



*Quality Training and Assessment
provided by
Human Resource Training*

Course Information Handbook



Human Resource Training

www.HRtraining.com.au

WELCOME

Congratulations on enrolling in one of our many accredited certificate training programs. I am sure you will find your course stimulating and rewarding because the training aims to provide you with the knowledge and skills for your industry.

HR training is committed to high standards in the provision of vocational education and is committed to YOUR success. We strive to maintain a relaxed learning environment and will assist all participants to achieve the best possible outcome.

In this handbook, you will find information about *HR training*, its policies and procedures together with forms and documents that you may need to refer to during the training.

We sincerely hope your training is a memorable and productive learning experience.

HR training Guarantee:

HR training guarantee to complete all training and assessment as per the training package guidelines and the standards for (RTO) Registered Training Organisations (1 January 2015), based on our reputation of being a successful RTO since 1996 and training thousands of staff and management for numerous industries and government bodies.

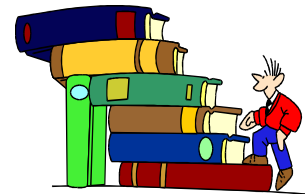
HR training further guarantee that if for any reason of extraordinary circumstances we are unable to complete any units, then HR training will source an RTO that can complete the training.

Good luck and above all enjoy your learning.

Yours sincerely,

Human Resource Training

Lynda Taylor
Director



**Success is a journey,
not a destination !**

Information contained within this Handbook is current at the time of publishing.
Clients/ Participant /Students can contact Human Resource Training if they require further information or explanation on any of the sections in this handbook.

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Contents

- 1. The Role of the Registered Training Organisation (RTO).....3
- 2. Work, Health and Safety 3
- 3. Training and Assessment.....4
- 4. About your Training.....5
 - HR training Guarantee 5
 - Government Funding 5
 - Requirements to gain a Qualification..... 5
 - Participant / Student Induction 6
 - Recognition of Prior Learning (RPL)..... 6
 - Unique Student Identifier..... 6
 - How am I Assessed? 7
 - Plagiarism 7
 - Issuing of Certificates..... 8
 - Who helps me with my Training? 8
 - Trainer/ Assessor Responsibilities 8
 - Getting help with problems during your training..... 9
- 5. Policies and Procedures.....10
 - Fees, charges and refunds 10
 - Protection of fees paid in advance 11
 - Refunds 11
- 6. Records Management12
- 7. Privacy Policy14
- 8. Drugs & Alcohol14
- 9. Access & Equity.....15
 - Appeals and complaints 16
 - Appeals and Complaints Reporting and Action Form 17
- 10. Counselling Services & Support18
- 11. General Information19
 - Conduct 19
- 12. Feedback and Quality Improvement20
- 13. Legislation20

1. The Role of the Registered Training Organisation (RTO)

Human Resource Training is an RTO accredited by the National VET Regulator (ASQA) to deliver a range and variety of Vocational Education and Training (VET) qualifications (certificates).

HR training's policies and management procedures and the VET Quality Framework are designed to maintain HR training high professional standards in the marketing and delivery of vocational education and training services. Policies and procedures safeguard the interests and welfare of all stakeholders. HR training has been an RTO for 19 years and committed to the success of Learners and maintains an environment conducive to learning.

2. Work, Health and Safety

HR training acknowledges its responsibilities under The Work Health and Safety Act 2011 as a Registered Training Organisation providing training & assessment in establishing and maintaining workplace health and safety standards by:

- *ensuring the health, safety and welfare of employees and other persons in the work environment*
- *preventing and eliminating any risks to health, safety or welfare of employees and other persons in the work environment*
- *ensure that the health and safety of visitors to the workplace is not placed in danger or risk by the behaviour or careless actions of employers and self-employed persons*
- *encourage the contribution of all stakeholders (employees, employers, and organisations representing those persons, in the creating, improving and implementation of health, safety and welfare standards.*

HR training strengthens its ongoing commitment to its employees and clients by providing and maintaining:

- a safe, clean and efficient workplace environment
- suitable workplace health and safety professional development for HR training students, employees, management and stakeholders
- properly maintained facilities and equipment

To achieve a safe, healthy working and learning environment HR training implements the following:

- Equipment checks and maintenance
- Equipment safe storage
- Evacuation plan in the event of an emergency (fire, accident or major incident)
- Fire hazards identified and fire prevention
- Correct Storage and disposal of waste
- Accident / Incident reporting
- Unsafe situations identified and reported
- First Aid Kit and information and Basic Life Support procedures available and displayed
- Rehabilitation for injured workers

3. Training and Assessment

HR training, as a Registered Training Organisation is committed to providing **quality training and assessment** across its entire operation.

HR training encourages a continuous improvement approach of the quality management system by ensuring it continually reviews and improves its policies, procedures, training products and training services to meet compliance by collecting feedback from clients and all stakeholders, analysing the data and acting upon any opportunities for improvement in order to deliver high quality outcomes.

HR training's programs provide sufficient information to guide Trainers and Assessors to ensure that learners receive training and assessment that meets their needs as well as current industry requirements. It is HR training policy that:

- training and assessment strategies are developed for each qualification/unit of competence
- all training and assessment strategies meet the requirements of the Training Package and identify target groups
- all training and assessment strategies are developed in consultation with industry representatives, clients, Trainer/Assessors and key stakeholders
- all training and assessment strategies are systematically reviewed

To ensure quality outcomes for training and assessment are achieved HR training applies the **Principles of Assessment** where assessments are validated to be:

- *Fair*
- *Flexible*
- *Valid*
- *Reliable and*
- *Sufficient*

and the **Rules of Evidence** where assessment evidence is:

- *Valid*
- *Sufficient*
- *authentic and*
- *current when assessing competence*

HR training acknowledges the important role that assessment plays in determining the competence of participants/students. HR training therefore develops assessment tools (including RPL) for each qualification and unit of competence by ensuring:

- assessment follows the assessment guidelines for the relevant training package, qualification and unit of competence of each accredited course
- assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- assessment is competency-based
- that the collection of evidence to prove competence follows the rules of evidence for assessment (valid, sufficient, authentic and current)
- focuses on the application of knowledge and skills to the standard of performance expected in the workplace
- feedback of the assessment is given to candidates
- Participants/students have the right of appeal to request re-assessment

4. About your Training

HR training Guarantee

HR training guarantee to complete all training and assessment as per the training package guidelines and the standards for registration as a Registered Training Organisation (RTO), based on our reputation of being a successful RTO since 1996 and a Training Provider for 24 years, training thousands of staff and management for numerous industries and government bodies.

HR training further guarantee that if for any reason of extraordinary circumstances we are unable to complete any units, then HR training will source an RTO that can complete the training.

Government Funding

Government funding is available through various programs. Funding changes from time to time so contact HR training to ask about the availability of current funding.

Apprenticeships and Traineeship funding

A Traineeship is a workplace based training program that for many employees is an opportunity to establish a career path. You will gain relevant skills and experience that are highly regarded in your industry and on completion you will receive a nationally recognised certificate.

Requirements to gain a Qualification

You must complete all set course requirements to gain a qualification. You must be deemed competent in all the units of competency relevant to the qualification being sought.

Course exit points

If you exit a training program prior to completion, you will be provided with a Statement of Attainment for those units of competency you have attained.

Customisation

HR training has the capacity to customise training programs to meet the needs of a particular industry, enterprise or learner group. Units of competency may be customised in the delivery to ensure the needs of the learners are met. Learners who have completed the units of competency in other training programs will be entitled to credit transfer.

Training Materials

Learning materials are supplied by HR training to cover the units of competency you have selected in your training program. Each participant will be provided *Learner Guides* for units of the course and these provide the necessary details and information needed to complete the unit of study and will refer participants to handouts, readings or research required.

Entry Requirements

Where a training contract is being entered into and you are under 18 years of age, we will require parent / guardian written consent. Where the training program has legislative licensing requirement, the learner will be required to be a minimum age of 18 years.

Attendance

Attendance at scheduled training sessions is an essential element of the training program. If you are attending a classroom based training program, you are to arrive and be in class before the set training session time – usually 9am. An attendance roll always records attendance at each session and you need to return from tea and lunch breaks promptly as lateness interrupts other participants and you cannot afford to miss any learning.

Participant / Student Induction

An Induction occurs at enrolment. The Induction answers any final questions regarding the course, its structure, delivery methods, assessment etc that have not been answered in emails or verbal discussion with participants/ students. If a group Induction is organised time for individual consultation is catered for. A HR training Trainer/Assessor will be at every Induction to answer any detailed questions.

At the end of the induction you will be asked to sign your enrolment form as agreement of the Training Program and your understanding and agreement to undertake the training according to the policies and procedures of Human Resource Training.

A Training Schedule indicating dates and times for face-to-face Training Sessions is issued to participants, employers and Trainer/Assessors.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning can be granted as a result of identifying and assessing a learner's previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course. As part of HR training's enrolment policy the process of RPL is explained to all participants/students.

HR training acknowledges the valuable contribution of workplace and industry experiences which can contribute to participants/students acquiring a range of vocational skills and knowledge. If an employee has been working in an industry for some time, they may be able to gain credit for competencies they have achieved through their work experience or through completing certificate courses in the past. Credit Transfer is where *HR training* recognises a national qualification from another Registered Training Organisation (RTO).

This is called Recognition of Prior Learning (RPL). This means employees can gain a formal certificate qualification based upon previous experience without actually completing all the units. If a learner believes that they already possess competence in any of the units of competence in the course they are seeking a qualification in, then they may apply for recognition of these competencies by following the recognition procedure:

HR training is able to apply Recognition of Prior Learning (RPL) through an assessment process of Credit Transfer if the participant has completed units in a previous certificate or through the assessment process of recognising Current Competence. To be assessed by RPL employees need to provide evidence of their experience, knowledge & skills that match with the learning outcomes for each unit of the Certificate.

The assessment process of recognising current competence is if where the participant has the work skills and experience behind them to gain competence in the assessment without attending training sessions and completing workbooks...that is, where participants feel they already possess the relevant knowledge and skills.

For further information contact *HR training* on 07 3289 4444 or email: mentor@HRtraining.com.au

Unique Student Identifier

From 1 January 2015 everyone enrolling in an accredited training course in Australia needed to obtain a Unique Student Identifier (USI). This included students who continued a course that started prior to 2015.

For more information see the Government Fact Sheet: Student Information for the Unique Student Identifier available at the Government USI website www.usi.gov.au/students

Once you create your USI you need to give Human Resource Training permission to use it so we can either enrol you. With a USI you will be able to view and update your details in your USI account and view online your training records from 2015 and download your results in the form of a transcript.

How am I Assessed?

Becoming competent involves you not only knowing what to do, but more importantly **doing it !!** You will demonstrate your competence in the workplace throughout your training by putting together the knowledge and skills to show your understanding of tasks and showing you can perform tasks to the standard required by not only your employer, but the industry.

For an employee to effectively operate in any industry, they need to be able to combine the learning of units of competence together. That is, be able to do more than one task at the same time and **integrate the competencies** from different units. For example, in the retail industry, a retail assistant needs to be able to interact with customers providing customer service, use the cash register and maybe excuse themselves to answer the telephone all at the same time. Learners may be assessed using an observation assessment showing their ability to confidently do all these tasks above at the same time.

You may be assessed by any of the following methods:

- ◆ observation of workplace performance
- ◆ written questions or exercises in workbooks
- ◆ demonstration of specific skills/ knowledge
- ◆ Multiple choice questions / True / false
- ◆ video of practical skills
- ◆ written projects / scenarios
- ◆ oral questioning
- ◆ Third Party Workplace reports

Whatever form the assessment takes, you will be asked to present clear evidence that you can perform the tasks in the workplace, not just in theory.

Training based on demonstrating competence requires **ACTIVE learning** and this involves:

- | | |
|--|---|
| ❖ Asking questions | Your questions will give your trainer/ assessor important information on how you are progressing |
| ❖ Understanding clearly and knowing exactly what you are required to do | Be sure to get clear instructions and correct demonstrations from your Workplace Coordinator or Trainer for any task you are asked to do. If you are not 100% sure – ASK ! |
| ❖ Practicing skills before your assessment | Practice does not make perfect, but <i>informed practice</i> does. Practice tasks only when you know exactly what is required or you may be practicing tasks that are not correct. |

The above information is based on *HR training's Assessment Procedures QA-TASASS-01*. This procedure is available upon request.

Plagiarism

Taking an idea or text from any source without properly acknowledging it is plagiarism, and therefore it is the use of someone else's work without proper recognition. Plagiarism is a serious matter, is not acceptable and is viewed as a misconduct at HR training.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can be the subtle changing of an author's sentences in order to present them as your own, it involves copying another student's work. All of these things can be avoided by doing the work yourself and with correct referencing.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references or copy the links if you are researching the internet for all the material you copy or take as notes.

Cases of plagiarism will be investigated by the Assessor and referred to the CEO. If a participant is found guilty of plagiarism they will be asked to explain the situation and to resubmit the whole assessment again for re-marking.

Issuing of Certificates

Training undertaken at HR training is competency based. Assessments determine whether a participant is competent or requires further training.

Participants are issued with a Certificate and Transcript of Results listing all units undertaken in the Training Plan where competency has been assessed.

A Statement of Attainment is issued to participants who do not complete all units in a certificate but are successful in completing some of the units of a qualification.

Who helps me with my Training?

Trainer/ Assessor Responsibilities

The Trainer/ Assessor from *HR training* will give clear instruction about what is expected during the training. They will deliver face-to-face training sessions as scheduled and provide skills, knowledge and expertise in the industry and ensure you are given all the resources necessary to complete the certificate.

The HR training Trainer/Assessor is expected to:

- ◆ deliver face to face training sessions as per the training schedule. Training may consist of workshops, learning activities and projects, self-paced learning, assignments, case studies, presentations, scenarios, role play, discussions, workbook exercises and research.
- ◆ assist you with your learning in any way to help you gain competence
- ◆ monitor your learning progress and achievements through the assessment of each unit
- ◆ maintain administration records relating to your training and achievement of competencies
- ◆ assess your competence by marking and giving feedback to your assessments
- ◆ provide information to your Workplace Co-Ordinator, employer and HR training concerning your progress
- ◆ provide their contact details to each participant so they are able to contact the Trainer anytime between face to face visits.

Where training is conducted for organisations in a workplace, participants will be appointed a Workplace Co-ordinator, who may be your supervisor or another manager at the workplace who has the appropriate skills, knowledge and expertise in your industry to help you learn the competencies required.

Your Workplace Co-ordinator is expected to:

- Co-ordinate the training so it is integrated with your everyday work
- Provide support and help to complete any *workbook assignments or Third Party Reports*
- Allocate time during work hours for the participant to complete any workbooks or practice skills
- Organise time for participants to meet with the Trainer/ Assessor from HR training at scheduled visits set out in the *Training Plan* for training and or assessment
- Encourage work conditions that are conducive to learning

Getting help with problems during your training

It is not unusual for participants to have problems at some stage during their training. If you are having concerns or problems that may affect the way you perform in the workplace you should let your Workplace Co-ordinator or Trainer/ Assessor from HR training know immediately.

Discuss problems as soon as they occur. Your Workplace Co-ordinator will be able to help in most situations, but only if you tell them about your problems or concerns.

Your workplace performance may be affected by a range of problems, such as:

- ◆ nervousness and anxiety about your performance or an assessment
- ◆ interpersonal problems with other employees
- ◆ the “culture” of the workplace, such as its customs and routines
- ◆ stress related to overwork or not being given enough work
- ◆ personal / domestic problems outside the workplace
- ◆ discrimination
- ◆ victimisation
- ◆ workplace harassment or bullying

Being able to discuss problems that affect your work is fundamental to establishing a good work habit and attitude. Discussing such problems with your Workplace Co-ordinator or Trainer/ Assessor is an indicator that you are gaining competence and is similar to asking questions about work tasks.

5. Policies and Procedures

Fees, charges and refunds

HR training are committed to the fair and transparent application of fees and charges (including the processing of refunds). We make every effort to ensure potential clients, participants and students are made aware of our Fees, Charges and Refund Policy, prior to enrolment and also during the enrolment process.

The policy applies to all fees and charges related to the provision of accredited training, assessment, Recognition of Prior Learning (RPL) and qualification services under HRtraining's scope of registration. It is designed to ensure that HRtraining complies with the requirements of State and Territory funding bodies and the VET Quality Framework in relation to the charging & refund of fees.

Course Fees

A course fee is given to each client **prior to enrolment**. When the client makes the decision to enroll, this fee becomes the agreed fee for the services they enquired about.

Training fees are usually paid by instalments and this is outlined to participants.

The standard instalment payment method is:

- an enrolment fee of \$500, paid at enrolment that includes administration set-up costs
- a second instalment of \$400 when 20% of units are uploaded online or delivered face-to-face
- a third instalment of \$400 when 40% of units are uploaded online or delivered face-to-face
- the balance when 60% of units are uploaded online or delivered face-to-face

HR training will also negotiate a payment plan with participants to suits their budget.

We offer flexible methods of payment via Credit Card, PayPal or bank deposit/ transfer.

The standard enrolment fee for all courses is \$500 and covers the following administration costs:

- setting up a new person on the student management database,
- reporting AVETMISS data of the enrolment to government bodies,
- applying for any government funding where applicable
- enrolling & issuing a login for the person to the private online campus (HR training college),
- setting up access for the person to be able to contact the Mentor so they can get help at any time during the course
- communication via email or telephone to all relevant stakeholders who need to be involved in the training,
- scheduling the units chosen for the course enrolled and creating a Units Required form for each person,
- validation of any credentials being used for credit transfer,
- allocation of a Trainer & Assessor,
- uploading of resources for each participant's training on the Learning Management System (LMS), AND
- creating a personnel file on the Company server where all emails/documents/credentials etc from initial enquiry to issue of credential will be saved.

In the event that a participant withdraws for any reason, the enrolment fee is not refundable because of the time and expense to set-up the course and enrol the student has already been completed as fully explained above.

For participants who withdraw prior to completion of the full qualification, an adjustment to the course fee is calculated based on the client paying for the number of units uploaded or delivered up to the date of cancellation + the enrolment fee.

In the unlikely event that HRtraining cancel any course, participants are entitled to a refund or transfer of funds to a future course for the units not uploaded or delivered.

Note: in the case of participants enrolling as part of a group from a Company, a "Client Request for Training Agreement" (form QA-CRTA-01) may be completed to outline additional information like training

days preferred and other relevant information about the training agreed. A copy of this form can be requested by a participant of such a group.

Protection of fees paid in advance

HRtraining makes adequate provision to safeguard students' fees for courses and/or services.

Detail of the payment of fees is given to potential students when they enquire about a course. As part of the enrolment process all participants are given access to this Course Information Handbook and again when they receive their personal **login details to HRtraining college**, the first page of the Online Campus has a copy of this handbook.

Payments

1. A standard enrolment fee of \$500 is paid by each client/ participant/ student for ALL courses whether the course is completed face-to-face, online, a combination of delivery methods or assessment via Recognition of Prior Learning (RPL); unless otherwise agreed.
2. Students can pay by instalment or a payment plan can be negotiated and approved on an individual basis.
3. Payments will be accepted by HR training to a maximum of **no more** than \$1,500 at any one time.
4. Final payment of all fees must be paid on or before 70% of scheduled units being delivered.
5. No credentials will be issued until all fees are paid.
6. No extracts/ copies of certificates/ statements of attainment or letters of completion will be issued until all fees are paid.
7. Any changes to your enrolment must be advised in writing to: mgr@HRtraining.com.au. You may be responsible for outstanding fees and any additional charges as a result of your charge.
8. Complaint/ disputes over course fees are to be dealt with through the *HR training Appeals and Complaints* process outlined in this Course Information Handbook.
9. HR training does not accept cheques but accept PayPal, Visa, AMEX, MasterCard and NAB bank deposit/ transfers.



To make payments by credit card or PayPal go to: HRtraining.com.au/payment/

Refunds

The \$500 enrolment fee is non-refundable after course commencement in face-to-face training or online training and assessment. A refund is also given for units **not commenced** by the client doing face-to-face training or for units NOT uploaded to the client's profile for online training courses. For enrolments in RPL, 50% of the agreed RPL fee assessment

Course commencement is defined as the client receiving the username and password for online training or attending the 1st day of face-to-face training. Commencement of any specific unit is defined as the unit being uploaded for the client to access on the online campus: HRtrainingCollege.com or receiving a Learner Guide in the case of a face-to-face course.

A full refund of course fees is paid in the event that HR training cancels a course.

Requests for Refund of Fees

Requests for refunds must be submitted in writing to mgr@HRtraining.com.au and will be assessed by management within 14 working days. Students will be advised of the decision either by phone or email.

Where refunds are approved, the refund payment is paid to the student's account where the payment was made within 21 days from the time the student gave written notice to cancel their enrolment.

Note.

If for any reason HR training is unable to fulfill its service agreement with a student, HR training must refund the student's proportion of fees paid for services not delivered.

24-Hour Cooling Off Period

In the event you change your mind about training with HR training you will have 24 hours from the date signed on your enrolment agreement to notify us in writing and have your deposit refunded. After that time our refund policy applies.

Legal Fees

If it becomes necessary to enforce this Agreement through legal action, then we shall be entitled to recover reasonable lawyer fees and costs incurred in such enforcement of our Training Agreement.

Appealing refund decisions

Students are referred to HR training's Complaints and Appeals Policy and Procedure (available in this Handbook) if they wish to appeal the implementation of the Fees, Charges and Refunds Policy and or the Procedure.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law should they wish to do so.

Fees/Charges for the Issuance of replacement certificates

HR training charges \$55.00 for participant/students to print and replace a qualification, transcript of results or statement of attainment.

6. Records Management

HR training's Record Management policy and procedure is in place to define the record management policies and procedures in relation to the establishment, integrity, accuracy, management, maintenance, collection, reporting requirements, record retention, storage, retrieval, security and disposal of HR training's client, staff and third party records and information in relation to training and assessment services delivered by HR training.

It aims to ensure effective management as required under the Standards for Registered Training Organisations 1st January 2015.

Client records are established in hard copy and electronic format. Individual hard copy and electronic files are established for each new client. The information collected includes:

- Client personal details - recorded and entered at the time of enrolment and confirmed at induction/orientation
- Course or qualification details - recorded and entered at the time of enrolment and confirmed at induction/orientation
- Qualification / accredited course units of competency or modules - recorded at the time of enrolment and confirmed at induction/orientation
- Fees paid - recorded and receipted at the time of payment
- Progress / grades - recorded on hard copy by trainers/assessors. Transferred to electronic data files by the Data Entry Operator.
- Attendance - recorded daily on class rolls by trainers/assessors. Transferred to electronic data files by the Data Entry Operator.

Retention of Client Training Resources and Assessment Instruments

The RTO is required to maintain participant/student training resources and assessment instruments for a period of one (1) year from the date the materials cease to be used within the RTO. The National Operations Manager is to archive these documents/ resources either in hard or soft copy to ensure access for at least one year.

Retention of Client Records and Assessments

HR training as an RTO is required to ensure that appropriate samples of participants/student work are maintained for continuous improvement and validation purposes under Standards 1.8 to 1.12. This requires HR training to **securely retain**, and be able to produce in full at audit if requested to do so, all completed student assessment items for each participant/student, for a period of six months from the date on which the judgment of competence for the student was made.

HR training will maintain all participant/student records while a participant/student is enrolled.

ACCESS TO RECORDS

(A) HR training implements control and access to confidential data and files by:

1. Maintaining and securing confidential files separately from general files
2. Ensuring confidential files are accessed by nominated persons
3. Password protecting data entry and retrieval files
4. Under the Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012 an individual has the right to obtain access to any personal information which the RTO holds about them and to advise the RTO of any inaccuracies. Any student requiring access to their personal records held by HR training must complete Consent to Access Student Records Form No QA-CASR-01 and forward to the Director of HR training. This form is available upon written request.

(B) SECURITY & RETENTION OF RECORDS

1. HR training's monitors and maintains electronic records through delegated password protected access
2. HR training protects electronic files on its server with up-to-date virus protection, firewall and spy ware protection software. These files are backed up nightly to two hard drives which are alternated monthly the portable hard drive not being used is stored in HR training's flood and fire proof safe.
3. Hard copy confidential files are stored in locked filing cabinets
4. a 24 hour monitored alarm and a perimeter fence prevents access. The CEO of HR training is responsible to ensure that the alarm is set when the office is unattended
5. Paper based documents containing personal information are kept in a locked filing cabinets
6. Files are reviewed each quarter for currency and in preparation for archiving
7. In accordance with storage requirements detailed in ASQA's General Directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage (safeguards against unauthorised access, fire, flood, termites or any other pests and to ensure that copies of records can be produced if the originals are destroyed or inaccessible.
8. HR training will retain candidates' results both electronically and in hard-copy for a period of thirty (30) years. If HR training is requested enrolment, training and assessment information or results of assessment will be provided electronically unless otherwise directed. Paper-based records will be scanned and saved in Adobe PDF format on server. HR training's Paper records approved and eligible for destruction will be securely shredded every twelve (12) months or burnt under small control fire conditions weather permitting as directed by CEO under confidential conditions.
9. Under ASQA's General Directive retention requirements HR training as an RTO is also required to **securely retain**, and be able to produce in full at audit if requested all completed student

assessment items for each student for a period of six months from the date competence was made. Copies of the assessments may then be discarded after 6 months. It should be however noted that government funded agreements or qualifications that lead to a regulated licensed outcome may have specific retention requirements.

10. Moodle participant/student assessment files are held in a secure server in the cloud and can be accessed at all times when required.

11. All other records are held for a minimum of 7 years.

(C) DELEGATED INFORMATION ACCESS

Access to files is limited to authorised staff involved in checking the accuracy of records received, data entry maintenance and the archival of closed files and past record.

7. Privacy Policy

HR training recognises people's right to privacy. HR training's Privacy Policy identifies how HR training uses, collects, manages and stores personal information and assessment results. It shows its commitment to privacy protection and compliance with applicable privacy laws and standards which protect the privacy of all HR training stakeholders – trainees, students, clients, staff, trainer/assessors, suppliers and any other personnel who may come in contact with HR training on a casual basis.

Where State or Commonwealth funding supports training we are obliged to submit participant enrollment details to the government for statistical purposes. The information we collect from participants is protected and learner files will only contain information pertinent to the learner's training program. The confidentiality of all personal information in our records is protected under HR training's Privacy Policy.

Details of HR training's Privacy Policy can be viewed on our website or by requesting a copy.

8. Drugs & Alcohol

To ensure the integrity of HR training courses, the consumption, use, sale or distribution of alcohol and/or prohibited drugs by any persons attending HR training's courses is strictly forbidden at all times. Any client, learner or participant, who becomes affected by the use of substances whilst attending training is breaching HR training's policy and guidelines and is subject to disciplinary action. This can include suspension from training, or any other penalty appropriate under the circumstances.

9. Access & Equity

HR training is firmly committed to achieving best practice in the provision of vocational education and training and acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education and training, all Australians will be able to develop knowledge and skills to enhance life and work opportunities.

HR training is committed to access and equity principles and processes in the delivery of its training services in accordance with the Racial Discrimination Act, 1975 (Commonwealth); the Sex discrimination Act, 1984 (Commonwealth); Disability Discrimination Act, 1992 (Commonwealth); the Equal Opportunity (Commonwealth Authorities) Act 1987 and Work, Health and Safety Act 2011.

Programs are designed and wherever possible facilities set to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged learners.

In the event that you consider a situation (e.g. workplace harassment, victimization and bullying) to be in violation of HR training's Access & Equity Policy, you are required to report the situation to HR training's Management on 07 3289 4444 and faxing the HR training Appeals and Concerns and Action Form found in your Participant Course Information Handbook to 07 3289 4400 or email to mgr@hrtraining.com.au

Harassment and discrimination

Under current Commonwealth Legislation every workplace must provide an environment free from all forms of harassment and discrimination, including victimization and bullying.

As part of HR training's Access and Equity Policy HR training will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age. Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of Harassment may include:

- ◆ Unwelcome physical contact
- ◆ Repeated unwelcome invitations
- ◆ Insulting or threatening language or gestures
- ◆ Continual unjustified comments about a learner's work or work capacity
- ◆ Jokes and comments about someone's ethnicity, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of learner work

Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'
- ◆ Persistent, unreasonable criticism of learner work performance
- ◆ Learner violence both physical and threatened against teachers

Everyone should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to HR training Management. All complaints will be promptly investigated.

The privacy of a person filing a report and the person(s) under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All HR training personnel and learners are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken by State authorities against anyone who is found to have harassed another person.

HR training expects everyone to uphold to the spirit of this policy. Breaches of the policy will be considered to be "misconduct" which may result in expulsion from a training program for a learner or dismissal for HR training personnel.

HR training will continually be reviewing practices, policies, systems, workplace behaviour and structures that may contribute to the discrimination or disadvantage of clients from marginalised groups of the population.

Appeals and complaints

HR training recognises that differences and grievances can arise from time to time and therefore HR training has developed a fair and equitable process for dealing with appeals and complaints. Quick settlement of any appeal or complaint is in the best interest of all parties concerned. Therefore, policy and procedures are implemented to ensure this happens.

All Clients and HR training personnel are advised of HR training's Appeals and Complaints Procedure at Induction and provided with a Course Information Handbook, Employee Handbook or Client Handbook that provides information on the process.

HR training encourages open communication and an environment of trust. Therefore, anyone with a complaint or appeal is encouraged to first raise the matter directly with their immediate workplace superior or the assigned *HR training* Trainer/Assessor. If the matter is unable to be resolved through this action then the attached Appeals & Complaints Reporting and Action Form needs to be completed and sent to the Director of Human Resource Training.

The Director or an appointed senior manager will make contact with the complainant within 48 hours of receipt of the Appeals & Complaints Reporting and Action Form and initiate an investigation to determine the appropriate resolution and resolve the complaint or appeal by outlining the following to the complainant:

- Course of action(s) to be taken
- Who at HR training will be responsible for taking these action(s); and
- When the action(s) will be completed.

The complainant will then be duly advised of the outcome by means of the Appeals or Complaints Response Letter (Form No QA-ACRL-01). Complainants may be sent more than one Response Letter over the period of time to fully resolve the issue(s) depending upon the complexity of the issue(s).

If the complainant disagrees with the action taken by HR training and the proposed resolution(s), or if the proposed resolution(s) could not or have not been concluded satisfactorily due to unforeseen circumstances, the complainant may appeal the decision(s) made by HR training and take the matter to an independent person or body to progress the issue(s) further. In this event, the appellant will have a written statement of the outcomes of the issue(s) including reasons for the decision(s) and been given telephone numbers of the independent bodies in the Complaint or Appeal Response Letter(s) from HR training.

Appeals and Complaints Reporting and Action Form

Course Name :	Date :
Participant Name :	Assessors Name :
ID Number :	Client :
Participant Contact Phone :	Workplace Supervisor :

Your Appeal or Complaint for Action:

Issues: _____

Participant : _____ *(Participant shall be contacted of action to be taken within 48 hrs of receipt of this form)*
(Signature)

Action	Who	When
1)		
2)		
3)		
4)		

Email completed copy to: *info@HRtraining.com.au*

The Process HR training take when a complaint is received:

1. As soon as a complaint or appeal arises at the workplace, all involved employees/clients are invited to discuss the matter with their respective supervisors and/or HR training Trainers openly and positively. All parties are then involved in order to find a solution agreeable to all parties.
2. Appeals and complaints are confidential and will NOT be discussed openly throughout HR training and the workplace.
3. Management may see the parties individually, or as a group, to resolve any outstanding matters.
4. If a solution cannot be found within the workplace, Senior Management will become involved to further mediate the matter until all parties have agreed upon a resolution.
5. Where a resolution fails to evolve, Senior Management will need to make a decision to be implemented by all parties.
6. During the course of the resolution, parties may seek guidance and/or support from a supervisor, or Management. (These people will have no influencing or implementation power, other than to assist the process through its natural course.)
7. If one of the parties superior is involved in the appeal or complaint, they will not take part in any discussions or decisions made by Management.
8. All stages will be documented and file notes provided to all parties involved and are accessible by those concerned by contacting Management.
9. HR training is bound by its Code of Practice and if a solution has not been reached to the benefit of all parties the complainant has the right to representation and appeal under relevant State or Federal Law and be heard by an independent person or body. Each appellant will have been given written statement of the outcomes and reasons for decisions by HR training Management to allow them to appeal. The complainant may then lodge a written complaints with ASQA by following this link: [ASQA](#).

10. Counselling Services & Support

HR training caters for diverse learning needs and aims to identify and respond to the learning requirements of all learners. Learners are encouraged to express their views about their learning needs at all stages of their learning experience from the initial induction and enrolment stage.

Learners should make an appointment with the HR training's National Operations Manager if they wish to ask about any vocational education and training or personal counseling services available at HR training.

HR training provides suitable resources to help learners to identify their learning needs and provides staff with the required learner based information for use in designing learner training and assessment strategies. In designing and adapting training and assessment products HR training will do its best to ensure they are relevant to industry needs

HR training is committed to providing learners requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, HR training provides:

1. **Participant/Student Vocational Counselling** to improve and extend training outcomes. While this can be achieved on a one to one basis with Management, Trainers and Assessors are required to monitor learner progress. Learners are advised to make an appointment with the National Operations Manager.
2. **Additional support** and services for assistance when applying for RPL
3. **Personal Counselling Services** are available to all learners/participants and may take the form of advice or referral to other services. Personal counselling services must meet HR training's code of

practice and confidentiality procedures. Personal counselling services include but are not restricted to:

- a. Grievance /conflict resolution
- b. Stress management
- c. Access and equity issues
- d. Learner welfare and support

4. **Language, Literacy and Numeracy (LLN) Support** is available to provide learners / participants with advice and support services in the provision of language, literacy and numeracy assessment services. Learners needing (LLN) support are identified on enrolment. HR training understands that not all participants/students have the same level of ability in relation to reading, writing and working out calculations. Many Trainers have a background in language learning and teaching and are able to offer learners case by case support in this area.

5. **Literacy and Numeracy skills** are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, learners need to:

- a. Count, check and record accurately
- b. Read and interpret
- c. Estimate, Calculate and Measure

Where formalised LLN support is required by the learner, extra curricula assistance is available and can be accessed by contacting the administration office for more information.

6. **Post Program Services for learners completing management courses** includes vocational advice and mentoring. Learners are advised of this service towards the completion of their management course.

7. **Reasonable Adjustment** means adjustments that can be made to the way in which evidence of any participant/student who has a specific disability or special need can be collected in order to provide equal opportunity. Where adjustments are identified by Trainer/Assessor HR training will apply strategies to provide the same educational opportunities that are available to all students, while maintaining the integrity of the course assessment.

If HR training finds that the type of counselling service or support is outside our expertise HR training will refer you to an appropriate support agency.

11. General Information

Conduct

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. The training room is no different than a workplace and it is expected that you will treat all fellow learners and Trainers with respect. HR training strive to achieve "basic principles" of interpersonal behavior and expect the following:

- Maintain the self-confidence and esteem of others
- Maintain constructive relationships with other learners
- Take the initiative to make things better
- Lead by example
- Respect the property of HR training and other learners
- Discourage the use of inappropriate language
- Request mobile phones are turned off during all training and assessment sessions
- Learners to focus on the situation, issue or behavior, not on the person

Every stakeholder (client, learner, participant and HR training trainers) is to hold every other stakeholder responsible for living up to these principles at all times.

Dress Code

A high standard of dress is expected throughout training. You must be neat and tidy at all times and take care of your personal hygiene.

12. Feedback and Quality Improvement

HR training collects statistical information regularly to monitor, maintain and achieve ongoing continuous improvement. We value and welcome constructive feedback from our learners, staff and all stakeholders concerning improvements or changes that would improve the existing training services provided by HR training.

To provide HR training management with feedback, all participants/learner will be asked to complete a learner survey which is given out towards the end of the training program. However, we encourage you to provide HR training management with feedback at any time on issues of concern or areas for improvement for your training program. This can be done by completing the **Opportunity for Improvement Request** form, on the next page of this handbook, or just sending an email to:

mgr@HRtraining.com.au

13. Legislation

HR training is committed to ensuring compliance with all relevant commonwealth/state and territory legislation and regulatory requirements relevant to its operations and integrated into its policies and procedures.

HR training Management is responsible for maintaining currency of legislation and regulatory requirements and informs its staff and clients of relevant legislation and regulations that significantly affects their duties and participation in education and training.

Commonwealth and State Legislation

Relevant legislation with regards to training:

- Age Discrimination Act 2004
- Australian Qualifications Framework Second Edition January 2013
- Copyright Act of 1968
- Copyright Amendment (Digital Agenda) Act 2000
- Disability Discrimination Act 1992
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Privacy Act 1988
- Privacy Amendment Act 2004
- Privacy Amendment (Enhancing Privacy Protection Act) 2014 The 13 Australian Privacy Principles
- The Privacy Reform Act 2014
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- National Vocational Education and Training Regulator Act 2011 (NVRA)
 - *Compliance with conditions of registration Standard 21*
 - *Compliance with VET Quality Framework NVRA Standard 22*
 - *Fit and Proper Person Requirements 2011 (FPPR) NVRA Standard 23*
 - *Satisfying the financial viability and risk requirements NVRA Standard 24*
 - *Notifying National Vet Regulator of material changes Standard 25*
 - *Providing information upon request Standard 26*
 - *Co-operation with NVR Standard 27*
 - *Compliance with directions from NVR Standard 28*
 - *Other conditions that NVR may impose Standard 29*
- Workplace Health & Safety Act 2011
- Work Health and Safety (Transitional and Consequential Provisions) Act 2011

WEBSITES

Acts and legislation can be accessed through the following websites.

QLD	www.legislation.qld.gov.au
SA	www.parliament.sa.gov.au
TAS	http://www.thelaw.tas.gov.au
VIC	http://www.legislation.vic.gov.au/
WA	http://www.slp.wa.gov.au/legislation/statutes.nsf/default.html
ACT	www.legislation.act.gov.au
NSW	www.legislation.nsw.gov.au

Or general websites for legislation are:

www.austlii.edu.au
www.comlaw.gov.au
www.humanrights.gov.au/info_for_employers/law/index.html
www.safeatwork.org.au/rights-and-obligations/legislation

Opportunity for Improvement Request

To: Human Resource Training

Date: ___ / ___ / ____

Topic/ Unit: _____

From: _____

Action Requested or Opportunity for Improvement
Details:

Corrective/ Preventative Action and/or Improvements made by HR training	
Details:	
Response actioned by:	

Actions integrated into the HR training System YES / NO Date:

HR training CODE OF PRACTICE

1. Educational standards

HR training will ensure that policies and management practices are adopted which maintain high professional standards in the marketing and delivery of vocational and education services, and which safeguard the vocational and educational interests and welfare of all participant stakeholders.

2. Marketing

HR training will market vocational and educational products with integrity, accuracy and professionalism.

3. Participant/ Learner Information

HR training will provide detailed and accurate information to participant/ learners in the Participant Course Information Handbook setting out the objectives of the training. This handbook includes:

- * *Arrangements for Recognition of Prior Learning*
- * *An explanation of Certification*
- * *Copy of Appeals and Complaints Action Policy*
- * *Enrolment Procedures & Criteria*
- * *Competency standards and outcomes to be achieved*
- * *Assessment procedures*
- * *Copy of Refund Policy*
- * *Copy of the Code of Practice*
- * *Access and Equity Policy*
- * *Support services*

4. Client/ Participant Course Selection

Selection of appropriate programs for participant/ learners will be conducted at all times in an ethical and responsible manner. Recommendation of a suitable programs will rest on an assessment by **HR training** of the extent to which the stated competency standards and outcomes of the program are likely to be achieved by participant/ learners, given their experience, qualifications, literacy and numeracy ability. Acceptance into programs of study will comply with all equal opportunity legislation.

5 Refund Policy

HR training has a refund policy in place which is fair and equitable. The policy contains guidelines for guaranteeing the refund of fees to clients/ learners should the training be cancelled before completion or the organisation no longer conducts training for any reason. Details of this policy are in the Course Information Handbook supplied to all learners prior to enrolment.

6. Appeals and Complaints

In the event of a concern, grievance or complaint, learners are required to submit details of their issue in writing. A response is then returned within 48 hours, stating what action will be taken, who will take the action and when the action will be taken. Every effort will be made to settle the matter internally, in a fair and equitable manner to the satisfaction of all parties. However, in the event that the matter cannot be settled, the client/ learner or party will be advised in the response letter of further action that can be taken.

7. Guarantee

HR training has been a Registered Training Organisation since 1996 and guarantees to honour any statement made in the HR training Code of Practice and all current Handbooks and printed Course Information.

8. Participant Learners

All participants/ learners will be treated in a fair and equitable manner, and will be treated in accordance with the HR training Code of Practice and all information provided on the website and Handbooks and Course Information.

9. Sanctions

HR training accepts that Registered Training Organisation status could be withdrawn should the Code of Practice and HR training Policy and Procedures not be implemented. The Company will comply with the VET Quality Framework (VQF) at all times including the Standards for Registered Training Organisations 1st January 2015. These standards are audited by ASQA the National Vet Regulator.