitting the HBA enrolment form, you are acknowledging that you have read the HBA Terms and Conditions and HBA Learner Handbook and will abide by the information contained within them.

When a Learner accepts a place offered by HBA and the fees are paid, it means a binding contract is created between the Learner and HBA, regardless of whether it was a third party paying for the course fees (e.g. employer, partner etc.). Notification of cancellation/withdrawal from Unit/s of Competency or Qualifications must be made in writing to HBA. See Fee Structure and Payment Schedule below for more details regarding HBA's cancellation policy.

Conditions of Enrolment

HBA agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of HBA policies.

HBA may seek to terminate the enrolment of a Learner if they:

- Are abusive, aggressive, or insulting towards HBA Employees or other Learners;
- Do not comply with the confidentiality rights of other persons;
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of HBA, other Learners or persons, or themselves;
- Have provided false or misleading information;
- Have performed acts of plagiarism;
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with HBA, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.;
- Fail to attend training sessions to a minimum level set for competence;
- Fail or refuse to undertake assessment activities as required by HBA's delivery requirements;
- Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.

Note: HBA Employees will not accept abuse, raised voices, threats, or aggressive behaviour from Learners and should this occur HBA Employees will inform the Learner in writing that the matter is being referred to the General Manager. Where a Learner's behaviour is in breach of HBA's code of conduct, the Learner's enrolment with HBA may be terminated. Where a Learner's enrolment is terminated due to a breach of the code of conduct, there will be no refund.
**Important:** Where a Qualification or Statement of Attainment has been attained through means including plagiarism, submission of fraudulent documentation or any other non-authentic manner HBA has the right to revoke all relevant certification documentation.

**Disciplinary Procedures**

Where Learners are in breach of HBA policy, State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, HBA may take steps to address the situation. Depending on the nature and severity of the problem, HBA may choose to resolve the issue by mediation which will be recorded on the Learner files and written copies and outcomes will be supplied to the Learner. Where the issue is more serious or is unable to be resolved amicably, HBA may seek to apply sanctions, suspension, or expulsion to the Learner or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the Learner(s) involved.

**Fee Structure**

All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of HBA to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods.

Qualifications will not be issued until payment has been made in full.

**Fees paid in advanced**

HBA will ensure that fees paid in advance of course delivery shall be protected and may not be drawn upon until such time as delivery has commenced.

**Payment schedule: Fees for courses costing over $1,000**

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect Learner fees. These prescribed conditions determine the amounts and frequencies of payment.

The approved option HBA has agreed to undertake is:

- Stage 1 - Enrolment and commencement Learner pays $1,000
- Stage 2 - 3rd day of the course Learner pays the balance of fees due

(For self-paced Learners, final payment for any fees over $1,000 is due either when the theory work books are completed for full Qualifications, or half way through the course for unit by unit delivery).
HBA endorses this fee payment system as it protects the Learner from the possible loss of fees and will encourage sound financial management from RTOs.

Refunds, Withdrawals and Extensions

HBA has a strict refund and withdrawal policy. Learners are advised by HBA to give careful consideration to their course enrolment decision. In this regard, the HBA Learning Centres regrets that it cannot accept responsibility for changes in Learners’ personal circumstances, work commitments and/or personal preferences.

HBA reserves the right to offer a refund or proportional refund in circumstances it believes are warranted. See Cancellations and Transfers Table below for details.

**Important:** HBA does not place courses on hold/freeze under any circumstances. Refer to details below regarding extension provisions should your enrolment require further time.

Cancellations and Transfers

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to enrolments@hba.edu.au. See table below for further break down of applicable fees.

1. For Face-to-Face Learners (Full, Intensive and Blended Delivery modes)

*Note: HBA's decision to proceed with a course is based upon the enrolled numbers. This decision occurs 15 days out from the scheduled date of commencement.*

**Request to Cancel / Withdraw**

Should you provide notice of cancellation within 15 days from your scheduled course commencement date then all fees paid or invoiced up to a value of $1,000 will be forfeited and due.

Notice of cancellation 15 days or more prior to course commencement will result in a $100 + GST administration fee.

The balance of any deposit paid will be reimbursed.

**Request to transfer to another course date**

Should you request to transfer to another course date or location 15 days or more prior to the original course commencement date then HBA will charge an administration fee of $100 plus GST. Course transfer will only occur once the transfer fee of $100 + GST has been processed.

Each learner is eligible for a maximum of 2 transfers.
2. For Self-paced Learners

Note: For Self-paced Learners commencement is established once enrolled by HBA.

Request to Cancel / Withdraw

We offer a 7 day cooling off period. No refund is available after 7 days of enrolling.

Request to Transfer from one mode of delivery to another

Note: Commencement is established once enrolled by HBA and date welcome email sent.

A request to upgrade from a mode of delivery to another will require payment of the difference in course fees between modes and an administration fee of $100 + GST. Discounted prices are not available for transfers.

Requests for transfers from one mode to another will only be accepted during original course timeframe.

Request to Transfer from one level qualification to another

A request to change to a lower or higher level qualification will incur an administration fee of $100 + GST. Where the qualification level you are transferring to is less than the qualification originally enrolled, a refund of the difference will be provided, minus the administration fee. Discounted prices are not available for transfers.

You have 3 months from initial course enrolment to request this transfer. After this timeframe, no refund will be provided and your initial enrolment completion date is still current.

3. Extenuating Circumstances

*Individual cases of extenuating circumstances will be considered on a case by case basis.

Extenuating circumstances may include but not be limited to:

1. Sickness or death in an immediate family;
2. Individual medical circumstance.

Note: A medical certificate or other equivalent documentation must be provided as evidence.

HBA reserves the right to offer a refund or proportional refund in circumstances determine as warranted

4. Course Cancellation (initiated by HBA)

Where HBA is forced to cancel a course, Learners will be entitled to transfer to another HBA course or receive a full refund. Where a Learner opts to transfer to another course the options as detailed in the Cancellation and Transfer policy above will apply.
5. Cancellations for In-House courses

In the case where a company has utilised HBA to deliver a course in-house, any requests for refunds, where eligible, will be granted on a per-Learner basis, as outlined in the HBA refund policy (refer to Section 1 and 2 of Cancellation and Transfer policy above). The minimum fees for in-house courses are non-refundable.

Exceeding Enrolment Timeframe

For all HBA courses inclusive of Self-Paced, Blended, Part-Time, Intensive and Extended Delivery courses Learners are provided with the following timeframes for completion from the date of enrolment:

<table>
<thead>
<tr>
<th>Course Level</th>
<th>Enrolment Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate III</td>
<td>12 Months</td>
</tr>
<tr>
<td>Certificate IV</td>
<td>12 Months</td>
</tr>
<tr>
<td>Diploma</td>
<td>18 Months</td>
</tr>
<tr>
<td>Advanced Diploma</td>
<td>18 Months</td>
</tr>
<tr>
<td>Individual Units of Competency</td>
<td>Contact HBA for the enrolment timeframe for individual units.</td>
</tr>
</tbody>
</table>

HBA reserves the right to cancel an enrolment without notice (withdraw the Learner), if after allocated enrolment timeframe a Learner has not completed and achieved their Qualification or Individual Unit of Competency.

If the Qualification has partially successfully been completed, a Statement of Attainment will be issued for those units completed the Learner has been deemed competent.

Extension Requests

As detailed above all HBA courses inclusive of Self-Paced, Blended, Part-Time, Intensive and Extended Delivery courses Learners are allocated a set enrolment timeframe.

If a Learner is having difficulty meeting this deadline, HBA may grant extensions under certain circumstances and apply an additional delivery and assessment fee to the extension.

Where HBA determines an extension may be granted, Learners are eligible to apply for a maximum of two (2) extensions. Extension applications will only be accepted during your enrolment timeframe.

The following duration and fees are applicable:

- 1 month extension – $75 extension fee
- 3 month extension – $200 extension fee

All requests for extensions must be made in writing to HBA by completing the Extension Request Form and returning to assess@hba.edu.au for approval and processing.
Note: It is the Learner’s responsibility to meet their individual course completion deadline and/or make appropriate arrangements.

HBA reserves the right to cancel an enrolment without notice (withdraw the Learner), if after the extension period has expired, a Learner still has not completed and achieved their Qualification.

If the qualification has partially successfully been completed, a Statement of Attainment will be issued for those units completed the Learner has been deemed competent.

HBA reserves the right to cancel an enrolment without notice, if after the enrolment timeframe has expired; a Learner has not completed and achieved their Qualification. If some of the Qualification has been completed, a Statement of Attainment will be issued for those units completed.

**Voluntary Withdrawal**

Learners electing to withdraw themselves from any HBA course are required to do so in writing.

Where a Learner has elected to withdraw, the balance of their course fees is payable within 30 days of their notice of withdrawal. Learners will need to complete the Withdrawal Request Form.

**HBA Service Fees**

The following fees apply for services provided by HBA Learning Centres:

<table>
<thead>
<tr>
<th>Fee</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Transfers</td>
<td>$50 per unit</td>
</tr>
<tr>
<td>RPL:</td>
<td></td>
</tr>
<tr>
<td>- CHC30113 Certificate III in Early Childhood Education &amp; Care</td>
<td>$60 per unit</td>
</tr>
<tr>
<td>- CHC50113 Diploma of Early Childhood Education &amp; Care</td>
<td></td>
</tr>
<tr>
<td>RPL: Certificate IV Level units</td>
<td>$70 per unit</td>
</tr>
<tr>
<td>RPL: Diploma Level units</td>
<td>$100 per unit</td>
</tr>
<tr>
<td>RPL: Advanced Diploma Level units</td>
<td>$120 per unit</td>
</tr>
<tr>
<td>1 Month Extension Fee</td>
<td>$75</td>
</tr>
<tr>
<td>3 Month Extension Fee</td>
<td>$200</td>
</tr>
<tr>
<td>Face to Face Tutorial Fee</td>
<td>$50 per hour (Maximum 3 x 1 hour tutorials)</td>
</tr>
<tr>
<td>Face to Face Presentation Fee (For Self-Paced Learners attending Face to Face course to present)</td>
<td>$15</td>
</tr>
<tr>
<td>Reassessment Fee (For Plagiarism cases)</td>
<td>$200 per assessment workbook</td>
</tr>
<tr>
<td>Reassessment Fee (For further assessment required after 3 unsatisfactory attempts)</td>
<td>$200 per assessment workbook</td>
</tr>
</tbody>
</table>
Eligibility

Individual HBA courses may possess pre-requisite requirements in order to directly enter into a course. Information pertaining to individual courses and relevant pre-requisites are detailed in the individual course information pack. Refer to the HBA website for specific individual course details.

Participants under the age of 18 can participate in a course where express and written permission from a parent or guardian is supplied and is accepted by the appropriate HBA Employee.

Computer Literacy

HBA courses require a basic level of computer literacy. Learners will need to have access to a computer with a word-processor (e.g. Microsoft Word) and access to email and the internet. Learners will need to have a basic proficiency in:

- Copy and Paste;
- Accessing information stored on websites and from a USB;
- Saving, storing and email documents;
- Researching;
- Working with multiple documents;
- Sending and receiving emails with attachments;
- Understanding and application of Microsoft Word and PowerPoint;
- Specific course requirements as determined by units of Competency.

HBA does not provide these resources nor do we supply additional support or training for Learners having IT or computer technical difficulties. Please contact an HBA Employee if you are unsure about the computer requirements for a specific course.

**Note:** If you do not possess basic computer skills it is recommended that you enrol in a computer course prior to commencing a course with HBA or enrol in Self-Paced delivery to allow you the opportunity to gain the necessary skills required to simultaneously complete your HBA course at your own pace.

Language, Literacy and Numeracy

HBA participants will require a basic level of English Language, Literacy and Numeracy (LLN) Skills to successfully participate in HBA courses.

It is the Learners’ responsibility to disclose and make HBA aware of any information pertaining to their individual learning requirements including LLN levels.

**Note:** If individual Learner needs are not identified or disclosed prior to attending a HBA course HBA may not be able to cater for adequately for these needs within the designated face to face period without impacting on the needs of other Learners or the structure and objectives of the course.
A Learner’s Language, Literacy and Numeracy (LLN) skills may be assessed by HBA for the purpose of ascertaining the Learner’s likely ability to cope with the requirements of the course to be enrolled in. Assessment of these basic skills will be via:

- Self-assessment questions on the enrolment form;
- Informal assessment of verbal English skills via communications at enrolment time;
- Appraisal of the Learner’s enrolment documentation;
- ACSF validated assessment process where further assessment is determined necessary or at the Learners request.

**Note:** Where a learner has been assessed three (3) times and is still Not Satisfactory or Not Competent an alternative learning option will be considered by the Compliance team. Contact HBA via 1300721503 to discuss your individual situation and needs.

HBA offers different modes of delivery to account for various skill levels of Learners including previous experience and Language Literacy and Numeracy skills including computer literacy.

The various delivery modes include:

- Self-Paced (no face to face contact however review days and tutorials are available)
- Part-Time (various options – refer to specific course information pack)
- Blended (2 days of face to face contact)
- Intensive (5 days of face to face contact)
- Extended (8 days of face to face contact)
- Workshops (various options – refer to specific course information pack)

Specific details of each delivery mode is detailed in course specific Information Packs and as well as detailed for each course on the HBA website.

Regardless of the delivery mode selected all Learners are entitled to 12 months or 18 months depending on the course to complete the course requirements (for full Qualifications – enrolment in individual Units of Competency will vary per Unit). Extensions are available on request and for an additional fee to account for individual needs of Learners.

HBA will where required, advise Learners of the most appropriate mode of delivery based on the current level of Language Literacy and Numeracy Skills.

Where possible, HBA will provide advice on how Learners can acquire the Language Literacy and Numeracy and computer skills required to successfully participate in and complete the course through their chosen method of delivery.

Where individual needs are identified during a face to face component of a course, action can be taken during the delivery of the training course and the assessment process to assist the participant by way of:
• Discussion between participant and HBA Trainer and Assessor to identify participant’s particular needs;

• Reasonable adjustment of the training delivery and assessment methods to suit these needs (where able to, in line with course structure and objectives e.g. Intensive delivery courses are not recommended for those requiring assistance with LLN or computer skills);

• One-on-one support may be provided at mutually convenient time either during and/or post the face to face component of the course, to promote successful learning outcomes;

• Referral to specialist support person or organisation where required e.g. Adult Literacy class at Adult Community College;

• Attendance of several face to face course components may be recommended and accommodated by HBA to cater for individual Learner needs.

Pre-Assessment Delivery

Prior to enrolment you should advise HBA of any specific needs you may have in order that we can assist you with or refer you to appropriate assistance for:

• Client Support Services including LLN
• Recognition of Prior Learning (RPL)
• Credit Transfers
• Entry Requirements
• Learning Pathways
• Gap Training
• Assessment Procedures & Process
• Delivery Options.

IMPORTANT: When completing the Enrolment Form to enrol in your chosen course you will be required to indicate that you have Level 3 or above against the Australian Core Skills Framework (ACSF) for each of the Core Skills including Reading, Writing, Oral Communications, Numeracy and Learning. To confirm the current level of your core LLN Skills against the ACSF you can complete an LLN online assessment through [http://lln.safework.com.au/](http://lln.safework.com.au/).

Note: If you have been assessed as having LLN skills below a Level 3 against each of the Core Skill areas you will need to discuss your options with HBA Learning Centres prior to enrolling. Contact HBA via 1300721503 to discuss your individual situation and needs.
Support and Assistance

For the duration of HBA courses, Learners will be supported by:

• Face to face sessions (for workshop, blended, intensive and extended delivery models);
• Email support: assess@hba.edu.au;
• Telephone support;
• HBA Learner Discussion Forums (online);
• Periodic Review Days; and
• Optional one on one Tutorial (additional cost per hour and special conditions apply).

Learners are encouraged to use the support offered by HBA. Learners who are having difficulties in meeting course requirements because of their personal circumstances will be treated with empathy and every endeavour will be made to provide the assistance needed to complete the course. HBA will be flexible in the arrangements for Learners with proven genuine needs.

Where it is identified that additional specialist support may be required, HBA will provide guidance to Learners in referring them to an appropriate individual and/or organisation that is able to provide the required assistance. Any services required outside of HBA will incur additional fees to the respective individual and/or organisation and will be at the cost of the Learner.

Assessing Competency

When assessing competency RTO’s like HBA must adhere to the Principles of Assessment, the Rules of Evidence, and the Dimensions of Competency to ensure Learners have the skills and knowledge to a level that meets the job requirements. These requirements are specified in the Units of Competency (UOCs).

Principles of Assessment
Valid | Reliable | Flexible | Fair

Rules of Evidence
Valid | Sufficient | Current | Authentic

Dimensions of Competency
Task skills | Task Management skills | Contingency skills | Job Role Environment skills
Flexible Assessment

All assessments conducted by HBA will conform to the assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises. However these are flexible and at the HBA Assessors discretion in some courses as long as they meet ASQA guidelines and the minimum requirements for competency for the specific course. Flexible courses allow Learners to learn at their own pace and under varying conditions, which best suit their individual situations and characteristics.

Learners are required to be Competent in all Units to achieve a Qualification.

Elements that may also be included (depending on the course) in the assessment process are:

- Underpinning Knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: learning to learn, decision making, creative thinking
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organising own schedules to achieve goals

Learners are given three (3) opportunities to be assessed for competency in a given course or program.

Where a Learner has been assessed three (3) times and is still Not Satisfactory or Not Competent will be considered by the compliance team.

NOTE: HBA may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the Learner presents a case that HBA feels is valid. In such circumstances, HBA may seek assistance from an outside source (counsellor, tutor, etc.).

The participant may appeal this decision in writing to the HBA's Compliance Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:

- Disability
- Cultural background
- LL&N difficulties
- Other trauma or reasons
In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with HBA policies, clients will have access to personal information and will be advised of all outcomes in writing.

**Recognition of Prior Learning (RPL)**

Where the evidence is deemed insufficient or not valid (i.e. does not prove competency), the All learners have access to the process of Recognition of Prior Learning (RPL) in the learner handbook.

RPL means an assessment process used to assess the competency/s of an individual that may have been acquired through formal, non-formal and informal learning, to determine the extent to which that individual meets the requirements specified in the training package.

Learners are required to complete an RPL self-assessment instrument (which will be provided once enrolment has been completed) and identify the units of competency for which RPL is being sought.

The learner is then offered guidance by an assessor in collecting and presenting the required evidence via phone, email or face to face support. The evidence requirements for the relevant unit/s of competency and the relevant Training Package are used to determine the amount and type of evidence appropriate.

The evidence supplied by the learner must comply with the Rules of Evidence and Principles of Assessment. The evidence will be examined by an assessor, followed by a competency conversation with the learner. The assessor will examine the evidence to ascertain whether the learner demonstrated the competencies required against each unit of competency and relevant qualification as applicable to the relevant Training Package.

If the learner’s evidence is deemed to prove competency for the Unit of Competency being assessed, a Certificate or Statement of Attainment (as applicable) will be granted, upon completion of a quality check by the Compliance team.

Where the evidence is deemed insufficient or not valid (i.e. does not prove competency), the learner will be advised of this decision and given an opportunity to supply further evidence and/or the available options for completing the desired unit/s of competency and or qualification.

Where the evidence is deemed insufficient or not valid (i.e. does not prove competency), the Where the evidence is deemed insufficient or not valid (i.e. does not prove competency), the learner will be advised of this decision and given an opportunity to supply further evidence and/or the available options for completing the desired unit/s of competency and or qualification.
Credit Transfer

HBA Learning Centres accepts and provides credit to learners for units of competency (unless licensing or regulatory requirements prevent this), ensuring the Rules of Evidence are meet and evidenced by:

- Authenticated VET Qualification, Statement of Attainment and Transcript of Results issued by a Registered Training Organisation (RTO)

All certification documentation must be certified by one of the following:

- Justice of the Peace
- Lawyer/Solicitor
- Police Officer
- HBA Learning Centres Trainer and/or Assessor

Learners are required to apply for a Credit Transfer by completing a Credit Transfer Application form. In the event the individual is a past learner of HBA Learning Centres, the application form will be completed by an HBA assessor. In the event the learner has achieved competency from another RTO, the individual will complete the form and provide supporting documentation.

Decisions on a Credit Transfer, must ensure that the integrity of the unit/qualifications outcomes are maintained and that there is consistency, fairness and transparency in the decision making process.

Issuing Certificates

A Learner will be issued with a certificate within 21 working days of completion and full payment being received by HBA. If a Learner completes only one or more Units of Competency but not a complete qualification, a Statement of Attainment will be issued.

HBA only issues AQF Qualifications and Statements of Attainment that are within its scope of registration and that certify the achievement of:

- Qualifications or industry/enterprise competency standards from nationally endorsed Training Packages; or
- Qualifications, competency standards or modules specified in accredited courses.

HBA issues, records and reports AQF qualifications and Statements of Attainment that:

- Meet the requirements in the current AQF Implementation Handbook, including the national codes
- Identify the units of competency from Training Packages, or competencies or modules from accredited courses, that the Learner has attained; and
- Identify HBA by its national provider number.
Unique Student Identifier (USI)

Overview

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

A USI gives Learners access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all of a Learner’s Nationally Recognised Training records and results from 1 January 2015 onwards. A Learner’s results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, Learners will often need to provide their training records and results. One of the main benefits of the USI is that Learners will have easy access to their training records and results throughout their life. Learners can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Learners who need a USI include:

- Learners who are enrolling in nationally recognised training for the first time;
- School Learners completing nationally recognised training; and
- Learners continuing with nationally recognised training.

A Learner who is continuing study is a Learner who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a Learner creates their USI they will be able to:

- give their USI to each training organisation they study with;
- view and update their details in their USI account;
- give their training organisation permission to view and/or update their USI account;
- give their training organisation view access to their transcript;
- control access to their transcript; and view online and download their training records and results in the form of a transcript.

For international, overseas or offshore Learners visit www.usi.gov.au for further information.
**How to get a USI**

Creating a USI is free and easy for Learners to create their own USIs online here: [https://www.usi.gov.au/students/create-your-usi](https://www.usi.gov.au/students/create-your-usi)

Once you have created your USI you will need to complete the HBA Enrolment Form to provide HBA with a copy of your USI.

**Note:** If you are already enrolled with HBA please provide your USI to enrolments@hba.edu.au

Also refer to USI Privacy Notice.

**Marketing**

HBA conducts its marketing and advertising of courses with accuracy, integrity, ethics, transparency and accountability. HBA only advertises courses consistent with its scope of registration and uses the NVR logos in accordance with their conditions of use.

**Equal Opportunity**

All admissions to HBA’s courses shall be determined fairly without consideration for an applicant’s gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to legal requirements or HBA’s code of conduct:

Applicants will be assessed on their:

- Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
- Demonstrating a capacity and willingness to adhere to HBA’s standards and code of conduct
- Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
- Other items as determined for specific courses on a time to time basis

**Specific Needs Groups**

HBA will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of HBA, it may provide specific courses or programs designed to assist groups of special needs or circumstances.
Anti-Discrimination

HBA does not allow for the discrimination of an individual by virtue of gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance in a course, or on the safety, or wellbeing of the applicant or others.

All persons will be treated fairly and have their application considered on the basis of its merits.

Confidentiality

HBA will not disclose the personal details of its employees/Learners/contractors, or associates except as they expressly permit, in writing, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law. Please refer to and complete the Release of Learner Information Form.

Sexual Harassment

What is sexual harassment?

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual. Sexual harassment is a type of sex discrimination.

The Sex Discrimination Act 1984 (Cth) makes sexual harassment unlawful in some circumstances.

Despite being outlawed for over 25 years, sexual harassment remains a problem in Australia.

Identifying Sexual Harassment

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

- Staring or leering
- Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- Suggestive comments or jokes
- Insults or taunts of a sexual nature
- Intrusive questions or statements about your private life
- Displaying posters, magazines or screen savers of a sexual nature
• Sending sexually explicit emails or text messages
• Inappropriate advances on social networking sites
• Accessing sexually explicit internet sites
• Requests for sex or repeated unwanted requests to go out on dates
• Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

In what circumstances is sexual harassment unlawful?

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.

Complaints and Appeals

HBA takes all complaints, grievances and appeals seriously and will advise all prospective and enrolled Learners of their right to lodge complaints and appeals using HBA’s complaints, grievances and appeals process.

HBA will ensure this information is communicated to prospective Learners prior to enrolment, current Learners:

• In writing via:
  • Complaints, grievances and appeals policy detailed in this Learner Handbook;
  • HBA Website: www.hba.edu.au access to Terms and Conditions
  • Email correspondence and other written advice where appropriate;
• Verbally where appropriate.

Complaints Process

A Learner who has a complaint or grievance is advised to raise the matter in the first instance with the relevant HBA Employee, who will attempt to resolve the issue.

If within ten (10) working days the Learner is not satisfied with the response of the HBA Employee, the Learner is to document the issue, clearly stating the facts, and submit this written document to the HBA General Manager.

The Learner must:

• Complete the Complaints and Appeals Application Form
• Submit the form including relevant documentation to complaints@hba.edu.au

Upon receipt of a written complaint or grievance and within ten (10) working days, the HBA General Manager will review the complaint or grievance and or assign an independent employee to hear the complaint or grievance.

A Learner who wishes to appeal the decision made by an independent employee is to state in writing the reasons for the appeal, and submit the appeal to the HBA General Manager within ten (10) working days.

The HBA General Manager will review the case, ensuring that principles of fairness were adhered to. The appellant will be given an opportunity to put the case in person to the HBA General Manager who will determine actions required. A copy of this decision will be given to the appellant.

**Note:** Where HBA considers more than 60 calendar days will be required to process and finalise the complaint or appeal HBA will inform the complainant or appellant in writing, including reasons why more than 60 calendar days will be required. HBA will also continue to regularly update the complaint or appellant on the progress of the matter via phone or email.

### Appeals Process

#### Assessment Appeal

A Learner has a right to appeal against a decision made by HBA Learning Centres in regard to an assessment result. If following feedback discussions with their Assessor the Learner is not satisfied, the Learner is to:

• Complete the Complaints and Appeals Application Form;

• Resubmit all relevant written assessment items originally submitted and/or provide additional evidence as requested by HBA; and

• Document and submit an account of any non-written assessment items to complaints@hba.edu.au

Resubmissions will be assigned to be re-assessed by a neutral third party by way of an independent HBA Assessor.

The outcomes of the re-assessment will by fully documented in any case where the original assessment decision is to stand. This outcome will be given to the Learner direct, and follow-up counselling provided if required.

Learners are entitled to one (1) appeal per assessment decision. The decision of the independent HBA Assessor assigned to the appeals case decision will be final.

**Note:** Where HBA considers more than 60 calendar days will be required to process and finalise the appeal HBA will inform the appellant in writing, including reasons why more than 60 calendar days will be required. HBA will also continue to regularly update the appellant on the progress of the matter via phone or email.
Other Appeal (Not Assessment Related)

When a Learner makes an appeal against a decision other than an Assessment decision (For example: an Appeal made against disciplinary actions or an appeal against decisions arising from complaints), HBA will appoint an independent person or body to hear the appeal and propose a final resolution.

Important: In the event an independent mediator is required the Learner will incur the cost of the mediation.

In the event a Learner requests HBA to reconsider a decision that has been made the following the Learner must:

- Have an opportunity to formally present their case;
- Document the appeal in writing by completing the Complaints and Appeals Application Form;
- Submit the form including relevant documentation to complaints@hba.edu.au

Outcomes will be sent in writing to the Learner.

Note: Where HBA considers more than 60 calendar days will be required to process and finalise the appeal HBA will inform the appellant in writing, including reasons why more than 60 calendar days will be required. HBA will also continue to regularly update the appellant on the progress of the matter via phone or email.

HBA Learning Centres Employees and Management treat all issues, complaints, grievances and appeals seriously and will investigate and act upon all instances as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.

Storing of Records

All non-Learner records which are required by law or the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All Learner records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority.

All assessment evidence will be kept in line with ASQA guidelines.

All records are stored on HBA’s dedicated servers, and a backup copy of the data is stored offsite and kept in a safe deposit box at the ANZ Bank in Walker St. North Sydney.

Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including Learner records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

- All Learner records including attendance, training delivered, assessment, results, issue of certificates
and qualifications, other relevant data and correspondence with Learners unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.

- Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
- Financial records
- Complaint, incident, and safety registers.

The Registering Authority shall:

- Have access to all records

**Other Records**

HBA will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- Financial records
- Employees records (qualifications & experience)
- Enrolments
- Participation
- Safety/WHS/OHS records
- Learner results
- Audits
- Partnerships
- Industry arrangements
- Other

**Access to Personal Records**

HBA Learners will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the Learner requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or Learner status for employment or as relevant for other training.
Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it.

To gain access Learner will be required to complete the following form and return to HBA for processing: Request for Learner Records Form

Privacy

**HBA's promise to protect personal information**

HBA understands the importance persons attach to personal information (such as name, address, date of birth, personal email address, etc.). HBA is committed to managing and protecting any personal information any person (potential or existing Learner) shares with HBA.

Through this policy HBA seeks to ensure that all persons will be able to deal with HBA in confidence that personal information is only used by HBA in ways that are legal, ethical and secure.

**Information Collection**

The information HBA collects from an individual will be limited to the functions an individual uses within the HBA website or other means of contact with HBA. HBA will not collect any information, which individually identifies the person unless this person knowingly provides it to HBA.

HBA will only collect personal information that is necessary to carry out legitimate activities. Information will be collected legally, fairly and in a way that is not intrusive.

HBA will take all reasonable steps to ensure prior to collecting personal information the person is informed about HBA's identity, why HBA is collecting the information as well as the persons rights to access their personal information held by HBA.

**Types of Information Collected**

When a person enrols into an HBA course, HBA is required to collect personal information as part of the enrolment process. This includes application for Recognition of Prior Learning (RPL). The enrolment form will collect details of a personal nature (e.g. date of birth, address, contact details) to ensure the identity of the individual and the collection of accurate information pertaining to the course enrolment. Further to this personal information AVETMISS requirements for collecting information will be included on the enrolment form. This information is of a personal nature and will include but is not limited to, details of education, employment history, current employment status and language, literacy and numeracy skills.

The collection of this information will also assist HBA in ensuring appropriate support needs are identified and effective training and assessment arrangements can be made on an individual basis as required.

Persons visiting the HBA website may be able to access other sites by clicking on links that HBA embeds within its website. Persons should be aware that other sites may not be subject to the same privacy standards and procedures as HBA. HBA does not take responsibly for persons choosing to visit
these other sites.

**Note:** HBA only collects the personal information necessary for enrolment and reporting purposes.

### Provision of Details

Information submitted digitally to HBA (e.g. using an electronic enrolment form or by sending an email) is collected and used only for the purposes that it is provided it.

When a person makes an enquiry about an HBA course through the HBA website, HBA will use the information to process the enquiry. In this case the person making the enquiry may elect to use a Pseudonym (e.g. preferred name, stage name, nickname etc.)

When a person makes the decision to enrol in an HBA course and completes an enrolment form (including RPL application) the person must use their full legal name for this enrolment to be processed.

HBA will only issue certificates and statements of attainment with the legal name detailed on the enrolment form or RPL application.

HBA will take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use. It is the responsibility of the individual to ensure HBA is provided with updated personal information as it changes (e.g. change of name or address etc.).

All enrolment forms must be signed by the individual stating the information provided is true and correct at the time of submission.

If an individual’s details have changed (e.g. name change due to marriage) they will need to inform HBA in writing to request the personal information to be updated. Change of name will require the individual to provide acceptable identification to prove their identity (e.g. Marriage certificate).

### Use of Information

The personal information gained during the enrolment process will not be released to any third party for marketing or any other purposes.

Primarily HBA will use this information to provide the person with the services available through HBA – in the case of an enquiry, or for RTO data collection and reporting requirements should the enquiry convert to an enrolment.

HBA employees will use individual’s contact details to assist in the administering of its courses. In this way, HBA is able to ensure all interested persons are informed (e.g. relevant Trainer and Assessor, Funding body etc.). In addition, HBA may use information collected to provide or offer further services and products. Persons not wanting to receive such information may contact HBA and request such contact be cancelled.

HBA will provide reasonable opportunity for an individual to opt-out of any activity that makes use of their Personal Information (e.g. Learners receiving updates from HBA regarding upcoming specials via email – will be provided with the opportunity to contact HBA and request such contact be cancelled should they not want to receive this information).
Disclosure of Information

HBA will not disclose Personal Information to any external company or third party unless the individual has consented to the use or disclosure (e.g. a Learner requests in writing that their progress and results be provided to a potential employer).

Personal information will not be sold or used for promotions independent of HBA. Personal information will be destroyed, if there is no longer any legitimate purpose for retaining such information and or the record retention period imposed by the National Vet Regulator has elapsed.

HBA will only disclose personal information when HBA is required to co-operate with investigations of claimed unlawful activities or to conform to the proclamations of the law or comply with legal process served on HBA. Where a learners employer has funded the learners training. HBA may disclose information to the learners employer about the learners training program.

HBA will also disclose personal information to fulfil a user's request. For an individual to obtain copies of their personal information to be distributed they must request a copy in writing to HBA using the HBA Release of Information Template to grant permissions.

Once HBA has received a completed Release of Information form, the information can then be released.

Storage of Information

HBA is required to keep your records for compliance with the NVR standards.

These records are kept for a minimum of 30 years in an electronic Learner Management System and HBA's private central server that is backed up daily and stored externally.

Access to these records is strictly controlled. Only authorised HBA employees have access to folders on the server. Restricted access is enforced on all HBA server files. HBA will at all times, take reasonable steps to ensure the security of physical files (including Learner files), computers, networks and communications is maintained.

Where sensitive information is concerned (e.g. credit card details, work related documents etc) information will be shredded and then stored in a security bin until destroyed by Advance Security Destruction when no longer needed for either primary or approved secondary purposes or when the required retention period has lapsed.

At all times HBA will take reasonable steps to ensure all personal information is safe from misuse, loss, and unauthorised access, alteration or disclosure.

Further Information

If any persons reading this Privacy Policy have any queries about the privacy and security practices for HBA, please contact HBA on 1300721503.

Any persons believing their personal information has not been dealt with in accordance with any part of this Privacy Policy or the Australian Privacy Principles, a written complaint can be directed to HBA. Complaints should be addressed to HBA Compliance Manager.
4. Learner Information

Assessments
To assist Learners with their study HBA has put together some helpful tips

Returning Completed Assessment Tasks
Completed assessment tasks should be emailed to HBA at:
assess@hba.edu.au

Format of Assessment Tasks
Assessment workbooks need to be returned in the same format (MS Word) in which they were supplied. Please note:

- Individual workbooks must be entirely completed before they are lodged for assessment
- Do Not save as PDFs
- Do Not Send separate answers (all answers need to be entered into the spaces or templates provided)

Feedback and Communication
HBA embraces an ongoing policy of open communication and encourages feedback and dialogue with all Learners to assist with meeting Learner needs and concerns as well as for ongoing improvement of HBA's services.

HBA would appreciate feedback in regard to your opinions, satisfaction, or other views about HBA's operations, policies, procedures and training delivery and assessment.

HBA will analyse and utilise this feedback and communication to:

- Review its policies and procedures and
- Plan for improvement

Feedback can be supplied directly to facilitators, other HBA Employees, or as written suggestions which may include the use of HBA feedback forms.
General Safety Tips

The following safety tips will assist you during your studies and ensuring a safe learning environment.

**Personal Protective Equipment (PPE)**

PPE assists with injury prevention and reduction and may include:

1. Gloves
2. Protective Glasses
3. Overalls or other clothes
4. Safety boots
5. Other equipment or clothes as specified by a workplace or industry.

All HBA Learning Centres Learners involved in on the job or simulated workplace training will be required to utilise the PPE specified for the specific task by the Supervisor of the workplace.

**Chemicals and Foreign Substances**

Chemicals may enter your body three ways:

1. Absorption – through the eyes and/or skin,
2. Inhalation – through your nose or mouth,
3. Ingestion – when you swallow.

Where your training is on the job or in a simulated workplace situation that uses or stores chemicals/hazardous substances on site, you should:

1. Make yourself aware of and obey safety protocols and emergency procedures,
2. Be aware of and obey all safety signs,
3. Read signs and SDS or JHA instructions carefully before using chemicals/substances or moving containers holding chemical/substances, if unsure of the correct procedure ask for assistance/direction from authorised site Employees or supervisors,
4. Follow the directions and advice of authorised site personnel at all times.

**Hazardous Spills**

Where hazardous spill occurs there are a number of steps that should be taken:

1. Warn personnel in the vicinity of the spill,
2. Immediately clean up the spill if it is safe to do so and appropriate equipment, such as a spill kit and PPE etc, is available, otherwise inform a supervisor or an authorised Employee who can arrange for the spill to be managed,

3. Barricade the area or place warning signs in prominent locations while you get cleaning aids, suitable PPE, or leave to inform authorised supervisor or Employees,

4. If the spill is toxic and can be inhaled, ingested, or absorbed, then the vicinity should be evacuated immediately and an authorised Employees informed of the hazard.

**Manual Handling**

Correct Manual Handling is necessary for safety and injury prevention. The weight to be lifted should not exceed the identified safe level for the site/industry and should follow the safe work practice of the Principal Contractor. Generally speaking, the process for safe lifting (of appropriate weights) is:

1. Conduct the lift with an engineering control or machinery where possible,
2. Conduct a duel lift with another Employee as the second option where possible,
3. If the above options are not available to you, consider the following;
4. Plan the lift
5. Stand close to the load
6. Keep your back straight
7. Get a firm grip
8. Lift smoothly
9. Keep the load close to the body.

When lifting, utilise the large leg muscles and avoid placing strain on your back and neck. “Most of the power in lifting should come from your legs!”

**Emergency Procedures**

In case of fire, the following action should be taken by the first person to discover the fire unless the Principal Contractor has instructed otherwise in their site induction. Where any step is not safe or practical, the next step should be undertaken.

**R.A.C.E. Method for Fire Response**

R - Rescue Move Employees and assist visitors or impaired employees away from immediate danger of fire or smoke IF YOU CAN DO THIS WITHOUT PUTTING YOURSELF IN IMMEDIATE DANGER and IF THERE ARE OTHER EMPLOYEES AVAILABLE TO COMMUNICATE THE EMERGENCY AND RAISE THE ALARM.
A - Alert others Raise the alarm and make sure everybody in the area, and in other departments in your area, know as well.

C - Confine Close all doors and windows. Pack towels under doors to contain smoke.

E - Extinguish Select the appropriate fire extinguisher. Use the P-A-S-S technique to extinguish the fire. (see below for P-A-S-S technique)

**First Aid**

Employees will direct persons requiring First Aid treatment to a designated First Aid Officer.

**Stress**

Stress can cause a number of problems during activities such as training and can lead to risks and/or accidents in the training environment through:

1. Lack of awareness
2. Fatigue
3. Inefficiency
4. Poor judgement
5. Inappropriate reactions.

Stress reduction/management is an effective strategy in the risk management and incident prevention whilst in the training environment or workplace. Methods that can assist with Stress Reduction include:

1. Rest (appropriate rest is essential for good health, awareness, efficiency and/safety)
2. Hydration (the body needs to be well hydrated to operate efficiently and maintain good motor function and awareness)
3. Relaxation (relaxing activities should be considered as a part of a balanced lifestyle)
4. Sustenance (balanced, regular meals are necessary for good health and physical and mental well-being)
5. Exercise (exercise can reduce stress and increase the body's efficiency)
6. A clear Job Description (confusion regarding your employment responsibilities or not understanding your study requirements can lead to frustration, confusion, and stress.)

**Slips, Trips and Falls**

Slips, trips, and falls are common but can be minimised or eliminated by taking simple precautions including:
1. Keep your eyes on the path of travel

2. Plan your route

3. Don't rush. Move at a pace that is safe, particularly in areas with uneven gradient or loose surfaces such as gravel

4. Hold onto rails, and go up or down stairs one at a time

5. Wear appropriate PPE

6. Ensure there is adequate lighting in all work areas

7. Maintain good housekeeping practices throughout the workplace at all times

**Tools and Machinery**

Before using any tools or machinery you should:

1. Ensure you are familiar with safe work practice procedures and emergency procedures for the operation of the equipment

2. Ensure you have received appropriate training or qualifications to use the equipment (Verifications of Competencies tickets may be required)

3. Conduct a Pre Start Inspection to identify any hazards prior to operation of the equipment

4. Ensure all safety requirements are in place (shields, guards, etc)

5. Ensure you have and are using all PPE required for the operation of the equipment

Risk management is paramount to a safe training environment/workplace and involves everyone taking responsibility for their own safety as well as the safety of those around them. Some simple actions that can reduce risk are:

- Don't ignore it, do something about it:
  - Pick it up, clean it up, fix it
  - Report it
  - Warn others
  - Be alert

- Be proactive, work safe, home safe. (Learn about the safety requirements of the workplace and follow them)
Glossary of Terms

RTO
Registered Training Organisation

VET
Vocational Education and Training

Training Package
A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by Industry Reference Committees (IRCs) and reviewed & supported by Service Skills Organisations (SSOs).

Training packages are designed to enable diverse and relevant vocational learning outcomes, and to regulate training outcomes through nationally recognised qualifications.

Despite the name, training packages do not describe how people should be trained. Rather, they provide the nationally endorsed industry standards against which training can be developed and flexibly delivered to meet particular local, individual, industry and enterprise requirements.

In short: Training packages are groups of vocational education and training (VET) qualifications required for jobs within an industry. There are over 70 training packages and hundreds of qualifications.

Accredited Course
Accredited courses address industry, enterprise, educational, legislative or community needs that are not covered in nationally endorsed Training Packages.

Accredited courses can respond to changing skill requirements, including changes to the needs of emerging and converging industries and sectors.

Qualification
Australia has a system of qualifications called the Australian Qualification Framework (AQF). The AQF ensure national recognition and consistency and common understanding across Australia, of what defines each qualification.

There are 10 levels of qualifications ranging from Certificate I through to Doctoral Degree.

Qualifications are made up of individual units of competency (like subjects). The units that are included in a qualification are guided by the packaging rules of the qualification. They are made up of core (mandatory) and elective subjects (which are usually selected for you by the RTO or you may have flexibility to select your own – in line with the packaging rules).
Competency

Competency Based Training requires Learners to demonstrate that they can do a task, activity or exercise well enough to be assessed as competent. Learners are assessed against a benchmark ‘Unit of competency’ and they must be successful at the given tasks related to this unit to complete the unit and be deemed ‘competent’. Unit of competency

Your course is made up of a number of ‘units of competency’. Each unit is an area of work relevant to your industry or the job role related to your studies. These units contain the benchmarks or criteria that you will be assessed against.

Assessment

You will be issued with assessments that you will need to complete in order to be deemed competent in each unit of competency you are enrolled in. Assessment could include:

- Theory questions
- Practical Activities
- Case Studies
- Workplace tasks
- Third party evidence etc.

Satisfactory

When assessing your work your Assessor will form make an assessment decision on each assessment you submit. When you receive feedback for an individual assessment task (e.g. your theory assessment) your Assessor will assess if your work is ‘satisfactory’ or ‘not satisfactory’. If your assessment met the required criteria – you will be given a ‘satisfactory’ result.

Not Satisfactory

If based on the scenario above your assessment submission did not meet the criteria you will be given a 'not satisfactory' result. You will be provided with constructive feedback and the opportunity to go back and revise your submission in line with feedback provided.

Competent

Once your Assessor has collected all of the evidence for all of the assessment tasks relating to the specific unit of competence only then will they make a decision of whether you are ‘competent’ or ‘not competent’ against the unit requirements. If you meet the requirements your Assessor will determine that you have been deemed ‘competent’ in that unit.
Not Competent

If you have not yet met the requirements for the unit of competency and your Assessor needs further evidence to prove your competence you will be deemed 'not competent'. In this event you will be allowed further time to achieve competency. Competency based training must allow for more than 1 attempt at achieving competency – HBA allows 3 attempts.

RPL
Recognition of Prior Learning

RCC
Recognition or Current Competency

LLN
Language, Literacy and Numeracy

WHS
Work Health and Safety

Again, thank you for choosing HBA Learning Centres.
We wish you all the best with your studies!