



EMPLOYMENT & TRAINING
RTO 1653 HELP TRAINING INSTITUTE

Student Handbook



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Introduction to this Handbook

The following handbook is intended as a guide to enable you to achieve your goals in training. While this handbook may not answer all your questions, familiarising yourself with the contents will clarify procedures and expectations.

We trust that the information contained here will ensure you have an enjoyable and fulfilling experience at Help Training Institute.

About Help Training Institute

HELP Training Institute (HTI), a division of HELP Employment & Training, was established over 20 years ago with a singular purpose, to create the greatest opportunities for every single individual and business we serve. As a Registered Training Organisation (RTO), we pride ourselves in delivering market leading relevant and practical accredited and non-accredited programs across Australia.

Help Training Institute provides tailored assistance, training and culturally appropriate learning solutions to all students, whether they be individuals seeking to enhance their skills or businesses seeking to improve their team capabilities and performance. These solutions include delivery techniques suited to people with disability, youth, mature-aged, Aboriginal and Torres Strait Islander people, school aged students, long-term unemployed, women returning to the workforce, individuals incarcerated in prison, people from refugee or migrant backgrounds.

At our core, Help Training Institute works under the fundamental people-first training principal with a focus on achieving employment pathways, career or business success. This is achieved by delivering nationally recognised skills and vocational qualifications that meet local employment demands combined with industry relevant workforce participation that centres on "World's Best Practice" modelling.

Our business is people and every part of our business is focused on your journey to success.

Our caring and respectful culture coupled with agile thinking, spirited teamwork, and market leading innovation all come together with one sole purpose.... to put our customers (you) first.

VET Quality Framework and Nationally Recognised Training

Help Training Institute is committed to ensuring it is able to provide quality training and assessment services which comply with the VET Quality Framework and Standards for RTO's 2015 at all times. This framework is aimed at ensuring greater national consistency in the way that all RTOs are registered and monitored in how the standards are enforced.

The Australian Qualifications Framework (AQF) is the national policy for qualifications in the Australian education and training system. Help Training Institute complies with the AQF as a condition of its registration.

Our qualifications will display the Nationally Recognised Training symbol.



Student code of conduct:

This Code of Conduct for students applies to students while they are attending training at Help Training Institute and vocational placement / work experience that has been arranged by the institute.

As a student of Help Training Institute you are expected to:

- Treat other students and Help Training Institute personnel with respect and fairness
- Respect all peoples' right to privacy and maintain the confidentiality of information.
- Follow Workplace Health and Safety rules at all times, in order to protect yourself and others
- Follow any reasonable direction from Help Training Institute personnel
- Take responsibility and be accountable for your own actions and conduct
- Be punctual and regular in attendance
- Communicate in an honest and open way
- Refrain from using mobile phones in workshops
- Refrain from using excessive or offensive swearing
- Return Help Training Institute equipment / materials on time
- Observe normal safety practices, such as wearing approved clothing and protective equipment
- Refrain from smoking in Help Training Institute buildings and non-designated smoking areas
- Take personal responsibility for participating in training activities and completing assessments by the due date or seek approval to extend the due date

As a student of Help Training Institute you must not at any time:

- Harass or bully fellow students or Help Training Institute personnel
- Damage, steal, modify or misuse property (including electronic records)
- Be under the influence of alcohol or drugs
- Engage in any other behaviour which could offend, embarrass or threaten others
- Engage in plagiarism, collusion or cheating in any assessment activity

Breaches of Conduct

Breach of conduct means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work, or is in breach of the Help Training Institute's expectations.

A student commits a breach of conduct if she/he:

- Assaults a person on the premises of the Help Training Institute training site or nominated facility
- Unlawfully removes, damages or uses any property of another person or the Help Training Institute
- Obstructs personnel of Help Training Institute in the performance of their duties
- Obstructs the teaching / training of a group or an assessment activity
- Commits or engages in any dishonest or unfair act in relation to an assessment activity, such as plagiarism or cheating
- Wilfully disobeys or disregards any lawful order or direction given by a member of personnel
- Enters part of the Help Training Institute's premises when directed not to do so by a member of personnel
- Fails to leave part of the Help Training Institute's premises when directed to do so by a member of personnel
- Fails to return Help Training Institute property or pay replacement costs when instructed to do so
- Fails to pay financial commitments to Help Training Institute
- Enters part of the Help Training Institute's premises whilst under the influence of alcohol or a drug

- Engages in any unlawful activity on the Help Training Institute 's premises such as using, possessing or supplying any prohibited drug, substance or weapon
- Discriminates against a person on the grounds of the person's age, race, sex, sexuality, gender, marital status, physical or intellectual disability, background or religion
- Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group
- Commits any other act which could reasonably be considered to be in breach of Help Training Institute expectations

Disciplinary Actions

Help Training Institute personnel and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones. Any individual who believes that a breach of discipline has occurred should report the breach of discipline to Help Training Institute without delay.

The aim of the Help Training Institute Code of Conduct for students is to ensure the safety, comfort and wellbeing of all people attending the Institute. Attempts will be made to solve conduct breaches through discussion and mediation before the provision of more formal procedures is invoked. In the event of a serious issue that may contain, however not limited to, theft, assault or any other acts that are against the law, these may be referred to the police. All students are required to abide by legislation that impact on their behaviour and/or the actions of others towards them.

Help Training Institute reserves the right to exclude students who display behaviour that the staff perceive as detrimental to the progress of other students and which shows no signs of improvement after staff have taken reasonable action to ensure the students has equal access to training.

Help Training Institutes action that will be taken when a student or students are not complying with these is:

1. A verbal and/or written warning will be given by the trainer. The trainer will document this and your employment agency may be advised if you have been excluded from the class at that point.
2. If the behaviour continues, then a second warning in written form will be given. This may come from your trainer or it may come from Help Training Institute's management team. The RTO Manager will be advised and they will proceed with investigating the best action from there.
3. You may be placed on an automatic suspension until further notice by the RTO Manager
4. The RTO Manager or Management Team will advise you of your outcome and if your enrolment with Help Training Institute is to remain active or cancelled.

Help Training Institute will review students who have been excluded from the program very stringently if the student applies for re-entry into the program. Past exclusion may be grounds for not allowing an applicant to re-enrol in the training program.

Types of training we offer:

Fee for service

Fee for Service is the terminology used for when a student cannot access any government funding due to eligibility conditions. Help Training Institute may be approached by an employer, individual or Job Active provider where students in this instance are not seeking reimbursement of subsidised funding from the government.

Certificate 3 Guarantee Program

The Certificate 3 Guarantee provides a government subsidy to allow eligible Queenslanders to obtain their first post-school certificate III level qualification. **Eligibility criteria must be met to access this funding.*

For more information refer to the Certificate 3 Guarantee Fact sheet by visiting:

<https://desbt.qld.gov.au/training/providers/funded/certificate3>

Vocational Education and Training in Schools (VETiS)

Vocational Education and Training in Schools (VETiS) focuses on delivering qualifications to provide school students with the skills and knowledge required for employment in specific industries. **Eligibility criteria must be met to access this funding.* If you need more information about VETiS in Queensland visit:

<https://desbt.qld.gov.au/training/providers/funded/vetis>

Higher Level Skills Program

The Higher Level Skills program provides a government subsidy in selected certificate IV or above qualifications and priority skill sets to help individuals gain the higher level skills required to secure employment or career advancement in a priority industry. **Eligibility criteria must be met to access this funding.* For more information please refer to Higher Level Skills Program by visiting:

<https://desbt.qld.gov.au/training/providers/funded/higher-level-skills>

Year 12 graduates – Fee-Free training

Free training is available for Year 12 graduates through two Queensland Government VET investment programs - the Certificate 3 Guarantee and User Choice. **Eligibility criteria must be met to access this funding.* If you need more information about Fee-free training for year 12 graduates, contact the Training Queensland Customer Centre on 1300 369 935, email training@dete.qld.gov.au or visit

<https://desbt.qld.gov.au/training/providers/funded/fee-free>

User Choice (apprenticeship and traineeship funding)

The User Choice program provides public funding for the delivery of accredited, entry level training to apprentices and trainees. For more information contact Apprenticeships Info (Department of Employment, Small Business and Training) on 1800 210 210 or email apprenticeshipsinfo@qld.gov.au

A few things before you enrol:

Pre-requisites

Some of our courses have pre-requisites embedded into the course unit selection. Please speak with our administration team if you believe you have credits that can help you through these areas.

Eligibility

As some of our courses have Queensland Government funding attached to it, you must meet this eligibility outlined by the Queensland Government to access it. If you are unsure or would like to know if you meet the eligibility of the funding, please discuss this with our administration team prior to completing your enrolment form.

Course selection

Help Training Institute wants to ensure that your training with us is a positive and achievable outcome for your personal and career growth. A part of this is ensuring that the qualification you choose with us helps you achieve where you want the growth to go. You can access more information about all our courses on offer by visiting our website:

<https://www.helpemployment.com.au/page/choose-your-services/find-training>

Language, Literacy and Numeracy

This is done to assess your ability to successfully complete your chosen course. If the assessment identifies that additional supports are required your trainer will make the arrangements and discuss the options with you. This may include note taking, one-on-one tuition, specialised activities and reasonable adjustments to assessment tasks.

Support Services

Help Training Institute provides a range of educational and support services to its students when it is identified that such supports will improve the training and employment outcomes. Support services are made available either directly or via arrangements with a third party. Support services include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace; and
- Any other services that Help Training Institute considers necessary to support students to achieve competency.

Referral Service Available	Contact Details
<p>Lifeline Lifeline provides all Australians experiencing a personal crisis with access to online, phone and face-to-face crisis support and suicide prevention services. Find out how these services can help you, a friend or loved one.</p>	Phone: 13 11 14
<p>Kids Helpline If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies or personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counselling support (anonymous if you prefer).</p>	Phone: 1800 551 800
<p>Drug Info DrugInfo is a service provided by the Australian Drug Foundation that offers information about alcohol and other drugs and prevention of related harms</p>	Phone: 1300 85 85 84 www.druginfo.adf.org.au/contact-numbers/help-and-support
<p>Reading and Writing Hotline For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.</p>	Phone: 1300 655 506 www.readingwritinghotline.edu.au
Referral Service Available	Contact Details
<p>Centrelink</p>	Phone: 1800 057 111 www.humanservices.gov.au/customer/dhs/centrelink
<p>Australian Apprenticeship Centres (AASN) Australian Apprenticeship Support Network services handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies.</p>	Phone : 13 38 73 australianapprenticeships.gov.au
<p>QLD Subsidised students Help Training Institute can also access adaptive technologies and support services for QLD student's with a disability through QLD DET's Skills Disability Support service.</p>	http://www.training.qld.gov.au/training-organisations/inclusive-practices/disability-support/skills-disability-support.html

Fees and Refunds

Fees & Charges

Help Training Institute charges a range of fees for programs and courses based on government contractual requirements and cost of running the course.

You will be made aware of the fees payable for your chosen course prior to/ or at the time of your enrolment.

Help Training Institute reserves the right to suspend or cancel training in the event that you fail to pay any part of the course fee as and when it becomes payable.

Enrolment Fees

Student Co-contribution Fees will be invoiced from the date of enrolment. This fee covers your enrolment, training, all study guides and workbooks and 1 x qualification issue. Co-contribution fees are to be paid in full at or prior to commencement of training.

If your Employer or an Employment Services Provider are paying the co-contribution on your behalf they will be invoiced in advance for the entire course and payment must be made prior to commencement of training.

Help Training Institute may accept payment of no more than \$1,000 from each individual student prior to the commencement of the course. Following course commencement, Help Training Institute may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Certificate 3 Guarantee Co-Contribution Fees

Certificate 3 Guarantee Co-Contribution fees may be paid on behalf of a student by their employer or other third party, but cannot be paid or waived by Help Training Institute.

Breakdown of training costs

Once you have completed a Certificate III level vocational qualification under the Certificate 3 guarantee program you may not be eligible for any additional government subsidised training.

User Choice Program Co-Contribution Fees

Students are required to pay a co-contribution fee for their training. In certain circumstances Help Training Institute may approve either a partial or a full exemption for a student in respect to the co-contribution fee based on eligibility.

School based Apprentices/Trainees (SATS) are not required to pay a co-contribution fee while they are still at school but may be required to pay fees once their training contract has been converted to full-time or part-time post school (see <https://training.qld.gov.au/training/incentives/year12-fee-free>). Details of all applicable fees and charges, including full costs, method of collection, refunds and exemptions will be provided prior to enrolment.

Refunds

From time to time a refund may be required for specific student cases. Refund information and arrangements are made available to students prior to enrolment via the Help Training Institute's Student Handbook (this booklet). This information is also included in the Student Fees, Charges and Refund policy which is available on the Help Training Institute website.

Cooling off period:

As the student, you need to ensure that you have requested in writing that you wish to remove yourself from the training course. Help Training Institute has a 24 hour cooling off period with your enrolment. This is from the time you send your enrolment through to our administration team and it is finalised. If you request to cancel your course within 24 hours there will not be any fees owed to Help Training Institute providing no training has been commenced. If training has commenced in any of your unit of competencies via our online platform, you forfeit all fees and are not entitled to a refund.

Refunds Due to Non-Provision of Services

Course fees will be refunded in full if Help Training Institute is unable to commence the course service. Where Help Training Institute or a third party representative is unable to complete the course services due to unforeseen circumstances or closure, any course services fees are refunded on a pro-rata basis, with comparison of the course fees paid against the units of competency where services have been delivered.

Where there is an instance of Help Training Institute default due to unforeseen circumstances, Help Training Institute will endeavour to arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Help Training Institute will not refund fees paid.

Refund Arrangements	
Help Training Institute is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course, as per the clients' preference.
Help Training Institute is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course, as per the clients' preference.
Help Training Institute defaults due to unforeseen circumstances.	Partial refund or alternative placement in a course, as per the clients' preference.

Refunds Due to Student Withdrawal Request

After the first 24 hours and up until the 30th day of being enrolled with Help Training Institute, students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. We will keep 75% of the course cost to cover our administrative costs.

If you have been enrolled with Help Training Institute for over 30 days and wish to cancel your enrolment and training with us, you will not be entitled to a refund.

Where training has commenced, course fees have been paid and a student believes a special circumstance refund is warranted, the student may apply for a refund in writing to:

Help Training Institute Manager
Help Training Institute
520 Curtain Avenue East
Eagle Farm Qld 4009
trainingadmin@helpenterprises.com.au
1800 877 545

All refunds require applications to be submitted and they are assessed and processed within fourteen (14) days of the application being received. The student will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

All students have the right to appeal a refund decision made by Help Training Institute to:

Queensland Training Ombudsman

Email: info@trainingombudsman.qld.gov.au

Phone: 1800 773 048

Mail: PO Box 15090, City East 4002

<https://www.qld.gov.au/education/training/training-ombudsman/pages/about-trainingombudsman.html>

What is included in your fees:

- All administration costs from the enrolment process until the issuing of your Statement of Attainment / Certificate
- Your trainer and assessor for the duration of your course
- All resources (these are only issued once, you may incur a cost to replace them)
- 1 x qualification print

What is excluded from your fees:

- Any additional prints of your Statement of Attainment and/or Certificates
 - Standard reprint is \$16.50
 - White card placement \$33.00
- Replacement resources if discussed
- Any additional training from your trainer and assessor that is outside of your course duration.

Enrolment and induction

Course Induction

Help Training Institute undertakes an induction sessions for all new students. Induction sessions may be conducted individually or in groups depended on the circumstances and individual needs. Inductions sessions are an opportunity for you ask questions about your course. Information provided and discussed at induction includes, but is not limited to:

- Further explanation of course content, competency standards, timelines and stakeholders
- Preparation and signing of your Training Plan (an additional support plan may be provided if applicable)
- Provision of initial course materials, information or activities
- An enrolment and induction declaration must be signed and returned to your training facilitator. Help Training Institute personnel facilitating the induction process are responsible for ensuring all paperwork is completed.

Enrolment

A student's enrolment into a course program is accepted and confirmed once:

- All enrolment information has been provided and discussed
- Identity has been confirmed
- An individual needs assessment has been completed
- All required enrolment information has been collected and confirmed
- Course entry requirements and admission requirements have been reviewed and confirmed
- Any government subsidy or support eligibility process has been undertaken and concluded
- Any final Pre Training Review processes have been conducted
- Applicable enrolment and course fees have been paid

Student Handbook

The Student Handbook may be available in the classroom with your assessor. If you are a correspondence or an online student, you can access our Student Handbook from our website. Alternatively, your assessor or our friendly administration team can email it through to you.

Unique Student Identifier (USI)

Any person undertaking nationally recognised training delivered by a registered training organisation needs to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which contains all your nationally recognised training records for any training completed after 1 January 2015. You can access your USI account online from a computer, tablet or smart phone anywhere, anytime.

It is free and easy for you to create your own USI online. While you may create your own USI, Help Training Institute is also able to create a USI for you. Help Training Institute can do this as part of the enrolment process. For more information please refer to Student Information for Unique Student Identifier enclosed with your induction pack or visit: usi.gov.au or call the Skilling Australia Information line 13 38 73

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must exactly match with those on the identification used for enrolment.

Training plan

The training plan is just that, a plan of your training. You, your work supervisor (Apprenticeship/Traineeship only) and trainer will set out the timeframes for your units of competency. This form needs to be signed by all parties and will be reviewed and updated at least four (4) times a year.

Work placement

Help Training Institute offers students in certain courses and programs the opportunity to undertake work experience with relevant employers. This is an excellent way to showcase your talents and put into practice what you have learnt during your course.

Some training programs carry a mandatory work placement component. You will be provided with full details of this and any other requirements of your specific course as part of your induction. This includes discussion of potential employers for undertaking a work experience opportunity, the Work Experience Agreement and the assessment requirements included in the Work Experience Log Book which must be signed-off by your work placement supervisor.

Training Record Book (Apprenticeship / Traineeship Only):

Under the contract requirements for User Choice, you will be issued a training record book based on the training plan within fourteen (14) days from the creation of the training plan. This document **MUST** be kept in a safe and secure location at the worksite always. The Department of Employment, Small Business and Training can visit your workplace and request this book to be shown to them.

Training and Assessment

Credit Transfer

Help Training Institute ensures students are not required to repeat any unit or module in which they have already been assessed as competent. Credit transfer is the process which provides students with credit for components of a qualification based on previously completed study.

All Credit Transfer applications must be supported by the appropriate evidence. This may be in the form of Nationally Recognised Qualification or Statement of Attainment indicating exactly the same code and title as those included in the student application, or other documents of equivalence.

Where a student provides suitable evidence they have successfully completed a unit or module at any RTO, Help Training Institute provides credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the recognition of individual competencies gained through other studies, training or experience at work, or from experience in everyday life. An RPL application process assesses skills and knowledge acquired through informal means (i.e. learning through experience of work-related, social, family, hobby or leisure activities) against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved. The granting of RPL status will allow for progression to other areas of learning more quickly thus shortening the duration of the traineeship or course of study.

If you feel that you could apply for recognition of prior learning toward your training course, then please discuss it with your trainer who will assist you to complete an application form.

Help Training Institute is not obliged however to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Course Materials

You will receive a comprehensive set of course materials, including a Training & Support Plan, Student Guide, Student Assessment Workbook, handouts and other relevant reference materials. Your trainer will assist you to understand the purpose of each of these documents.

Course Delivery Changes

Course dates, times and course content are occasionally subject to change in line with updates to competency standards and/or curriculum. In these instances, an 18-month transition phase is provided to allow existing students to complete their qualifications. You will be advised if there is a change to your course and provided with information regarding your options.

Assessment

You will receive a copy of a Student Assessment Workbook for each unit of competency you undertake. Your trainer will assist you to understand the purpose and requirements of the included assessment items. In all cases, assessment workbooks will contain at least three forms of assessment to determine whether you are competent or not yet competent in a unit. Before the assessment process begins, your trainer will discuss with you whether you feel ready for the assessment process. Only those students who feel they are ready to be assessed will undertake assessment.

You will be required to sign a statement for each Assessment Task confirming that the work done in the assessment task is your own work and not the work of any other student or person.

Assessment Marks

You will be deemed to be competent when all outcomes have successfully been completed within a unit of competency or module.

The assessment outcomes in competency based courses are:

- Competent
 - When the Student can demonstrate competence in all elements and learning outcomes.
- Not Competent
 - When the student has not demonstrated competence in all elements and learning outcomes.

A Student who fails to demonstrate competency in an assessment task can re-attempt that assessment task. Reassessments must be negotiated with your trainer.

Assessment Completion Timeframes

Help Training Institute understands the time constraints that students are under to complete assessment and work as well as live their daily lives. It is strongly recommended that you complete assessments when the information is still fresh and current in your mind.

For each unit of study there is a six-week time limit from the day the course is run to when your final assessment must be submitted. If you can't submit your assessments on or before the due date, you need to apply for an extension (in writing) from your trainer and receive written confirmation that the extension has been granted.

Cheating & Plagiarism

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating and plagiarism are serious acts and may result in exclusion from a unit, module or a course overall. Where a student has any doubts about including the work of other authors in their assessments, they should consult with their Help Training Institute trainer and assessor.

The following list outlines some of the activities for which a student can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student
- Presenting the work of another individual or group as their own work
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet
- Students are required to submit a signed cover sheet with every assessment. This includes a declaration that all work submitted is their own work except where there is clear acknowledgement or reference to the work of others.

Help Training Institutes action that will be taken when a student or students have been found to cheat/plagiarise:

1. A verbal and/or written warning will be given by the trainer. The trainer will document this and your employment agency may be advised if you have been excluded from the class at that point.
2. If the behaviour continues, then a second warning in written form will be given. This may come from your trainer or it may come from Help Training Institute's management team. The RTO Manager will be advised and they will proceed with investigating the best action from there.
3. You may be placed on an automatic suspension until further notice by the RTO Manager
4. The RTO Manager or Management Team will advise you of your outcome and if your enrolment with Help Training Institute is to remain active or cancelled.

Course Withdrawal / Extension

Withdrawing from a Course

If you are considering withdrawing from your course you should let your trainer know. Your trainer will discuss options with you including potentially changing to a different course, different delivery location or to extend the time available for you to complete your course. If after discussing options with your trainer you decide to withdraw, you will need to provide your trainer with written notice. Your trainer will then submit your notice to the Help Training Institute Administration team to action.

If you have successfully completed any units of competency you will be issued with a Statement of Attainment for those units.

Applying for an extension to your training:

If you require an extension for any of the training components please speak with your trainer in the first instance. Alternatively you can send an email through to trainingadmin@helpenterprises.com.au to request an extension.

Completion

Completion of the Course / Qualification

Once you have satisfactorily completed all assessment items for the relevant units of competency that make up the course / qualification you will be issued with a qualification certificate, if you did not complete the full qualification a Statement of Attainment will be issued detailing any competencies which you attained.

For trainees a Completion Agreement will also be signed by you, your employer and a Help Training Institute representative and forwarded to the Department of Education, Training and Employment. Your traineeship will then be officially completed.

Help Training Institute issue AQF certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Learner Engagement / Certificate 3 Guarantee Surveys

You may be required to complete surveys from us. These surveys maybe around government subsidies, training products, your overall experience with training. Your input is beneficial to the growth and development of your training services and we encourage you to participate with these surveys.

Traineeship forms

If you are under a traineeship with us, from time to time you or your employer may be required to complete government forms that the department may require. We will explain the requirement of the form as the need arises.

Key policy and procedure summary

Harassment and discrimination

At all times, Help Training Institute will provide an environment that is free from all forms of harassment and discrimination.

Everyone, regardless of whether they are a student, trainer, administration or support staff member is entitled to expect the following rights:

- To learn, teach and carry out their duties
- To be treated with respect and treated fairly
- To be safe in the workplace emotionally and physically
- All reports of harassment and discrimination are treated seriously. Harassment, discrimination, victimisation and bullying is unwelcome and unacceptable behaviour that will not be tolerated.
- To inform Help Training Institute Management of any harassment or discrimination. Management has the responsibility to immediately take appropriate action to address the issue
- All complaints that have been made by and against to be treated fairly and to receive information, support and an outcome that best suits both parties.

Privacy & Confidentiality

Help Training Institute is committed to complying with Commonwealth legislation (the Privacy Act and the Australian Privacy Principles) that deals with how businesses may collect, hold and use personal information (including sensitive information) about individuals and to protecting and safeguarding student's privacy when they deal with us.

Help Training Institute will only collect such personal and/or sensitive information that is necessary to the involvement of the student in their training. This will include information that the institute is required to collect and retain as evidence of the individual's eligibility to participate in State and Federal Government funded programs (e.g. Certificate 3 Guarantee).

Help Training Institute will store all student information in locked filing cabinets to which only authorised staff have access. Staff will ensure all student information is never accessible to unauthorised personnel.

Any student has the right to view information that Help Training Institute holds in respect of his or her training. Any student wishing to access their records should seek permission via their trainer or Training-Administration. All such requests must be in writing.

Any individual who feels that Help Training Institute has breached its obligations in the handling, use or disclosure of their personal information may raise a complaint. We encourage individuals to discuss the situation with their Help Training Institute representative in the first instance, before making a complaint.

Change of personal details

It is the student's responsibility to ensure all personal details are true and correct throughout their time training. To update any personal details, please speak to your trainer or alternatively you can send an email through to: trainingadmin@helpenterprises.com.au

Access & Equity

In line with obligations under Commonwealth legislation, Help Training Institute is committed to promoting a fair and equitable environment for students that is free from discrimination, harassment and vilification.

Help Training Institute strives to maximise opportunities for access, participation and outcomes for all students within the vocational education, training and employment system. The Access and Equity principles under which Help Training Institute operates include:

- Equity for all Individuals through the fair and appropriate allocation of resources
- Equality of opportunity for all Individuals without discrimination
- Access for all Individuals to appropriate quality training and assessment services
- Increased opportunity for Individuals to participate in training

Help Training Institute is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This includes the Disability Discrimination Act (1992) and the Anti-Discrimination Act (1998).

Help Training Institute undertakes to identify and, where possible, remove barriers that prevent individuals from accessing and participating in our services on the basis that reasonable adjustments will be provided.

Help Training Institute is committed to ensuring that access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all students, prospective students and other stakeholders. Help Training Institute recognises and values the individual differences of its students and the communities in which it operates. Help Training Institute views diversity as an opportunity to enrich and extend opportunities for all. The Institute strives to create an inclusive environment for all people regardless of their backgrounds.

Workplace Health and Safety

Under the Work, Health and Safety Act 2011, Help Training Institute has a duty of care to provide a safe and healthy environment for all people. Help Training Institute places a high priority on the health and safety of its staff and students.

Help Training Institute students must:

- Accept their responsibility to comply with all occupational health and safety procedures
- Take reasonable care of themselves and others on the premises
- Not interfere with or misuse items or facilities provided in the interest of health and safety
- Report any incidents, actual or potential hazards and "near misses" to a member of the Help Training Institute team
- Adhere to safe work practices, instructions and rules
- Immediately report any unsafe work condition or equipment to a member of the Help Training Institute team
- Not misuse, damage, refuse to use, or interfere with anything provided in the interest of health and safety
- Perform all work duties in a manner which ensures individual health and safety and that of all other employees
- Encourage fellow students to create and maintain a safe and healthy work environment
- Co-operate with staff and other students to ensure the health and safety responsibilities are upheld

To ensure awareness of workplace safety requirements and obligations, students will be:

- Made aware of safe travel and parking arrangements for all operational locations
- Provided with adequate information regarding hazards and risks within each operational premises
- Trained, where required, in the safe use, handling and storage of equipment and materials

Incidents and Emergencies

Students are required to immediately notify their trainer or another staff member of Help Enterprises of any incident occurring during or which may affect the delivery of training. The notified staff member will then take responsibility for assessing the situation to determine what action needs to be taken.

If the incident is severe and warrants a level of support/assistance from external resources the responsible staff member will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the student involved is incapacitated and unable to provide these particulars themselves.

Emergency Evacuations

Each student will receive emergency evacuation instructions upon arrival at a Help Training Institute Training Hub. The course facilitator will advise students what to do in the unlikely event of an emergency. It is mandatory for all students to participate in and follow any instructions given by a member of staff during an evacuation. This is regardless of whether the evacuation is conducted as part of an emergency response or for training.

Smoking

Help Training Institute is a 'smoke free' environment and students are requested to use the designated smoking areas only. Your course facilitator will advise you of these locations at induction.

First aid

Your trainer will advise of who to speak to regarding any first aid that needs to be administered in the classroom environment. There are qualified first aid officers at all Help Training Institute premises, if it is a medical emergency, Help Training Institute staff will call for an ambulance and stay with the student until they arrive.

Complaints and appeals

Complaints and appeals

How to provide a complaint?

During course activities, students may have some concerns or they may be unhappy with a particular aspect of their training program. The first point of contact for raising your concerns is your Trainer/Assessor. If the matter is not resolved to your satisfaction, all formal complaints must be submitted in writing to Help Training Institute to trainingadmin@helpenterprises.com.au

Appeals Process

Help Training Institute's appeals process provides students with a formal mechanism to request a review of decisions, including disciplinary decisions, refund decisions and assessment decisions, made by Help Training Institute or a third party representative providing services on Help Training Institute's behalf.

Help Training Institute's appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Help Training Institute, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Before making a formal appeal, you are required to discuss the matter with the relevant Help Training Institute personnel in an effort to reach an agreement. If you are unable to reach an agreement or are still unhappy with the decision you can lodge a formal appeal in writing to:

Help Training Institute Manager
Help Training Institute
520 Curtain Avenue East
Eagle Farm Qld 4009
trainingadmin@helpenterprises.com.au

Appealing Assessment Decisions

You are entitled to undertake three attempts at any assessment item. If you have had three attempts but still have not successfully completed the assessment item you will achieve a final result of not competent for that unit of competency.

You have the right to appeal an assessment decision if you believe it is incorrect or there are extenuating circumstances which have impacted on your ability to successfully complete the assessment.

If you wish to appeal an assessment result you must do so within 28 working days of receiving the assessment result. The first step is to contact the trainer about the assessment decision. If an agreement cannot be reached, then the Training Manager must be informed in writing of the assessment appeal.

The Training Manager will review your appeal and make a decision based on the evidence provided and through interviewing the relevant parties (if necessary). If you are unsuccessful again and you still disagree, Help Training Institute will arrange an external assessor to evaluate the student's performance.

Responding to your complaint

Once a matter is lodged, your complaint will be registered and action will then be instigated in line with our complaints procedure. Students will be given written notice of the action to be taken and if they are still dissatisfied, the complaint will be referred to the Help Training Institute complaints process is available to manage and respond to allegations involving the conduct of:

- Help Training Institute, its trainers, assessors or other personnel; or
- A Help Training Institute contracted third party providing services of Help Training Institute, including the third party representatives trainers, assessors or other personnel; or
- A student of Help Training Institute.
- Help Training Institute undertakes to:
 - Handle all complaints without prejudice or discrimination regardless of Race, Educational Status, Physical, Age, Sexual Orientation, Gender, Religion or Medical Condition
 - Record all complaints reported
 - Assign a staff member to manage an individual case
 - If the complaint is of such a nature that it cannot be handled in-house, outside assistance will be sought to mediate
 - Resolve the case to a satisfactory conclusion for all parties as quickly as possible
 - Treat all issues as confidential and with complete discretion

Complaints and feedback review and appeals

Internal review:

If you still feel that the complaint or feedback decision is unfair, you have a right to ask for an internal review of the decision. Your request for an internal review must be on the basis of the way in which the complaint/feedback decision was reached by Help Training Institute.

If you are asking for an internal review, it must be made in writing to

trainingadmin@helpenterprises.com.au

External Appeals:

All students also have the right to raise a complaint directly with the Queensland Training Ombudsman

Email: info@trainingombudsman.qld.gov.au

Phone: 1800 773 048

Mail: PO Box 15090, City East 4002

Complaints can also be made direct to Australia Skills Quality Authority (ASQA) by contacting:

Email: enquiries@asqa.gov.au

Phone: 1300 701 801

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