

HBA Learning Centres

Learner Handbook

Contents

1. Introduction	5
Welcome	5
Contact Details	5
About HBA	6
HBA Trainers and Assessors	6
Vocational Education & Training / Nationally Recognised Training	7
Legislation & Standards	7
Privacy	8
Collection of Information	8
Types of information collected	9
Provision of details	9
Information Received via an Enquiry	10
Information Received via an Enrolment	10
Disclosure of information	11
Storage of information	11
Access to personal records	11
Further information	12
2. Using HBA's Services	12
Access & Equity	12
Entry Requirements & Course Pre-requisites	12
Language, literacy & numeracy	12
IT Skills	13
Unique Student Identifier (USI)	14
International Students	15
How to get a USI	15
When will training results be available on usi.gov.au ?	15
Recognition of Prior Learning (RPL)	15
Credit Transfer (CT)	15
Enrolment	16
Enrolment periods (Duration)	16
Accessing Resources	17

Submitting Assessment Tasks and Evidence	17
Use of Artificial Intelligence (AI).....	17
Assessment	18
Principles of Assessment	18
Rules of Evidence	19
Dimensions of Competency.....	19
Assessment Feedback Timeframes	19
Progression	19
Completion	20
Certification	20
Course Feedback.....	20
Withdrawal & Cancellation	20
Cancellations of in-house courses	21
Cancellation initiated by HBA.....	21
Enrolment Extensions	21
Retention of Evidence.....	21
3. Learner Support.....	22
Flexible Delivery	22
Language, Literacy & Numeracy (LLN) Assistance	22
Student Wellbeing	23
Online Discussion Forums	25
1300 721 503 – Telephone Support.....	25
HBA Staff Support.....	25
4. Terms and Conditions.....	25
Conditions of Enrolment	26
Fee Structure	27
Fees paid in advance.....	27
Goods and Services Tax (GST)	27
Payment Schedule	27
Courses costing under \$1,500	27
Blended / Intensive courses costing \$1,500 or more	27
Self-paced courses costing \$1,500 or more	27
Refunds, cancellations, withdrawals and refunds.....	27
Course cancellation and transfer fees.....	28

Other transfers	28
Enrolment period extension.....	28
Recognition of Prior Learning (RPL) and Credit Transfer charges	29
Other charges and service fees	29
5. Rights and Responsibilities.....	30
Rights	30
Responsibilities	30
Plagiarism & Cheating	31
HBA's Responsibilities	32
Appeals & Complaints	33
Appeals Process	33
Learner Disciplinary Policy.....	34
Further Information	35

1. Introduction

Welcome

Welcome to HBA Learning Centres, RTO provider # 31261.

Every year, thousands of learners choose to undertake a learning pathway with HBA. There is a diverse range of reasons, including the flexible delivery modes, methods, and delivery styles of our facilitators. Whatever your reason for choosing HBA, we aim to exceed your expectations.

HBA strives to serve the best interests of its learners, the community and industry in general by ensuring that course materials and delivery options are regularly reviewed and aligned with current learner and wider industry needs and expectations.

This learner handbook contains important information to assist you in your learning pathway. We recommend that you read this entire document prior to commencing your course.

If you are unsure of anything, please do not hesitate to contact one of our friendly customer service team members 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 learning pathway. Remember that we are here to help. Helping you is what keeps us in business.

Contact Details

<i>HBA Learning Centres Pty Ltd</i>	
RTO Provider:	31261 (training.gov.au)
ABN:	96003720483
Telephone:	1300 721 53
Web:	www.hba.edu.au

<i>Email Contacts</i>	
Course Enquiries:	enquiries@hba.edu.au
Enrolments & Withdrawals:	enrolments@hba.edu.au
Assessments (all courses):	assess@hba.edu.au
Complaints / Appeals:	complaints@hba.edu.au
Certification:	certificates@hba.edu.au
RPL (all courses):	rpl@hba.edu.au
Corporate Course Enquiries:	harold@hba.edu.au

<i>Office Addresses</i>	
New South Wales:	Level 5, 118 Walker Street North Sydney NSW 2060
Victoria:	Level 3, 466 Little Lonsdale Street Melbourne Vic 3000

About HBA

HBA Learning Centres Pty Ltd is an Australian company registered with ASIC and operates as a 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 <https://training.gov.au/Organisation/Details/31261>

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 of training and Assessment qualifications and has also established profitable operations in Work Health and Safety (WHS), Quality Auditing, Project Management, Frontline Management, and Children's Services.

HBA's approach has always been learner-focused, with a commitment to making learning as user-friendly and practical as possible.

HBA's founder, Harold Baldry, has spent over 36 years as an executive recruiter for medium- to large-sized 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 a nationally recognised training provider.

HBA delivers training in all Australian states and territories and has permanent offices located in Sydney and Melbourne.

HBA provides nationally recognised training and assessment services for the following courses within the Australian Qualification Framework (AQF):

- BSB41419 Certificate IV in Work Health and Safety
- BSB51319 Diploma of Work Health and Safety
- BSB50920 Diploma of Quality Auditing
- BSBSS00128 Lead Auditor Skill Set
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care
- TAE40122 Certificate IV in Training and Assessment
- TAE50122 Diploma of Vocational Education and Training
 - Advanced Training and Assessment
 - Training Design and Development
 - VET Leadership
- TAESS00021 Facilitation Skill Set
- TAESS00019 Assessor Skill Set
- TAESS00028 Work Skill Instructor Skill Set
- TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set

HBA Trainers and Assessors

HBA's trainers and assessors all hold relevant nationally recognised qualifications. Our trainers undertake continual professional development activities to ensure they remain up to date with

industry practices and initiatives. Training and assessment are delivered by trainers and assessors who possess:

- Relevant vocational competencies for all the courses they deliver and/or assess.
- Current training and assessment credentials as specified in the Standards for RTOs 2025.
- Current industry skills directly related to the training/assessment being delivered.
- A passion to continue to develop their Vocational Education and Training (VET) knowledge and skills, as well as their industry currency and Trainer/Assessor competence.

Vocational Education & Training / Nationally Recognised Training

Vocational Education and Training (VET) enables learners to gain qualifications for all types of employment, and specific skills to help them in the workplace.

VET providers include Technical and Further Education (TAFE) institutes, adult and community education providers, private providers, community organisations, industry skill centres, and commercial and enterprise training providers. In addition, some universities and schools also provide VET.

Vocational Education and Training is facilitated through the network of state and territory governments working with the Commonwealth Government.

Governments partner with training users, industry and training providers to work seamlessly to provide nationally consistent training across all jurisdictions in Australia.

The VET sector is crucial to the Australian economy, both for developing the national workforce and as a major export industry.

Legislation & Standards

HBA is an equal opportunity organisation. HBA policies dictate a strict adherence to relevant state and commonwealth 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 (ASQA) and relevant Commonwealth, state and/or territory authorities.

All HBA Employees are expected to promote and embrace HBA's standards, policies, and procedures. Relevant legislation, frameworks and standards are as follows:

Commonwealth

The Vocational Education and Training (VET) Quality Framework, including.

- The 2025 Standards for Registered Training Organisations (RTOs)
 - [Outcome Standards for NVR Registered Training Organisations](#)
 - [Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements – Requirements](#)
 - [Credential Policy](#)
- Financial Viability Risk Assessment Requirements 2021
- Data Provision Requirements 2020
- Australian Qualifications Framework
- National Vocational Education and Training Regulator Act 2011

- Student Identifiers Act 2014
- Privacy Act 1988
- Copyright Act 1968
- Age Discrimination Act 2004
- Disability Discrimination Act 2016
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986

State / Territory

Australian Capital Territory	Work Health and Safety Act 2011 Work Health and Safety Regulation 2011 Discrimination Act 1991
New South Wales	Work Health and Safety Act 2011 Work Health and Safety Regulation 2017 Anti-discrimination Act 1977
Northern Territory	Work Health and Safety (National Uniform Legislation) Act 2011 Work Health and Safety (National Uniform Legislation) Regulations 2011 Anti-Discrimination Act 1996
Queensland	Work Health and Safety Act 2011 Work Health and Safety Regulation 2011 Anti-Discrimination Act 1991
South Australia	Work Health and Safety Act 2012 Work Health and Safety Regulations 2012 Equal Opportunity Act 1984
Tasmania	Work Health and Safety Act 2012 Work Health and Safety Regulations 2012 Anti-Discrimination Act 1998
Victoria	Occupational Health and Safety Act 2004 Occupational Health and Safety Regulations 2017 Equal Opportunity Act 2010
Western Australia	Work Health and Safety Act 2020 Work Health and Safety (General) Regulations 2022 Equal Opportunity Act 1984

Privacy

HBA understands the importance people attach to personal information (such as names, addresses, dates of birth, phone numbers, email addresses, 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 can deal with HBA in confidence that personal information is used only in ways that are legal, ethical, secure, and required for compliance as a registered training organisation (RTO).

Collection of Information

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 that individually identifies the person unless this person knowingly provides it to HBA. HBA will collect only the personal information 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 that, prior to collecting personal information, the person is informed of HBA's identity, the reason for collecting the information, and the person's right to access their personal information held by HBA.

As an RTO, HBA must collect a range of data from its Learners and report all its delivery activity (known as Total VET activity) to the National Centre for Vocational Education Research (NCVER) at least annually. This includes Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data, as per the National VET Data Policy. If this information is not provided or is incorrect, HBA is unable to enrol the individual as a learner.

Types of information collected

When a person enrolls 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) and Credit Transfer (CT). The enrolment form will collect personal details (e.g. date of birth, address, contact details) to verify the individual's identity and ensure accurate information is collected for the course enrolment.

In addition to this personal information, HBA collects AVETMISS data. This information is of a personal nature and will include, but is not limited to, details of education, employment history, current employment status, disabilities 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 links HBA embeds on 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 responsibility for persons choosing to visit these other sites.

HBA only collects the personal information necessary for enrolment, marketing, 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 for which it is provided.

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 in the legal name verified against the learner's Unique Student Identifier (USI).

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 individual's responsibility to ensure HBA is provided with updated personal information as it changes (e.g. name or address changes). All

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

If an individual's details have changed (e.g. name change/address/email/phone)), they will need to inform HBA in writing (email) to request that the personal information be updated. A change of name will require the individual to provide acceptable identification to prove their identity (e.g. a marriage certificate or change of name document), which must be certified by a Justice of the Peace, Lawyer/Solicitor, Police Officer, or HBA Trainer and Assessor. Changes requested to names must align with the learner's USI details.

Use of information

The personal information gained by HBA Learning Centres during an enquiry and/or an enrolment will not be released to any third party for marketing or any other purpose, unless specified prior to the receipt of information.

Information Received via an Enquiry

HBA will use the information collected during an enquiry to provide information on HBA Learning Centres services and products. - If you do not wish to receive such information may contact HBA Learning Centres and request that such contact be cancelled.

Information Received via an Enrolment

HBA will use an individual's contact details to assist in the administration of the relevant course.

HBA will provide a reasonable opportunity for an individual to opt out of any of HBA's marketing activities that use their personal information (e.g. learners receiving updates from HBA via email regarding upcoming specials, other services, and products).

HBA Learning Centres is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose personal information collected about enrolled learners to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

HBA Learning Centres is also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) and the NVETR Act 2011. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage

- o understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to people engaged by the NCVER to conduct research on the NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

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 an 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 it, or if the record retention period imposed by the National Vet Regulator has elapsed.

HBA will only disclose personal information when required to cooperate with investigations of alleged unlawful activities, to comply with legal requirements, or to comply with legal process served on HBA.

Where a learner's employer or another external party has funded the learner's training HBA may disclose learner information, where the learner has consented to this by ticking the consent box located in the declaration of the enrolment form.

HBA will also disclose personal information to fulfil a learner's request. For an individual to obtain copies of their personal information to be distributed they must request a copy in writing (email) to HBA to grant permission. Once HBA has received this request in writing, the information can then be released.

Storage of information

HBA is required to keep learner records for compliance with the Standards for RTOs (2025) These records are kept for a minimum of 30 years in an electronic Learner Management System and HBA's secure cloud storage.

Access to these records is strictly controlled. Only authorised HBA employees have access to these records. Restricted access is enforced on all HBA files.

Where sensitive information is concerned (e.g. credit card details, HBA processes payment and then removes the card details from any documentation.

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

Access to personal records

HBA learners will have access to all their personal information upon request but will not be allowed to access any information that may breach the privacy of other persons.

Information may be provided to statutory authorities, such as the Australian Taxation Office (ATO), where there is a legal obligation to do so.

Further information

For any further information regarding HBA's privacy policy, contact the HBA compliance team on 1300 721 503.

Any person believing their personal information has not been dealt with in accordance with any part of HBA's Privacy of Information Policy, the Privacy Act 1988, or the Australian Privacy Principles, can direct a written complaint to HBA. Complaints should be addressed to HBA's Compliance Manager.

2. Using HBA's Services

Access & Equity

HBA Learning Centres courses are open to all participants regardless of gender, age, sexual preference, race, culture, religion, or any other personal characteristic.

Learners with individual needs or requirements for support services are encouraged to advise HBA Learning Centres upon enrolment so that your support needs can be addressed.

Reasonable adjustment

Learners requiring additional support are invited to discuss with HBA possible reasonable adjustments to the training and assessment process that may assist them in completing the course.

While HBA Learning Centres can apply reasonable adjustments, the inherent requirements, abilities, skills, and knowledge learners need to complete the course must still be met by the learner. Where a learner cannot meet the inherent requirements of the course even with a reasonable adjustment, then they cannot complete the course. HBA Learning Centres will provide the learner with recommended options to assist them in completing the qualification with another provider that offers more specific, specialised support.

Entry Requirements & Course Pre-requisites

HBA has identified a range of entry requirements that ensure our students have the best opportunities for successful completion. Information about individual courses and relevant entry requirements is detailed in the course information pack. Refer to the HBA website for specific individual course details and request information for further details on the course entry requirements.

Participants under the age of 16 can enrol in many of our courses; a completed enrolment form and the HBA's Parent/Guardian Consent form are required. An RTO is required to report all learners under 16 to the Australian Government.

Language, literacy, numeracy and digital skills

HBA participants require an intermediate level of English language, literacy, numeracy and digital skills (LLND) 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 (if known) or any skills that may not yet be at the required standard.

Note: If individual learner needs are not identified or disclosed prior to attending an HBA course, HBA may not be able to adequately cater for these needs within the designated face-to-face period without impacting the needs of other learners or the structure and objectives of the course.

Information disclosed to HBA is confidential and will be shared only with the Trainer and Assessor of the qualification the learner is enrolled in and is recorded on the learner's confidential profile.

A learner's LLND skills may be assessed by HBA for the purpose of ascertaining their likely ability to cope with the requirements of the course they wish to enrol in.

Assessment of these basic skills will be via:

- Completion of the enrolment form
- Pre-enrolment questionnaire
- Informal assessment of verbal English skills via communications at enrolment
- Appraisal of the learner's enrolment documentation
- ACSF validated assessment process where further assessment is determined necessary or at the learner's request. Learners may be required to complete and pay for an online LLN analysis test. This test is owned and developed by a third-party organisation.

Where possible, HBA will provide advice on how learners can acquire the LLND skills required to successfully participate in and complete the course through their chosen delivery method.

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 the participant and HBA Trainer to identify the participant's particular needs.
- Reasonable adjustment of the training delivery and assessment methods to suit these needs where possible.
- One-on-one support, which may be provided at mutually convenient times 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 such as Adult Literacy or computer classes at an Adult Community College.
- Attendance of several face-to-face course components may be recommended and accommodated by HBA to cater for individual learner needs.

Digital Skills

HBA courses require an intermediate level of digital literacy. Learners will need access to a computer with a word processor (e.g. Microsoft Word) as well as to email and the internet. Participants accessing virtual or blended delivery will also need to be able to use an online meeting platform.

Learners will need proficiency in:

- copying and pasting
- accessing information stored on websites and from a USB

- saving, storing and moving files
- zipping (compressing) files
- research, use of keyword search
- working with multiple documents open at the same time
- sending and receiving emails with attachments
- understanding and application of Microsoft Word, Excel and PowerPoint or equivalent and
- other 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 technical difficulties. Please contact an HBA employee if you are unsure about the computer requirements for a specific course.

If you do not possess intermediate computer skills, it is recommended that you enrol in a computer course prior to commencing a course with HBA.

For all HBA courses, you will need to be able to use and access secured Microsoft OneDrive (**OneDrive**) links that are provided to download course resources.

If you intend to enrol in a virtual classroom course, you will need to ensure your computer has a built-in webcam or the ability to connect to a camera. You will also need to ensure your computer's microphone and speakers work, so you can interact with your Trainer and other Learners during the course. You need to be able to use these functions on your computer and be able to access and use Microsoft Teams (**MS Teams**).

Please note that, if you are using a computer provided by your employer, it is your responsibility to ensure the computer is fit for purpose and can be used as outlined above. This may involve organisation of special permissions within your organisation to enable access to required documents and applications.

Unique Student Identifier (USI)

From 2015, all Learners undertaking Nationally Recognised Training delivered by a Registered Training Organisation must have a Unique Student Identifier (USI).

A USI 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.

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 lives in one location. Learners can access their USI account online from a computer, tablet, or smartphone anywhere and at any time.

Learners must provide HBA with their USI upon enrolment, except in some limited circumstances where the residential address is outside of Australia.

Visit the Australian Government USI website www.usi.gov.au for further information regarding USI exemptions and how to access your USI.

International Students

International students studying in Australia with an Australian education or training provider need to get a USI to receive their award.

Overseas students participating from outside Australia do not require a USI.

Students travelling to Australia to study are issued an Australian visa. You must land in Australia and go through customs before you can create a USI using your non-Australian passport and visa as ID.

If you have not been issued an Australian visa, you will not be able to use your non-Australian passport to create a USI. More information can be found here,

<https://www.usi.gov.au/students/international-offshore>

How to get a USI

Learners can create their USI here: <https://www.usi.gov.au/students/create-your-usi>

When will training results be available on usi.gov.au?

RTOs are required to report all training information to the National Centre for Vocational Education Research (NCVER), which, in turn, passes the information to the USI Office.

HBA provides data annually in February; it can take up to May of the submission year to become available in a USI account. The USI Office has some helpful student resources explaining what they can expect to see on their USI Transcript at www.usi.gov.au

Recognition of Prior Learning (RPL)

Nationally recognised training allows for Recognition of Prior Learning (RPL), a process where a Learner's evidence of previous experience, knowledge, and skills relevant to a specific task can be applied towards a current qualification or unit of competency. See the 'Payment Schedule' section for details of RPL charges. Contact HBA if you wish to discuss the RPL options or refer to HBA's website and visit the specific qualifications page to download the RPL assessment application.

Credit Transfer (CT)

Learners who have previously obtained nationally recognised qualifications and/or statements of attainment containing equivalent units of competency to those in their enrolled HBA course are eligible receive 'credit' for any equivalent units. Units must be included in the packaging rules for the enrolled qualification.

Learners are required to complete a Credit Transfer application, supply a copy of the original Australian Quality Framework (AQF) Certification Documentation (qualification and/or statement of attainment, including the statement of results for qualifications) and authorise HBA to verify the authenticity of the document with the issuing RTO. If the issuing RTO is no longer in operation, HBA will refer the matter to the regulator for confirmation; if the regulator does not have records, acceptance of the qualification will be at HBA's discretion.

Credit Transfers for AQF Certification Documentation issued by RTOs other than HBA attract a charge due to HBA's administrative costs; see the 'Payment Schedule' section for details.

Note: HBA cannot grant Credit Transfers without a copy of the Australian Qualifications Framework Certification documents and completed verification.

Enrolment

Enrolments for all HBA courses are completed online at: <https://hba.edu.au/enrol-online/>. The process is as follows:

1. Learners complete an enrolment form online.
2. Learners receive an automatic email with payment details.
3. Once invoice details and/or payment are received, HBA provides access to the course materials, a login to the online learner forums.

Learners wishing to enrol within two (2) working days of a Face-to-Face course should contact the customer service supervisor prior to enrolment. The customer service supervisor will ensure that these enrolments are fast-tracked through the system.

Our Blended and Intensive courses require a minimum number of participants to proceed. Where this minimum number isn't met, the course may be cancelled.

Call 1300 721 503 if you require any assistance with the online enrolment process.

Enrolment periods (Duration)

Learners are provided with the following timeframes for course completion from the date of enrolment:

Course	Enrolment Period
BSB41419 Certificate IV in Work Health and Safety	Twelve (12) months
BSB51319 Diploma of Work Health and Safety	Eighteen (18) months
BSB50920 Diploma of Quality Auditing	Twenty-Four (24) months
BSBSS00128 Lead Auditor Skill Set	Six (6) months
BSB41415 > BSB41419 Certificate IV in Work Health and Safety Upgrade	Six (6) months
BSB51315 > BSB51319 Diploma of Work Health and Safety Upgrade	Six (6) months
CHC30121 Certificate III in Early Childhood Education and Care	Twelve (12) months
CHC50121 Diploma of Early Childhood Education and Care	Eighteen (18) months
TAE40122 Certificate IV in Training and Assessment	Eighteen (18) months
TAE40110/16 > TAE40122 Skills Gap Training	Twelve (12) months
TAE50122 Diploma of Vocational Education and Training	Twenty-Four (24) months
TAESS00019 Assessor Skill Set TAESS00021 Facilitation Skill Set TAESS00028 Work Skill Instructor Skill Set	Six (6) months

TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set	
Individual units of competency	Three (3) months

Learners may apply for up to three (3) extensions to the enrolment period prior to enrolment expiry. See 'Enrolment Extensions' for further information.

Accessing Resources

Learners will receive a welcome email from the HBA administration team upon enrolment that consists of:

1. Course information - venue, dates & times where applicable (Blended and Intensive).
2. A link to download the course materials.
3. Learner discussion forum login details.

Submitting Assessment Tasks and Evidence

Learner evidence and assessment tasks must be completed in the provided documents and submitted electronically to HBA in Microsoft Word (or Adobe Portable Document Format (.doc, .docx, or .pdf). Depending on the course, learners will be advised to submit via Email, Dropbox, or USB. Check your welcome email for specific instructions relevant to your course. Please note that you will need to use versions of any software that is compatible with current Microsoft Word documents.

HBA courses require Learners to complete and return structured HBA workbooks in the original supplied format. External attachments may be required for some courses. External documents must be clearly labelled with the learner's name and the relevant activity numbering. Any copyrighted or commercially branded external documents submitted as evidence must be supported by evidence of authorship.

Note: Where evidence is not submitted in the original supplied format, the Assessor has the right to request resubmission of evidence in the correct format.

Use of Artificial Intelligence (AI)

Our workbooks have been developed to help learners demonstrate their learning and acquired knowledge against the unit of competency requirements. It is expected the responses will demonstrate the depth, breadth, and complexity of an individual's own underpinning knowledge.

Questions must be answered in your own words, where stated.

We have witnessed the emergence of Artificial Intelligence platforms such as ChatGPT being used to provide responses to various elements of any educational topic, and this has become an issue for schools, universities, and RTOs alike. At HBA, we encourage the use of different platforms for your research toward your assessment task and activities, but we offer this word of caution about the use of AI platforms. In many instances, the responses these platforms provide to questions in the HBA knowledge question workbook are long and convoluted, often straying from the question's intent. The responses, if copied and pasted without review or verification for correctness, are likely to be assessed as not satisfactory.

Assessment

Assessment at HBA complies with nationally recognised training standards, and all processes conform the Principles of Assessment and Rules of Evidence outlined in the NVETR Outcomes Standards for RTOs (2025).

Principles of Assessment

All assessment tools and processes at HBA include the following principles:

Fairness

- The individual Learner's needs are considered in the assessment process.
- Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual Learner's needs
- Learners are fully informed about the assessment process, including their rights and responsibilities, and provided with the opportunity before re-assessment if necessary.
- A process for assessment appeals is available.

Flexibility

Assessment is flexible by:

- Reflecting learners' needs and contexts.
- Assessing competencies held by the learner, no matter how or where they have been acquired.
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency, and the individual.

Validity

Any assessment decision made by the RTO is justified, based on the evidence submitted by the individual Learner.

Validity requires that:

- Assessment includes practical application components that enable learners to demonstrate the relevant skills and knowledge in a practical setting.
- Assessment against the unit/s of competency covers the broad range of skills and knowledge that are essential to competent performance.
- Assessment of knowledge and skills is integrated with their practical application.
- Assessment is based on evidence that demonstrates that a Learner could demonstrate these skills and knowledge in other similar situations.
- Judgement of competence is based on evidence of Learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability

- Evidence presented for assessment is consistently interpreted, and assessment results are comparable, irrespective of the Assessor conducting the assessment.

Rules of Evidence

Evidence submitted to demonstrate competency must demonstrate:

Validity

The assessor is assured that the learner has provided enough evidence to demonstrate the skills, knowledge and attributes described in the training product such as a course module or unit of competency.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

The assessor is assured that the assessment evidence documents and demonstrates the learner's current skills and knowledge.

Sufficiency

The assessor is assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a learner's competency in relation to the module or unit requirements.

Dimensions of Competency

When assessing competency, HBA must also consider the Dimensions of Competency. This includes:

Task Skills

Task skills encompass the ability to perform individual tasks.

Task Management Skills

Task management skills involve demonstrating the ability to manage a number of different tasks/operations/activities within the job role or work environment.

Contingency Management Skills

Involves the requirement to respond to irregularities and breakdowns in routine.

Job / Role Environment Skills

Involves demonstrating the ability to deal with responsibilities and expectations of the workplace, including working with others.

Assessment Feedback Timeframes

HBA endeavours to assess learners' work and provide feedback within fourteen (14) working days.

Progression

HBA Learners receive email notifications every three (3) months regarding the expiry of the enrolment period and to remind learners of our support channels.

Completion

Learners receive notification of the course outcome upon successful completion from an HBA assessor. The overall outcome notification will include the learner's full name, enrolled postal address and their USI for certification purposes. Learners are advised to check this information carefully and advise HBA within forty-eight (48) hours if any of the details are incorrect.

Certification

Hard copies of AQF Certification Documentation (Certificates and Statements of Results and/or Statements of Attainment) will be posted to a Learner's enrolled postal address within twenty-one (21) days of course completion. Allow up to thirty (30) days for receipt.

Digital copies and reprints of certification are available on request; additional charges may apply. See the 'Fee Structure' section for detailed information regarding HBA fees and charges.

Course Feedback

Learners attending HBA Blended or Intensive courses will be asked to provide feedback on the face-to-face component of the course on the last day of each course. Learners completing a course with HBA via Self-Paced delivery will receive an email with a link to a survey to provide feedback upon course completion.

HBA uses this information to improve our products and services. Participants are encouraged to provide detailed feedback wherever possible. All feedback is optional, anonymous, and confidential.

After course completion, learners receive a link to the VET Quality Indicator Survey. This survey forms part of the HBA's regulatory obligations under the Data Provision Requirements 2012 and is used by the regulator to review the quality of services provided by an RTO.

Withdrawal & Cancellation

Learners wishing to withdraw from a course or cancel their enrolment must notify HBA in writing. See the 'Fee Structure' section for cancellation/withdrawal terms and charges.

HBA does not place enrolments on hold/freeze except under extenuating circumstances, which may include, but are not limited to:

- A serious illness or death in a learner's immediate family
- A learner's personal medical condition or serious injury and/or illness

HBA cannot hold/freeze any enrolments in a superseded qualification under teach-out arrangements, regardless of the circumstances.

Individual cases of extenuating circumstances will be considered on a case-by-case basis. A medical certificate or other equivalent documentation may be required as evidence where appropriate. HBA reserves the right to offer a refund or a proportional refund in circumstances determined as warranted.

In the case that a learner's enrolment is being paid for by their employer, the employer reserves the right to cancel the enrolment.

Cancellations of in-house courses

Where a company has utilised HBA to deliver a course in-house, any eligible refund requests will be granted on a per-learner basis, as outlined in the HBA refund policy. The minimum fees for in-house courses are non-refundable.

Cancellation initiated by HBA

On rare occasions, HBA may need to cancel a course due to insufficient learner numbers. HBA requires a minimum number of enrolled learners to run a course. This number depends on the course's location. When HBA cancels a course, learners may transfer to another HBA course or receive a full refund.

HBA will advise if a course needs to be cancelled on the Monday fortnight prior to the course commencement date. HBA recommends that you review the cancellation/refund policies of airlines and hotels before booking, as HBA accepts no responsibility for financial losses arising from schedule changes.

Enrolment Extensions

All HBA courses are allocated a set enrolment period/duration as detailed previously. Learners having difficulties meeting the deadline for submission of assessment tasks may apply for up to two (2) extensions to the enrolment period of up to three (3) months each. The request for extension MUST be made by completing the online form [Extension Request Form](#) prior to the expiry of the original enrolment. See the 'Payment Schedule' section for enrolment extension charges.

Retention of Evidence

HBA is required to securely retain and produce in full, upon audit or upon request from the national regulator, ASQA, all completed Learner assessment items. All records are securely stored in the cloud.

Restricted access is enforced on files that hold sensitive information to ensure authorised access only. HBA will at all times take reasonable steps to ensure the security of physical files (including learner files), computers, networks, and communications.

Should the RTO cease to trade, fail to renew its registration, or otherwise cease to operate, all relevant documents, including Learner records, will be transferred to the Australian Skills Quality Authority (ASQA). These shall include:

- All Learner records, including enrolment details, assessment evidence, assessment judgements, AQF Certification Documentation, other relevant data and correspondence with Learners, unless such storage contravenes the Privacy Principles and National VET Data Policy set by the National Regulator or another Regulatory Authority, such as the Australian Taxation Office, etc.
- Financial records

3. Learner Support

Flexible Delivery

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 the relevant unit requirements, the 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, provided all relevant benchmarks are met. For example, a greater emphasis may be placed on verbal questioning and observation, with a reduction in the normal level of written assessment. A learner who is unable to attend the 5-day block may choose to complete the remaining face-to-face component at a later date.

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

Language, Literacy & Numeracy (LLN) Assistance

HBA Learning Centres is committed to supporting Learners with language, literacy and numeracy (LLN) needs within the scope of its expertise. HBA is not an LLN specialist RTO.

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 noted 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 Manager, 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 LLN levels of the course.
- The appropriate support required.
- HBA's 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 consultations between HBA Learning Centres and the learner, modifications to training and assessment methods may be required, including extending enrolment periods to accommodate their needs and providing assessment assistance from HBA Learning Centres assessors.

The pathway to be taken will be developed on a case-by-case basis by the Compliance Manager, in consultation with an HBA Trainer/Assessor, the Learner, and, where warranted, the AQF, training package rules, and specialist LLN consultants.

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

HBA Learning Centres are not specialists in language, literacy, and numeracy, and as such can only offer limited support in these areas. 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 our Compliance team.

Student Wellbeing

HBA Learning Centres is committed to the wellbeing needs of our students to ensure a safe and inclusive environment that is conducive to the learning process. We acknowledge the range of challenges that may arise throughout your learning and are dedicated to supporting any needs and implementing strategies to combat them. This will be achieved by advising our VET student cohort of the availability of wellbeing support services, and any organisation students can contact, or additional action students can take to support their wellbeing.

All HBA Learning Centres staff have attended and completed mental health training through the Black Dog Institute and are equipped to advise students of appropriate actions or support services to assist with their wellbeing. Please find below a range of wellbeing support services that are available:

Study Skills Support

- **HBA Learning Centres** – 1300 721 503
Contact us for assistance with coursework.
assess@hba.edu.au
- **Skills You Need**
A large library of articles on personal and academic skills.
<https://www.skillsyouneed.com>

Financial Wellbeing

- **National Debt Helpline** – 1800 007 007
Free financial counselling.
<https://www.ndh.org.au>
- **Moneysmart (by ASIC)**
Tools and advice for budgeting, saving, and managing debt.
<https://moneysmart.gov.au>
- **Good Shepherd Australia**
No-interest loans and financial support for vulnerable people.
<https://goodshep.org.au>

Counselling / Mental Health Resources

- **Beyond Blue** – 1300 22 4636
24/7 support for anxiety, depression, and mental wellbeing.
<https://www.beyondblue.org.au>
- **Black Dog Institute**
Research-based tools for mental health self-management.
<https://www.blackdoginstitute.org.au>
- **MindSpot**
Free digital mental health services and assessments.
<https://www.mindspot.org.au>
- **Australian Counselling Service**
Free, confidential, telehealth counselling to help with stress, anxiety, motivation and personal challenges.
<https://www.acscounselling.com.au/>

Culture-specific / Demographic-specific

- **13YARN** – 13 92 76
Crisis line for Aboriginal and Torres Strait Islander people.
<https://www.13yarn.org.au>
- **QLife** – 1800 184 527
National peer support and referral for LGBTQIA+ individuals.
<https://www.qlife.org.au>
- **Multicultural NSW Language Services**
Translation, interpreting and community support.
<https://multicultural.nsw.gov.au>
- **Headspace**
Youth mental health service (12–25 yrs).
<https://www.headspace.org.au>

Abuse / Harassment / Violence

- **If you are in immediate danger, call 000 for Police and Ambulance help.**
- **1800RESPECT** – 1800 737 732
National sexual assault, domestic and family violence counselling service.
<https://www.1800respect.org.au>
- **eSafety Commissioner**
Support for online abuse and cyber harassment.
<https://www.esafety.gov.au>

Online Discussion Forums

HBA has implemented online discussion forums to allow learners to communicate with HBA trainers and assessors and with each other. Learners with questions about the coursework are encouraged to check the forums to see if their questions have been posed previously. HBA strives to respond to all forum questions within one (1) working day. The HBA online learner discussion forums are located at:

Online Learner Discussion Forums
CHC30121 Certificate III in Early Childhood Education and Care
CHC50121 Diploma of Early Childhood Education and Care
TAE40122 Certificate IV in Training and Assessment
TAE50122 Diploma of Vocational Education and Training
BSB41419 Certificate IV in Work Health and Safety
BSB51319 Diploma of Work Health and Safety
BSB50920 Diploma of Quality Auditing

Upon completion of your course with HBA, your access to the online forum will be removed.

1300 721 503 – Telephone Support

HBA Learning Centres will endeavour to provide telephone access to trainers and assessors to ensure that learners achieve the required level of competency in the qualification. Calls to 1300 numbers are charged at local call rates from landlines Australia-wide. Trainers are generally available for short, directed questions as follows:

Monday – Friday 8:30 am – 5:00 pm (Australian Eastern Time)

Where a trainer is not immediately available, our customer service team will pass a message to an appropriate trainer to return your call as soon as possible, usually within one (1) working day.

HBA Staff Support

HBA Learning Centres has a dedicated team available to assist with any enquiries you have regarding your course, whether it be HBA procedures for submitting an assessment or for requesting to speak with a trainer. Call our office, and you will be in the hands of a team ready to help.

4. Terms and Conditions

HBA Learning Centres is committed to delivering fair, reasonable, ethical and transparent service in all of its undertakings with regard to:

- Handling client information
- Maintaining confidentiality
- Complaints and appeals handling

- Fee structure
- Maintaining training standards
- Ethical marketing
- Access and equity
- WHS / OHS

Enrolment into a course with HBA is subject to the terms, conditions, policies and procedures detailed below. Ensure that you have read these terms and conditions prior to enrolment. Contact HBA if you require further information or an explanation of any of the terms and conditions.

When you accept a place offered by HBA and the fees are paid, a binding contract is created between you and HBA, regardless of whether a third party (e.g. employer, partner) pays the course fees.

Notification of cancellation or withdrawal from a course must be made in writing to HBA by the person enrolled, i.e., the person who entered into the binding contract with HBA. This right is extended to employers who pay for a learner's enrolment.

Conditions of Enrolment

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

HBA may terminate the enrolment of a learner if the learner:

- Is abusive, aggressive, or insulting towards HBA staff or other learners.
- Breaches the confidentiality rights of other persons.
- Commits an offence under the law while in the training environment or at a workplace.
- Breaches safe work practices, or otherwise acts in a manner detrimental to the well-being of HBA, other learners, other persons, or themselves.
- Has provided false or misleading information.
- Has submitted work that is not authentic.
- Has 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.
- Fails to attend training sessions to a minimum level set for competence, where applicable.
- Fails or refuses to undertake assessment activities as required by HBA's delivery requirements and the relevant units of competency.
- Does 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.
- Is disruptive in a trainer-led delivery course.

Where a learner's enrolment is terminated due to a breach of the above conditions, there will be no refund of fees paid.

Fee Structure

Fees and charges may be varied or discounted at HBA's discretion to assist individuals, secure corporate contracts, or 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 contract.

The cost of a course depends on the delivery and assessment methods.

Where payment has not been made for the outstanding amount, HBA will not assess any assessments submitted. Qualifications and/or Statements of Attainment will not be issued until payment has been made in full.

Fees paid in advance

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

Goods and Services Tax (GST)

The supply of an 'education course' is GST-free as per Australian Taxation Office (ATO) Ruling GSTR 2001/1. Administration fees, course transfers, and other charges not directly related to education supply have been deemed GST-exempt by the ATO. All charges attracting GST are listed individually in the 'Payment Schedule' below.

Payment Schedule

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. HBA endorses this system because it protects some learners from the risk of losing fees. HBA's payment schedule is as follows:

Courses costing under \$1,500

Full payment due upon enrolment

Blended / Intensive courses costing \$1,500 or more

1. \$1,500 payment due upon enrolment
2. Balance of fees due on day 3 of the course

Self-paced courses costing \$1,500 or more

1. \$1,500 payment due upon enrolment
2. 50% of remaining balance is due once three (3) months of enrolment have elapsed
3. The remaining balance is due once six (6) months of enrolment have elapsed

Refunds, cancellations, withdrawals and refunds

HBA has a strict refund and withdrawal policy. Learners are advised to carefully consider their course enrolment decision. In this regard, HBA Learning Centres regrets that it cannot accept responsibility for changes in learners' personal circumstances, work commitments and/or personal

preferences. All requests for cancellations, withdrawals, refunds, changes or transfers to enrolments must be requested in writing to enrolments@hba.edu.au HBA reserves the right to offer a refund or a proportional refund in circumstances it believes are warranted. Refer to the extension provisions listed below if you require additional time to complete.

Course cancellation and transfer fees

Face-to-Face Courses (Blended & Intensive)	
Cancellation Fee: 14 days or more prior to scheduled course commencement	\$200 + GST (administration fee)
Cancellation Fee: within 14 days of scheduled course commencement	All fees paid or invoiced for up to \$2,000 will be forfeited.
Transfer Course Date Fee: Transfers <u>must</u> be requested and approved 14 days or more prior to scheduled course commencement (Maximum of two (2) transfers allowed)	\$100 plus GST (administration fee)

Self-Paced Courses
Self-paced learner commencement dates are established upon enrolment with HBA.
HBA does not offer a cooling-off period on self-paced courses. No refund is available after enrolment

Other transfers

Other Transfers (All Delivery Modes)	
Change of Delivery Mode: (Example: Self-paced to Blended) Discounted prices are not available for transfers. Requests for transfers between modes will only be accepted during the original course timeframe.	Difference in course fees plus \$100 + GST (administration fee)
Change of Qualification Level: Transfers <u>must</u> be requested and approved 14 days or more prior to scheduled course commencement (Maximum of two (2) transfers allowed)	Difference in course fee plus \$100 + GST (administration fee)
Learners have three (3) months from their initial course enrolment to request a transfer	

Enrolment period extension

Enrolment Extension (All Delivery Modes)	
Requests for extensions MUST be made <i>before the original enrolment expires</i> . A maximum of two (2) extensions is permissible per enrolment. HBA has the right to reject an extension request. Extension requests must be lodged through this link: Extension Request Form	
One (1) month extension	\$75
Three (3) months extension	\$200

Recognition of Prior Learning (RPL) and Credit Transfer charges

Credit Transfer (CT)			
Credit Transfer (from another HBA course)	Free of charge		
Credit Transfer (from another RTO)	\$50 per Unit of Competency		
Recognition of Prior Learning (RPL)			
A non-refundable deposit is payable prior to the assessment of RPL evidence. The deposit will be offset against the total enrolment cost.			
Course	RPL Deposit	RPL Assessment Per Unit of Competency	Gap Training Per Unit of Competency
CHC30121 Certificate III in Early Childhood Education and Care (1 to 4 Units of Competency)	\$350	\$160	Contact HBA
CHC30121 Certificate III in Early Childhood Education and Care (5+ Units of Competency)	\$750	\$160	Contact HBA
CHC50121 Diploma of Early Childhood Education and Care (1 to 5 Units of Competency)	\$500	\$200	Contact HBA
CHC50121 Diploma of Early Childhood Education and Care (6+ Units of Competency)	\$1,100	\$200	Contact HBA
TAE40122 Certificate IV in Training and Assessment	\$400	\$300	Contact HBA
TAE50122 Diploma of Vocational Education and Training	\$500	\$400	Contact HBA
BSB41419 Certificate IV in Work Health and Safety	\$200	\$150	Contact HBA
BSB51319 Diploma of Work Health and Safety	\$200	\$150	Contact HBA
BSB50920 Diploma of Quality Auditing	\$400	\$300	Contact HBA

Other charges and service fees

Other Charges	
One-on-one Trainer Tutorial (MS TEAMS)	\$50 per hour Maximum three (3) hours
(TAE40122) Assess Competence / Group Presentation Days (HBA Learners)	Free of charge
Re-assessment Fee (After three (3) 'Not Satisfactory' attempts at an assessment) *May be waived under extenuating circumstances	\$200 per re-assessment
Re-assessment Fee (In cases of plagiarism and/or cheating)	\$200 per re-assessment

5. Rights and Responsibilities

HBA Learning Centres is committed to providing quality training and assessment. In return, HBA requires learners to agree to undertake their studies in line with the course requirements and HBA's code of conduct, outlined below.

Ensure that you have read and understood the terms and conditions in this Learner Handbook and understand the content before you enrol. If you do not understand anything, it is your responsibility to ask.

By completing an enrolment with HBA, you are acknowledging that you have read the HBA Learner Handbook, including your responsibilities, and will abide by the information contained within it.

Learners enrolled with HBA have the following rights and responsibilities:

Rights

- Right to choose to undertake assessment.
- Right to fair, ethical and unbiased treatment.
- Right to access own learner records.
- Right to privacy and confidentiality of personal information.
- Right to a safe learning environment.

Responsibilities

- Become familiar with relevant HBA policies and the HBA learner handbook and comply with any learner requirements contained therein, including relevant legislated requirements.
- Follow all reasonable instructions provided by HBA staff.
- Respect the right of HBA to express the opinions of their trainer and/or assessor.
- Conduct themselves in a courteous, polite and ethical manner which demonstrates tolerance and respect for others and supports the principles of equal opportunity, anti-discrimination and work health safety and environment.
- Undertake studies to the best of their abilities.
- Meet any deadlines for work to be submitted.
- 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).
- Submit work without plagiarising or cheating (see below).
- Consult with HBA in a timely manner if problems/issues arise.
- Accept responsibility for own learning.
- Undertake all studies in the manner and formats required.
- Responsible for the security of one's own possessions.
- Seek approval from authorised HBA staff prior to the use of HBA IT equipment, assets and/or stationery.
- Observe smoking restrictions.
- Notify HBA if unable to attend classes or appointments.
- Be punctual for classes and appointments.
- To cooperate with HBA with requests for further evidence, including reasonable adjustments made to the assessment process, confirmation of authenticity of documentation submitted for assessment and overall confirmation of competency.

Plagiarism & Cheating

Vocational Education and Training allows for 'copy and paste' in some circumstances. However, Learner responses to assessment activities must demonstrate the application of information obtained by copying and pasting from other sources relevant to the workplace, the Learner's experience, the training environment, and the Learner's practice context. In some circumstances, responses should not be a simple copy-and-paste. **Also see Artificial Intelligence (AI) on page 17 of this Handbook.**

Best practice dictates that learners should acknowledge the sources of information. However, formal referencing methods 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 of written words/data, ideas, or inventions that 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 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. Any 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 work 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.

Important: Where a Learner has been deemed to have participated in an act of plagiarism, a reassessment fee will apply to resubmit the assessment. Each resubmission due to plagiarism will incur a \$500 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 on the appeal outcome to the learner, the original HBA assessor, and the HBA compliance manager.

All such matters will be dealt with by the HBA Compliance Manager, who will investigate and decide on the most appropriate form of action and or discipline. The decision will be conveyed to the Learner in writing within ten (10) working days.

If the Learner appeals an initial decision made by the HBA Compliance Manager, then the Managing Director will hear the appeal and make the final decision.

The assessor will report the incident to the HBA Compliance Manager. The HBA Assessor will confirm the incident in writing to the concerned Learner and advise them that they may appeal this decision to the HBA Compliance Manager within ten (10) working days. Learners may be disciplined for cheating or plagiarism. Refer to the Disciplinary Policy below.

Important: Where AQF Certification Documentation 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, thus making it void.

HBA's Responsibilities

HBA will take all reasonably practicable steps to ensure that it:

- Delivers training and assessment as specified in the information provided to learners prior to commencement.
- Provides all services within the timeframes agreed to prior to learner commencement
- Operates within the HBA terms and conditions.
- Deals with all learners fairly and ethically, recognising particular needs and circumstances, including, but not limited to: beliefs, gender identity, sexual preference, ethnic background, cultural and/or religious practices.
- Provides opportunity for feedback on services provided.
- Provides access to learners' own records on request.
- Provides access to our complaints process to all learners.
- Issues appropriate AQF certification documentation within prescribed timeframes.
- Provides a healthy and safe learning environment free from danger, abuse or harassment.
- Treats all Learners with respect and dignity.

Where changes to services occur, HBA will ensure it provides notification to Learners as soon as is practicable, including in relation to any third-party arrangements or change in ownership.

If 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 the reasons for the decision.
- 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, ASQA.

Appeals & Complaints

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.

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 complaints@hba.edu.au

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

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 HBA within ten (10) working days of the date of the decision.

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

Appeals Process

Assessment Appeal

A learner has a right to appeal against a decision made by HBA Learning Centres regarding 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 reassessed by a neutral third party, an independent HBA Assessor. The outcomes of the re-assessment will be fully documented in any case where the original assessment decision is to stand. This outcome will be given to the Learner in writing.

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

Other Appeal (Not Assessment Related)

When a learner appeals a decision other than an assessment decision (for example, a disciplinary action or a decision arising from a complaint), HBA will appoint an independent person or body to hear the appeal and propose a final resolution.

Important: If an independent mediator is required, the learner will be responsible for the mediation costs.

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
- 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 sixty (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 sixty (60) calendar days will be required.

Learner Disciplinary Policy

Where learners are in breach of HBA policy, commonwealth, 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 through mediation, which will be recorded on the learner's file. Copies of relevant documentation and outcomes will be supplied to the learner.

Where the issue is more serious or cannot be resolved amicably, HBA may seek to apply sanctions, suspension, or expulsion to the learner, or refer the matter to more appropriate authorities or authorised bodies, where relevant. All such actions will be recorded, with written outcomes supplied to the learner(s) involved.

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.

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 of the allegation made against them.
- Where 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 allegation against two learners will not necessarily lead to the same

outcome. 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 weigh all relevant considerations and avoid being influenced by irrelevant factors. Disciplinary action may be taken when a learner:

- Breaches the responsibilities of HBA learners detailed in this document
- Engages in any misconduct.
- Consumes or uses illegal drugs or misuses legal drugs.
- Intentionally disobeys, or intentionally disregards, any reasonable instruction by a HBA employee, or another person in authority to make or give such an instruction.
- Is negligent, careless, or obstructive in their behaviour.
- Is disrespectful to HBA employees, other learners, or the learning environment.
- Engages in any 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. All disciplinary matters will be documented and reported to the HBA Compliance Manager.

Further Information

For further information or explanation of any details or terms listed in this learner handbook, contact HBA Learning Centres on 1300 721 503.

We wish you all the best on your learning pathway and thank you again for choosing HBA Learning Centres. Call us if you need any support; helping you is what keeps us in business.

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