



Hailer Training

Student Handbook

2015

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PROGRAMME OVERVIEW

The staff at Hailer Training looks forward to working with you as you train to achieve your goals while undertaking your studies.

Our qualifications are designed to maximise your learning experience and equip you with the knowledge and tools to enhance your career prospects.

On completion of your studies you will be issued with the appropriate certificate of completion or the National recognised Qualification.

ASSESSMENT

Assessments will be conducted by your HAILER TRAINING trainer/assessor.

If you are deemed “Not Yet Competent” your assessor will talk to you about what you can do about it. You may need to undertake additional assessment tasks or have more practice before being assessed again.

RECOGNITION OF PRIOR LEARNING (RPL)

It is the policy of HAILER TRAINING that an individual’s learning and skills are recognised irrespective of how or where they have been acquired. In some instances you may find that previous training, work and/or life experience has already given you skills in areas for which training or assessment is proposed. If this occurs, you may be granted RPL

Your trainer will conduct a formal recognition of your prior learning in the same way as an assessment, involving various types of evidence collection. If RPL is granted to you, this reduces the amount of formal training required to complete the training program

HAILER TRAINING RPL procedure involves the following:

- A HAILER TRAINING trainer/assessor explaining and offering RPL to every student prior to enrolment in the training program.
- Student informs trainer/assessor of their intention to apply for RPL
- The trainer/assessor provides the student with an RPL kit and advises the student of how to complete the RPL process,
- Student lodges their application with their trainer/assessor.
- The student will be invited to attend an interview to discuss their application where appropriate.
- The student will be asked to provide further information where required.
- An assessment and verification of the application will be undertaken.
- Applicants will be notified of the decision. Where applicable, exemptions/credits will be granted and recorded.
- If an applicant disagrees with the decision they may dispute it by following the Appeals and Grievance Policy and Procedure

STUDENT SUPPORT SERVICES

HAILER TRAINING aims to ensure all students are provided with the support needed to maximise their learning opportunities. A HAILER TRAINING trainer/assessor is able to provide referrals on request to a range of services and professional associations including personal and career advisory/counselling services

Problems or difficulties may occur from time to time. In such circumstances, you need to discuss the situation with your trainer/assessor who may move the training and/or assessment to another time (refer to: your welfare).

If you have a disability you should see your trainer/assessor about reasonable adjustment to the way you are assessed in your unit(s) of competency. Examples of reasonable adjustments include: large print, extra time, etc.

LANGUAGE, LITERACY AND NUMERACY

To keep our courses accessible, individuals who have been identified with language; literacy, numeracy or other disabilities (through our enrolment process) will be interviewed by the CEO to establish the most appropriate support mechanisms to put into place, such support includes although not limited to additional time to complete written work, oral rather than written assessments, computer access, the use of a support person during class time and assessments or a referral to a local LLNP specialist if required.

Whatever you do If you have a problem:

Don't 'pullout' or 'give up' on your training, even if things are not going to plan. They can usually be fixed.

Do talk immediately to your trainer/assessor or a staff member at HAILER TRAINING (refer to client support).

Remember, your training can be the best start to a rewarding career. It will lead you in all sorts of new directions. So make it work!

Just remember to always ask for help as soon as you need it and ask questions if you are unsure.

CONTACT INFORMATION

If you require any assistance during your training, please contact Hailer Training:

Phone: 1300 309 802

Mobile: 0408 675 340

Email: admin@hailersolutions.com.au

Web: www.hailersolutions.com.au

APPENDICES

Assessment Policy

HAILER TRAINING assessment practices shall be in accordance with the following principles:

- Open, accountable and defensible with emphasis on fairness and openness to the person being assessed;
- Outcome orientated with focus on the achievement of learning outcomes;
- Flexible and holistic encompassing a wide variety of assessment tools and methodologies;
- Flexible, fair, valid and reliable;
- Support for learning for providing information for what a person needs to do to improve their competence;
- Enable the participant to take full advantage of prior learning and competencies already achieved;
- Right to appeal will apply to all who are assessed – defensible and well publicised mechanisms for appeal exist.

Definition

Assessment is the process of collecting evidence and making judgments on the progress towards and achievement of performance requirements of learning outcomes.

Awards & Qualifications

For a candidate to be awarded a qualification, they must satisfactorily complete all units of competence that are a mandatory part of that course. Candidates who fail to satisfy these minimum course requirements will be given a Statement of Attainment listing only those units of competency successfully completed.

Assignments & Workplace Projects

- Assignments and other evidence must be submitted by the specified deadline for a result to be recorded and extensions of time will only be given in exceptional circumstances.
- Extensions must be granted prior to the due completion date of relevant project work.
- Participants unable to complete assessment due to illness or exceptional circumstances may apply for a deferred special assessment.
- Participants who do not gain a Competency rating in an assessment are entitled to a re-submission. Failure in the second assessment will result in a "Not Yet Competent" result and the participant will be required to undertake further training before further assessment will be conducted at additional costs.

Moderation & Validation of Assessment

At the end of each course, The RTO Manager will co-ordinate a meeting of trainers/assessors to validate and moderate assessment outcomes. This meeting will consider feedback from participant surveys, any relevant customer complaints/grievances and the latest industry survey (Refer also to Risk Management/Continuous Improvement Policy 3).

Assessment Appeals

See complaints, grievances and appeals policy Appendices.

STAFF AND STUDENT CODE OF CONDUCT

PURPOSE:

The following outlines the code of conduct, otherwise known as the rights and responsibilities for students and staff at Hailer Training. This information defines expectations for responsible behaviour for both staff and students.

SCOPE:

This policy applies to all staff members employed and all students enrolled at Hailer Training.

POLICY:

HAILER TRAINING recognises that students who choose our programs are seeking to gain the maximum benefit in their higher education studies and that they have chosen HAILER TRAINING due to its convenience, accessibility, affordability relative to value, our focus on individual relationship and support. We provide a time, place and opportunity for individuals to develop their knowledge and their skills, and to secure a meaningful and promising future in Australia. We work with each student as an individual, to enable them to achieve their full potential. We seek to provide a formative experience that contributes to the students' ongoing ability for lifelong learning, personal and professional development. HAILER TRAINING operates within an environment of multiculturalism and diversity. We do not discriminate on the basis of gender, religion, sexual orientation, age, marital status or disability. We are a community of varied backgrounds, abilities, ethnicities, national origins and experiences. We treat each student fairly and equitably and expect all students to embrace these values and all of us are prohibited from any form of harassment or discrimination on the basis of these criteria.

The HAILER TRAINING Code of Conduct aims to ensure that HAILER TRAINING creates and maintains an environment that is conducive to work, study, and learning.

This Code has been developed to assist HAILER TRAINING to maintain public trust and confidence in the integrity and professionalism of its operations by ensuring that all staff and students maintain appropriate standards of conduct, exhibit principles of fairness and equity including in all our decision making and that all behaviour maintains and enhances the reputation of Hailer Training.

Attendance

Students are expected to attend all scheduled classes. All students are expected to sign the attendance book when they arrive and when they leave. If students arrive late or leave early they must briefly record the reason for this in the remarks section of the attendance book at the time they leave / arrive.

General Conduct

- Students and staff should be courteous to all other students and to all members of HAILER TRAINING staff. The personal and professional behaviour of staff must conform to standards that could reasonably be expected for persons by virtue of their positions. Specifically, staff must: perform their duties professionally, with care, skill, fairness and diligence; engage in ethical conduct; treat all others with courtesy and with due regard to their rights in the workplace and in society generally. Students and staff must not display conduct which is disorderly, disruptive, lewd or indecent.
- Students and staff must behave in a manner which is not discriminatory towards any other student or staff member because of race, colour, religion, ancestry, national origin, gender, marital status, sexual orientation, age, or disability.
- Students and staff are expected to respect the differences (which may be cultural or social) of other students and staff, and to recognise the valuable contributions all individuals can make to the learning environment.
- Students and staff must not exhibit behaviour which may be interpreted as abusive. This includes physical abuse; rape and sexual assault; and verbal abuse (including defamation, threats, intimidation, coercion, extortion, blackmail, use of fighting words, profanity, harassment, bullying).

Academic Conduct

- Students must behave in a manner which does not interfere with teaching, learning or HAILER TRAINING administration.
- Students must use their best endeavours to complete all class and home assignments set by their teachers.
- Students have the right to access information about their course, for example outlines, assessment procedures, and progressive results, and access to learning as set out in course outlines.
- Students have the responsibility to follow instructions regarding the proper use of copyright.
- Students must not cheat or plagiarise, provide false information, or alter or misuse any HAILER TRAINING document, record or instrument of identification.
- Staff will engage in the equitable treatment of all students because all HAILER TRAINING trainers have a professional responsibility to teaching their subjects in such a way that all students, regardless of their background or characteristics, have an equal opportunity to learn and to demonstrate that learning, in accordance with the aims of the subject.

Administrative conduct

The principles of natural justice and procedural fairness should be applied where staff make decisions of a discretionary nature or when resolving grievances. Students have the right to receive equitable treatment.

- Students will have recourse to an appeal of staff decisions made at HAILER TRAINING. Refer to Complaint and Grievance policy.
- Staff are required to exercise care in their interactions with students and other stakeholders of HAILER TRAINING.
- The appearance or perception of, or real conflict of interest must be avoided and to this end staff are not permitted to accept gifts from students. HAILER TRAINING staff must not conduct business or interact with students on behalf of HAILER TRAINING outside HAILER TRAINING's premise.

Alcohol and Illegal Substances

- Alcohol is not permitted on HAILER TRAINING premises.
- The use, possession, sale, distribution or production of illegal substances will be reported to the police.

HAILER TRAINING Property

- Students and staff must not damage HAILER TRAINING property or litter HAILER TRAINING premises.

Health and Safety

- Students and staff must conduct themselves in a manner which does not endanger or threaten to endanger the health and safety of oneself or others in HAILER TRAINING community.
- Students and staff must advise HAILER TRAINING of any reportable or potential infectious diseases to assist in the management of health issues.

Complaints, Grievances and Appeals Policy

It is essential that participants have a clear process for sharing any complaints or grievances, and if such grievances are related to assessment outcomes, participants should have a fair process for appealing against assessment outcomes they do not agree with. HAILER TRAINING will deal with complaints, grievances and appeals in a constructive and timely manner. It is our policy to ensure that:

1. Each complaint, grievance, appeal and its outcome is recorded in writing;
2. Each appeal is heard by an independent person or panel;
3. The complainant has an opportunity to formally present his or her case;
4. The complainant is given a written statement of the appeal outcomes, including reason for this decision; and
5. The RTO Manager ensures action is taken by HAILER TRAINING to rectify and/or prevent a reoccurrence subject of any substantiated complaint. This policy ensures that:
 - All disputes or grievances will be handled professionally and confidentially in order to achieve a speedy resolution.
 - All parties have a clear understanding of the steps involved in the grievance policy.
 - Participants and staff are aware of the policy and procedures for handling grievances and are informed of those in writing at induction.

Definitions

A grievance, complaint or appeal is deemed to be dissatisfaction with the procedures, outcomes or the quality of service provided by employees of the RTO in relation to the following processes:

- Enrolment
- The quality of training delivery
- Training/competency assessment, including recognition of prior learning
- Issuing of results, certificates and/or statements of attainment
- Any other activities associated with the delivery of training and assessment services
- Other issues such as discrimination, sexual harassment, participant amenities, etc.

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is made in writing to the Operations Manager.

Procedure

HAILER TRAINING welcomes suggestions or ideas for improving our services and being informed about any difficulties in dealing with us.

This procedure describes the process by which trainers and participants may have problems addressed effectively, efficiently, professionally and confidentially.

1. The complainant is encouraged to discuss the complaint with the relevant trainer/assessor or any staff member.
2. If the complaint is unable to be resolved, the grievance should be recorded in writing and lodged with the Operations/Training Manager.
3. The Operations/Training Manager is responsible for investigating a complaint and recommending the appropriate course of action.

If the complaint is about a specific individual, the Operations/Training Manager's response will include:-

- Informing the person about whom the complaint is made and seeking their views and perspective
- Giving consideration to the use of a mediator
- Informing the complainant of the outcome of the complaint in writing within 5 working days

4. If the matter remains unresolved the complainant will have the opportunity to direct a written complaint to the RTO Manager. The RTO Manager will investigate the matter, including an opportunity for both the complainant and respondent to present their case and respond to both parties in writing within 5 working days.

Assessment Appeals Procedure

Participants will be able to resubmit their assessment tasks a total of two (2) times. Failure to be competent after a third attempt will result in the participant failing the unit. HAILER TRAINING staff provide face to face, online and telephone support for clarification of assessment requirements. Please utilise these services.

If a participant is dissatisfied with their assessment, or has been graded as “Not Yet Competent”, they should:

- Contact their assessor to discuss their concerns
- Resubmit the task with any additional information
- Review the second result. If still dissatisfied, a second assessor will conduct an assessment
- If the participant is still dissatisfied with their result, the Operations Manager along with the two assessors involved, will review the assessment task
- If agreement has not been reached the matter will be referred to an independent external person or panel acceptable to all parties, with expertise in the area concerned.
- The complainant will be notified of the outcome of their appeal in writing by the Operations Manager

A “Not Yet Competent” outcome means the participant must do all tasks again for that unit and will be charged an additional fee.

Please note: HAILER TRAINING will endeavour to the best of its ability to support each candidate and our aim is to offer ongoing assistance to enable each individual to achieve success in their studies.

Mutual Recognition

HAILER TRAINING is committed to providing a recognition process to all students that is:

- Valid
- Current
- Sufficient
- Authentic

This process allows all students who wish to have their current skills and knowledge, as well as previous learning and education which may have contributed to their competence level, assessed against a nationally recognised course/qualification.

In accordance with the Australian Quality Training Framework, this quality process also ensures that efficiency; effectiveness, flexibility, fairness and openness are

maintained at the planning, implementation and reviewing stages of the recognition process.



In order to achieve this, the recognition process is conducted by Assessors who are experienced professionals in their industry and their detailed knowledge of competencies and qualifications enables them to achieve efficiency, effectiveness, flexibility, fairness and openness.

The recognition process also allows a consultative approach to assessing both prior and current competence through planning, implementing and evaluating the process.

In addition, those Participants who are dissatisfied with the outcome of a recognition process are able to lodge an appeal through HAILER TRAINING Customer Complaints, Grievances and Appeals process and Participant feedback regarding the recognition process is used as a valuable mechanism to continually improve the process.

Privacy Policy

This is the Privacy Policy of Hailer Training. HAILER TRAINING understands and appreciates that members and students may be concerned about their privacy and the confidentiality and security of their information held by HAILER TRAINING. HAILER TRAINING is committed to protecting your privacy and to complying with the National Privacy Principles. HAILER TRAINING's Privacy Policy and Procedure sets out HAILER TRAINING's practices and procedures on the collection, use, protection and recording of personal information that is collected online and offline. The Privacy Policy is regularly reviewed to ensure its currency and relevance, so you should occasionally review it.

Information collected

HAILER TRAINING collects personal information about our members from registration forms. The type of information we collect will depend on which of our products or services are used. The personal information we want to collect includes:

- Name
- Contact details (for example, postal address, e-mail address, telephone number(s), facsimile number)
- Citizenship
- Qualifications
- Date of birth
- Occupation
- Subject/course
- Membership details
- Professional development choices.

Any printed forms completed and sent to us will be kept on file.

Use and disclosure of information

Personal information supplied by a student is only used by HAILER TRAINING in connection with conducting its business as a professional provider of education. HAILER TRAINING uses personal information to provide educational services, to improve its services, to undertake marketing activities directed at students or prospective students. It also uses the information provided, such as survey data and feedback, to continually improve its products and services.

HAILER TRAINING at all times strives to ensure that the use of information provided is transparent. If personal details need to be used for a purpose other than one that could reasonably be expected by members or students, specific consent will be sought.

HAILER TRAINING will not generally disclose personal information concerning a member or student to external parties, other than for a purpose directly related to the provision or improvement of its education services.

In order to deliver services, HAILER TRAINING occasionally needs to provide some personal information provided to its agents, contractors or third party service providers (such as providers of administrative, telecommunications, computer or other services). These service providers support the operation of Hailer Solutions business and are under contract to HAILER TRAINING to keep that information confidential and secure.

Personal information is occasionally shared, on a strictly confidential basis, for the purpose of running joint venture professional development events and/or sponsorship. HAILER TRAINING does not provide or sell any database information to external organisations for commercial purposes.

Access to information

In order to properly service students, HAILER TRAINING invites students to regularly access and update their personal information at any time. HAILER TRAINING always strives to maintain accurate, complete and up-to-date information.

To access, check or amend any such information held by HAILER TRAINING, please use the website (www.hailersolutions.com.au) or contact the HAILER TRAINING office on Ph: 1300 309 802.

If any student has any queries about the way in which HAILER TRAINING is handling their personal information, they should contact Vetcorp Australia. In the event that the individual and HAILER TRAINING are unable to resolve any queries, the individual is entitled to arrange for an independent person (such as the Privacy Commissioner) to investigate his/her complaint.

LEGISLATION



A number of Commonwealth and State Government Acts of Parliament relate to the administration of training organisations. These include:

WorkSafe is the Western Australian Government agency responsible for the administration of the *Occupational Safety and Health Act 1984*. It is a division of the Department of Commerce.

<http://www.safeworkaustralia.gov.au/sites/swa/about/who-we-work-with/regulators/wa-regulators/pages/wa-regulators>

Western Australia industrial Relations Commission

<http://www.wairc.wa.gov.au/>

Department of Child Protection and Family Support

<http://www.dcp.wa.gov.au/Organisation/Pages/Legislation.aspx>

Australian Human Rights Commission

<http://www.humanrights.gov.au/guide-australias-anti-discrimination-laws>

Privacy Act 1988 (Commonwealth – administered by the Office of the Privacy Commissioner)

<http://www.legalaid.wa.gov.au/InformationAboutTheLaw/treatment/Pages/Privacyandfreedomofinformation.aspx>

<http://det.wa.edu.au/policies/detcms/policy-planning-and-accountability/policies-framework/legislation/privacy-act-1988.en?oid=SiteProxy-id-11217887>