

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.....	11
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	14
How to get a USI.....	14
When will training results be available on usi.gov.au?.....	15
Recognition of Prior Learning (RPL)	15
Credit Transfer (CT)	15
Enrolment	15
Enrolment periods (Duration).....	16

Accessing Resources.....	16
Submitting Assessment Tasks and Evidence.....	16
Use of Artificial Intelligence (AI).....	17
Assessment.....	17
Principles of Assessment.....	17
Rules of Evidence.....	18
Dimensions of Competency.....	18
Assessment Feedback Timeframes.....	19
Progression.....	19
Completion.....	19
Certification.....	19
Course Feedback.....	19
Appeals.....	19
Withdrawal & Cancellation.....	20
Cancellations of in-house courses.....	20
Cancellation initiated by HBA.....	20
Enrolment Extensions.....	20
Retention of Evidence.....	20
3. Learner Support.....	21
Flexible Delivery.....	21
Language, Literacy & Numeracy (LLN) Assistance.....	21
Online Discussion Forums.....	22
1300 721 503 – Telephone Support.....	22
HBA Staff Support.....	23
4. Terms and Conditions.....	23
Conditions of Enrolment.....	23
Fee Structure.....	24
Fees paid in advance.....	24
Goods and Services Tax (GST).....	24
Payment Schedule.....	24
Courses costing under \$1,500.....	24
Blended / Intensive courses costing \$1,500 or more.....	25
Self-paced courses costing \$1,500 or more.....	25
Refunds, cancellations, withdrawals and refunds.....	25

Course cancellation and transfer fees.....	25
Other transfers	25
Enrolment period extension.....	26
Recognition of Prior Learning (RPL) and Credit Transfer charges	26
Other charges and service fees	27
5. Rights and Responsibilities.....	27
Rights.....	27
Responsibilities	27
Plagiarism & Cheating	28
HBA 's Responsibilities	29
Appeals & Complaints	30
Appeals Process	30
Learner Disciplinary Policy.....	31
Further Information	32

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 flexible delivery modes, methods and delivery style 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
Facsimile:	02 890 9244
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 operating 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/3126>

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 Training and Assessment qualifications and has also established profitable operations in the areas of Work Health & Safety (WHS), 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 over 36 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 a nationally recognised training provider.

HBA delivers training in all Australian states and territories and has permanent offices located in Sydney & 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
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care
- TAE40122 Certificate IV in Training and Assessment
- TAELN411 Address Adult Language, Literacy and Numeracy Skills
- TAESS00021 Facilitation Skill Set
- TAESS00019 Assessor Skill Set
- TAESS00028 Work Skill Instructor Skill Set

HBA Trainers and Assessors

HBA's trainers and assessors all hold relevant nationally recognised qualifications. Continual professional development activities are undertaken by our trainers to ensure that they are up to date with industry practices and initiatives. Training and assessment is delivered by trainers and assessors who possess:

- Relevant vocational competencies for all of the courses they deliver and/or assess
- Current training and assessment credentials as specified in the Standards for RTOs 2015
- 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.

The providers of VET 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 via 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 the development of 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, which comprises of the;
 - Standards for Registered Training Organisations (RTOs) 2015 – Amendments 1/9/20
 - Fit and Proper Person Requirements 2011
 - Financial Viability Risk Assessment Requirements 2011
 - Data Provision Requirements 2012
 - Australian Qualifications Framework
- National Vocational Education and Training Regulator Act 2011
- Standards for VET Accredited Courses 2012
- Student Identifiers Act 2014
- Privacy Act 1988
- Copyright Act 2017
- 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	Occupational Safety and Health Act 1984 Occupational Safety and Health Regulations 1996 Equal Opportunity Act 1984

Privacy

HBA understands the importance people attach to personal information (such as name, address, date of birth, phone number, 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, secure and as 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 use 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.

HBA as an RTO must collect a range of data from its Learners and report all their 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. In the instance this information is not provided or is incorrect, HBA is not able to enrol the individual as 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 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, HBA collects details known as 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 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 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 that it is provided for.

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 learners 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 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 (email) 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), 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 learners 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. Persons not wishing to receive such information may contact HBA Learning Centres and request 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 reasonable opportunity for an individual to opt-out of any of HBA's marketing activities that makes use of their personal information (e.g. learners receiving updates from HBA regarding upcoming specials, other services and products via email).

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

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on 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 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 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 RTO's 2015. 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 by 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 provide it.

Further information

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

Any persons 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,

a written complaint can be directed 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, sexual preference, race, culture, religion, or any other discriminatory element.

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

Reasonable adjustment

Learners requiring additional support are invited to discuss with HBA possible reasonable adjustments that can be made to the training and assessment process which may assist them with their completion of the course.

While HBA Learning Centres can apply reasonable adjustment, the inherent requirements, the 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 reasonable adjustment, then they cannot complete course. HBA Learning Centres where possible will provide the learner with recommended options to assist them with being able to possibly complete the qualification with another provider, who has more specific specialised support options.

Entry Requirements & Course Pre-requisites

HBA courses have formal and informal entry requirements. Information pertaining to individual courses and relevant entry requirements are detailed in the individual course information pack. Refer to the HBA website for specific individual course details and request an information for further detail on the course entry requirements.

Participants under the age of 16 can enrol in a course, however the completion of HBA's Parent/Guardian Consent form is required with a completed enrolment form. A RTO is required to report all learners under 16 to the Australian Government.

Language, literacy & numeracy

HBA participants require an intermediate 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 an HBA course, HBA may not be able to cater 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. Information disclosed to HBA is confidential and will be only shared 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 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 they wish to enrolled 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 LLN 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 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
 - *Example: Adult Literacy or computer classes 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

IT Skills

HBA courses require an intermediate 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 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
- Sending and receiving emails with attachments
- Understanding and application of Microsoft Word, Excel and PowerPoint
- 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 IT or computer technical difficulties. Please contact a 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.

If you intend to enrol in a virtual classroom course, you will need to ensure, your computer has a webcam built-in, or the ability to hook up to a camera. You will also need to ensure your computers 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.

If you are using a computer provided by your employer, it is your responsibility to ensure the computer is fit for purpose can access MS TEAMS and be able to access secured MS ONEDRIVE links that are provided to download course resources.

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 life in the 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.

International Students

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

Students travelling to Australia to study are issued with 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 a form of ID.

If you have not been issued with 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?

RTO's are required to report all training information to the National Centre for Vocational Educational Research (NCVER), who in turn passes the information onto 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 to have the 'credit' for any equivalent units. Units must form part of 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. In the case the issuing RTO is no longer in operation, HBA will refer to the regulator for confirmation, if they do 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 is 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.

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 Learners name and relevant activity numbering. Any copyrighted or commercially branded external documents submitted as evidence requires supporting evidence to confirm 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)

This workbook has been developed for learners to demonstrate their learning and acquired knowledge against the units of competency requirements. It is expected the responses will demonstrate the depth, breadth, and complexity of an individual's own underpinning knowledge.

All questions must be answered in your own words.

We note 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 RTO's alike. At HBA we have had to acquire a system and adopt a process to identify responses produced by AI and in the event we detect a single questionable response, we reserve the right to revert to live online verbal assessment as a secondary stream of evidence on the entire TAE40122 content; this will be recorded and retained as assessment evidence in the Learners file.

The use of Artificial Intelligence platforms such as ChatGPT is not permitted in completing this or any other HBA assessment workbook.

Assessment

Assessment at HBA complies with nationally recognised training standards, all processes conform to the Principles of Assessment which underpin our assessment system.

Principles of Assessment

All assessment processes and tools at HBA are designed to be:

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
- The RTO informs the Learner about the assessment process, and provides the Learner with the opportunity to challenge the result of the assessment and be re-assessed if necessary

Flexibility

Assessment is flexible by;

- Reflecting the Learners needs
- 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 associated assessment requirements, and the individual

Validity

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

Validity requires:

- Assessment against the unit/s of competency and the associated assessment requirements 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, and
- 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 be:

Valid

The assessor is assured that the learner has the skills, knowledge and attributes described in the module or unit of competency and associated assessment requirements

Authentic

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

Current

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past

Sufficient

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency

Dimensions of Competency

When assessing competency, HBA must also take the Dimensions of Competency into account. 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 enrolment period elapsed and to remind learners of our support channels.

Completion

Learners receive notification of the course outcome upon successful completion from a 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.

Soft 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 who are completing a course with HBA via Self-Paced delivery, will receive an email with a link to a survey, where they can provide feedback at the completion of their course.

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

Appeals

Learners have a right to appeal against an assessment decision made by HBA Learning Centres. In the first instance learners are encouraged to discuss the outcome and/or feedback with the relevant assessor. If a learner is still not satisfied with the decision after a discussion with the assessor, or, if a discussion is not practicable, the learner may submit a formal appeal. See the section 'Appeals & Complaints' for further details regarding lodging an appeal.

Withdrawal & Cancellation

Learners wishing to withdraw from a course or cancel their enrolment are required to 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 is 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

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 proportional refund in circumstances determine as warranted.

In the case that a learner's enrolment 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 requests for refunds, where eligible, 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

HBA may be required to cancel a course due to insufficient learner numbers. HBA requires a minimum number of enrolled learners to run a course. This number is dependent upon the location of the course. Where HBA cancels a course learners will be entitled to transfer to another HBA course or receive a full refund.

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 expiry of the original enrolment. See the 'Payment Schedule' section for enrolment extension charges.

Retention of Evidence

HBA is required to securely retain and be able to produce in full at audit or by 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 are maintained.

Should the RTO cease to trade, fail to renew its registration, etc. 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 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 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 HBA Learning Centres 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 the consultation between HBA Learning Centres and the learner, modification of training and assessment methods may

apply, including extensions of enrolment periods to accommodate their needs and assistance with assessment by 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 and the Learner, along with the AQF, training package rules and specialist LLN consultants where warranted.

Learners who experience any LLN difficulty during class are advised 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 our Compliance team.

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
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 8:30am – 5:00pm (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 any enquiry you have regarding your course, whether it be a HBA procedures for submitting and assessment or requesting to talk to 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 regards 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, it means a binding contract is created between you and HBA, regardless of whether it was a third party paying for the course fees (e.g. employer, partner etc.).

Notification of cancellation or withdrawal from a course must be made in writing to HBA from the person who is enrolled, i.e. who entered into the binding contract with HBA, this right is extended to employers who pay for a learners 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 act in a manner detrimental to the wellbeing 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 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 contract.

The cost of a course is dependent upon 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 such time as 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 by the ATO as GST exempt. 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 as it protects some learners from the possible loss of 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 course

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

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

Refunds, cancellations, withdrawals and refunds

HBA has a strict refund and withdrawal policy. Learners are advised to give careful consideration to 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 proportional refund in circumstances it believes are warranted. HBA does not place courses on hold/freeze. 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 up to a value of \$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 from one mode to another will only be accepted during 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	Difference in course fee plus \$100 + GST (administration fee)

prior to scheduled course commencement (Maximum of two (2) transfers allowed)
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>prior to expiry</i> of original enrolment. Maximum of two (2) extensions permissible per enrolment. HBA has the right to reject an extension request. Extensions 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 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
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 study in line with the course requirements and HBA's code of conduct which is 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 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 & 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 study in the manner and formats required
- Responsible for the security of own possessions
- Seek approval from authorised HBA staff prior to the use of HBA IT equipment, assets and/or stationery
- Observe any 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 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 application of the information obtained by way of copy and paste from other sources relevant to the workplace, experience, training environment and the practice context of the Learner. In some circumstance's responses should not simply be a direct 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 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 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 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 in writing.

Important: Where a Learner has been deemed to have participated in an act of plagiarism, a re-assessment fee will apply to have the resubmission of the assessment assessed. Each resubmission as a result of plagiarism will incur a reassessment fee of \$500.

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.

All such matters will be dealt with by the HBA Compliance Manager, who will conduct an investigation 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 Learner concerned and advise the Learner they may appeal this decision to the HBA Compliance Manager within ten (10) working. Learners may be disciplined as a result of cheating/plagiarising. Refer to 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
- 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, but not limited to: beliefs, gender identity, sexual preference, ethnic background, cultural and/or religious practices
- Provide opportunity for feedback on services provided
- Provide access to learners own records on request
- Provide access to our complaints process to all learners
- Issue appropriate AQF certification documentation within prescribed timeframes
- Provide a healthy and safe learning environment free from danger, abuse or harassment
- Treat 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.

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

The Compliance 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 Compliance Manager who will determine actions required. 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 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 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 decision will be final.

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
- 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 by mediation which will be recorded on the learners file. Copies of relevant documentation 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 refer the matter to more appropriate authorities or authorised bodies where relevant. All such action 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 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 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 of the details or terms listed in this learner handbook should 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.

End of document.