Training Services Unit

Welcome

We take this opportunity to welcome you as a course participant of Human Performance Centre.

The participant handbook provides you with the necessary information including our code of practice, key policies and procedures and rules and regulations, which govern how Human Performance Centre operates with regard to your proposed studies. These apply wherever training and assessment is conducted.

Please read the following information and should you have any questions about its contents please do not hesitate to ask prior to enrolment or once you have commenced your studies.

You having read the participant handbook is a condition of enrolment.

On behalf of Human Performance Centre, we look forward to working with you and to helping you towards achieving your chosen career.

The Human Performance Centre Team
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Introduction

Vision, Mission and Values Statement

Human Performance Centre is founded on a solid basis of extending/providing employment opportunities for qualified trainers and assessors of vocational education and training to train and assess in their chosen field of expertise.

Human Performance Centre’s mission, vision and values forms the basis on which the Human Performance Centre seeks to be nationally and internationally recognised as a centre of vocational training and assessment serving in excellence for all its internal and external clients in an aspiring, caring, professional and quality driven environment, embraces these opportunities.

Human Performance Centre is a well-established Registered Training Organisation that offers a range of qualifications and nationally recognised and non-accredited short courses. It is dedicated towards providing quality training and assessment for those who are entering employment as well as those who wish to upgrade their skills and knowledge and gain a formal qualification.

Our vision, mission and values, not only strive for excellence but intends to inspire our graduates towards the achievement of their own career aspirations.

This handbook provides you with an overview of our Code of Practice which influences the direction of Human Performance Centre’s key Policies and Procedures, which is also provided. It is a requirement that you have read and will adhere to these policies and procedures prior to enrolment. These policies and procedures apply wherever training and/or assessment is conducted.
Code of Practice

The commitments set out in the Code of Practice underpin the operations of Human Performance Centre. It provides guidelines for the ethical conduct of how Human Performance Centre meets our client’s needs. All staff and contractors will abide by its provisions.

Legislation

Complies with all Federal, State and Territory regulatory and legislative requirements with particular reference to Standards for NVR Registered Training Organisations, Workplace Health and Safety, Equal Employment Opportunity and Anti-Discrimination and Privacy.

Administration

Human Performance Centre has sound management policies and procedures and will fulfill its legal and legislative obligations which this Code of Practice is its foundation.

The Human Performance Centre operates in accordance with the VET Quality Framework (VQF). The VQF is the nationally agreed quality framework for the Australian vocational education and training sector.

These standards include, among others:

- Transparent ethical marketing practices, provision of competency based training and assessment against endorsed training packages which Human Performance Centre is accredited to offer and recognition of qualifications issued by other RTOs.
- Provides modern training facilities, equipment and current materials that enhance learning.
- Has sound participant record keeping and financial management practices and accepts that the Australian Skills Quality Authority (ASQA) may access these for audit purposes against the VQF. Participant fees are protected.
- Maintains accurate, confidential and secure participant information. Client information will be released to ASQA for audit purposes. Information will not be released to any other parties unless permission is given by the client in writing.
- Is committed to the continuous improvement and review of its administrative, training and assessment services and encourages feedback from all its clients to assist towards its pursuit of providing quality driven outcomes for the benefit of all stakeholders.

Staff

- Employs qualified and industry experienced trainers and assessors as stated by the minimum requirements set by the relevant Training Package, or accredited or non-accredited programs, they train/assess against. That all staff and contractors share the same ethics, philosophies and values set by Human Performance Centre and strive for excellence in providing the highest quality of service.
- All staff and contractors will be honest, reliable and professional in their undertakings. They will provide a prompt and high level of service to its clients, and all activities they carry out will be accurate, handled with integrity, ethical and professional at all times.
- Respects the individuality of all participants, their learning needs, their prior knowledge and life experience, and applies appropriate adult learning strategies.
- Maintain privacy and confidentiality in respect of all matters relating to participants and staff and business matters related to Human Performance Centre training services.
Marketing

- Provides current, accurate and relevant information in all marketing material that is not misleading, vague or ambiguous
- Will deliver the services it promises

Enrolment

Provides the following information to prospective participants: all fees and charges; selection criteria on the basis of access and equity; recognition of prior learning; refund, complaints, assessment requirements and expectations and assessment appeals policies and procedures; certification or qualification to be issued as a result of full or part completion of the program; vocational outcomes.

Client services

Provides academic support and welfare to participants with language, literacy and numeracy or who have other special needs or it will refer them to external agencies for additional learning support. Reasonable adjustment to assessment may be made provided that the assessment outcomes remain the same and fair to all.

Participants

- Will respect the individuality and rights of all fellow participants.
- Adhere to all legislative requirements, with particular reference to anti-discrimination and workplace health and safety, UNIT rules and regulations.
- Will treat Human Performance Centre staff members with respect.
- Will complete their course with honesty and integrity and within time frames set under the course program requirements.
- Will follow and abide by the requirements and obligations written in this Participant Handbook

Assessment

- Human Performance Centre conducts valid, reliable, flexible and fair competency based assessment.
- Ensures that evidence gathered is valid, current, sufficient and authentic.
- Results of assessment will be issued to the participant promptly, and to an agreed third party if their fees were paid on their behalf.
- Participants will be given the right to be re-assessed and or appeal their assessment result.

Our Guarantee of Service:

To ensure that we provide training and assessment services that meet the needs of clients and industry we employ sufficient suitably qualified and experienced trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

For courses that have commenced, in the unlikely event that Human Performance Centre is unable to deliver the course in full the participant will be offered the option to enrol with another RTO and Human Performance Centre will assist in both finding a suitable RTO and in the transition to the new RTO.
Training Courses

Human Performance Centre offers a range of Certificate qualifications and short courses.

These include:

- SIS30315 Certificate III in Fitness
- SIS40215 Certificate IV in Fitness
- HLTAID003 Provide first aid
- HLTAID001 Perform CPR
- BSB42615 Certificate IV in New Small Business
- BSB40615 Certificate IV in Business Sales

Short courses, ranging from half day, to full day and week long courses are also available. Non accredited short programs may also be tailored to meet specific needs.

Location

Human Performance Centre provides state of the art training facilities to conduct training and assessment as well as outdoor based activities.

Wherever the training is conducted, Human Performance Centre ensures that its first consideration is towards the appropriate provision of the training venue and its facilities, accessibility to public transport, as well as satisfying workplace health and safety obligations.

Timetables

Trainers will provide students with a course outline at the start of each course. Human Performance Centre reserves the right to vary course timetables without notice.

Course Participant Enrolment

Course participants are enrolled on a first come first serve basis generally except in some circumstances where eligibility criteria are required. Notification of Confirmation of Enrolment is issued once the course payments have been received prior to course commencement. It is a requirement of enrolment that students agree to the requirements set out in this Participant Handbook. Human Performance Centre will advise prospective course participants of the following:

- Selection, enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policy
- Provision for language, literacy and numeracy assistance
- Flexible learning and assessment procedures
- Welfare support
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- Recognition of prior learning arrangements and credit transfer

Delivery

Human Performance Centre courses are delivered in a blended method including face to face and at home study.
Access and Equity

Human Performance Centre prohibits discrimination towards any group or individuals in any form inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female actual or presumed)
- Age (in relation to compulsory retirement)
- People in rural and remote areas
- Socio economic background
- Physical or intellectual or psychiatric disability, or any organism capable of causing disease

We expect our participants/clients/staff to also comply with such legislation and not discriminate against any of the above, whether it is to a staff member or to fellow participants.

Access and equity should be considered in all stages from the design of enrolment and application forms, to the selection of venues and development of assessment activities.

Programs are designed and wherever possible facilities are established to enhance flexibility of delivery in order to maximize the opportunity for access and participation by disadvantaged clients.

Every consideration is made to ensure that training venues used by the UNIT are practicable to meet the needs of enrolled people with disabilities. Special arrangements will be made whenever and wherever it is practicable. Prospective participants must advise Human Performance Centre Training Services Unit of any disability that may impact on their attendance, learning and assessment prior to enrolment.

Human Performance Centre has a three step process to aid in the implementation of this policy:

1. Identify the need
2. Address the need
3. Offer alternatives

Learner needs will be identified through:

- Initial training and assessment needs analysis
- Observation of learner progress during the course or program
- Learner feedback during the course

All staff and contractors to Human Performance Centre are advised of their responsibilities upon commencement in ensuring that access and equity policies are upheld and maintained.

Alcohol and illegal drugs

Students who are under the influence of alcohol and or illegal drugs will not be allowed access into the training facility. Students will be offered appropriate counselling in an attempt to correct their behaviour. Human Performance Centre is obliged to take necessary legal action where appropriate. In addition, disciplinary action may include suspension or expulsion and they will forfeit any fees paid.
Attendance

To benefit from undertaking training, students are encouraged to strive for 100% attendance. The training programs are competency based, intensive and students who fail to attend may find it difficult to keep up.

It is each students own responsibility to ensure that the attendance sheet is signed for every class on the day they attend. A student signing in when entering the building is a requirement of our OH & S policy and ensures effective monitoring of student attendance. It is also the students responsibility keep track of any classes that they miss. If intervention or assistance is required from the HPC Administration team in these regards, administration fees may apply.

In the event of an injury or sickness that may prevent you from participation, it is a requirement that students provide a medical certificate to their trainer upon their return to the course otherwise the absence will be deemed as unacceptable. Where permission was not granted Human Performance Centre is not obligated to provide extra tuition/learning materials.

Where a course participant is absent on the day of an assessment, it is their responsibility to monitor the weekly class schedule email to look for a suitable catch up day.

Classes start promptly as timetabled. Late arrival is considered to be rude and disruptive to the trainer as well as to their fellow students. Course participants who arrive late may not be admitted to the class until a suitable time, usually after the following break. Continued lateness will be noted.

Change of Address

Students must notify the Human Performance Centre immediately in writing of any change of address and or contact telephone numbers.

Dress code

For some courses a specific dress code applies. Please refer to specific course requirements. Students not complying with the dress and personal presentation code may not be admitted entry into the training facility.

Mobile phones/telephone messages

Mobile phones are not permitted during lectures.

Personal Presentation and Personal Hygiene

Students must ensure that, while enrolled on their course at least, their personal presentation and levels of personal hygiene are of the required industry standards indicated by their trainers.

Etiquette

Students are required to be well mannered when attending the Human Performance Centre and its surroundings at all times. Inappropriate attitude and language is deemed to be unacceptable and does not portray the required industry standards that would be expected of those wishing to aspire into their chosen field. Rudeness to colleagues and members of staff will not be tolerated and may require their removal. The assessment of attitude is an on-going integral part of competency based training and may be extended outside formal training and assessment times.
Security

Human Performance Centre or the venue whose training and or assessment facilities are used will not be held responsible for any loss or damage to personal property. Valuables, hand bags, mobile phones, cash, wallets, lap top computers and other personal belongings should not be left unattended.

Smoking

Smoking is not permitted inside the building nor is it permitted within 4 metres of the HPC building.

Participant Academic Conduct

Academic misbehaviour includes:

- Collusion with an assessor
- Fellow students
- Submission of work other than their own
- Cheating

General misbehaviour during training and assessments includes:

- Unrelated talking
- Moving around
- Drawing attention to oneself
- Distracting others
- Being rude and/or offensive to others

Misconduct includes:

- Preventing staff from performing their duties
- Endangers the health and safety of staff or other participants

Such examples of misbehaviour are a disciplinary offence. Students will be asked to respond to such misbehaviour. This may result in course participants not being further trained or assessed and would clearly be to the detriment of their not completing the course requirements. Suspension or expulsion from a course may be determined and any fees paid will be forfeited.

Expulsion

Human Performance Centre reserves the right to dismiss or suspend a student, without refund, for reasons which may include: non-conformity with the general spirit and regulations of the Human Performance Centre; conduct detrimental to the reputation of the Human Performance Centre or its students; incomplete work; poor attendance; where there is a breach of the law.
Enrolment and Course Fees

Enrolment for courses may require specific selection criteria, but is generally on a ‘first come first served’ basis. Minimum numbers of participants are required for each course. Enrolment for a course is completed when the relevant fees have been paid and all enrolment paperwork has been signed.

Human Performance Centre regrets that it cannot accept personal responsibility for changes in participant’s work commitments or personal circumstances. If a participant withdraws from their original enrolled course after the first three (3) classes have been facilitated, no refunds will be issued and any outstanding fees received will remain payable in full.

All enrolment and deposit fees must be paid prior to commencement of the course unless other arrangements have been authorised by the Managing Director.

Students are required to provide their own stationary, travel and any other incidentals. Students are encouraged to purchase their own additional reference books as appropriate. An additional $10 may be required for purchase of boxing wraps during the facilitation of the course, if you do not currently own a pair. This is not refundable as they are not reusable for hygiene reasons.

Human Performance Centre reserves the right to vary fees without notice prior to enrolment.

All fees owing must be paid in full before the qualification or certificate of attainment will be issued.

- An initial deposit of $100 (non-refundable) to be paid upfront during enrolment with the remainder of the balance being due at least 7 days prior to commencement (unless the student is choosing to go onto a direct debit plan).
- For students who utilise the direct debit option, a Paysmart deposit of $200 (non-refundable) is to be paid upfront prior to course commencement. There are additional fees associated with the direct debit option which are additional to the total course fee. These additional costs will change depending upon the duration of your direct debit contract (12, 26 or 52 week option). Whether the fees are paid out early or the student chooses to utilise the 12 week, 26 week or 52 week option, the Paysmart administration fees will remain due and payable.
- Students may increase direct debit payments at any time, however, the original administration fees will still apply as per the Paysmart agreement. Students cannot reduce payments below the minimal amount.
- Students may pay lump sum payments at any stage during the term and the overall debt can be reduced accordingly. If course fees are paid out early, standard administration fees still apply as per the original agreement.
- If a student defaults 3 times or more on their weekly payments, the file will be immediately handed to our Debt Collection Department for recovery and they will be liable for any administration fees associated with such debt collection. All copyrighted assessment material will need to be returned to Human Performance Centre immediately as it remains the property of Human Performance Centre.
- If the student is attending a course, all overdue course fees must be paid to enable the student to continue attending class unless an arrangement has been entered into with the Managing Director. In the event that the student’s file is forwarded to our debt collection department, a reasonable administration fee will be added to the total debt owed to HPC.
- Payments cannot be suspended under the Paysmart contract. If, however the student is experiencing financial hardship during the term of the direct debit agreement, they are welcome to contact the administration manager to discuss possible arrangements suitable to both parties.
Refund and Cancellation Policy, Terms and Condition

All short courses are non-refundable.

If a student withdraws from the original enrolled course before it has commenced, any deposits made will not be refunded.

If a student withdraws from their original enrolled course before the first three (3) scheduled classes have been facilitated, HPC will retain all deposits made as detailed above and determine a pro rata costing structure as to ascertain a fair and reasonable cost for trainer delivery and course materials up until that date. Once the first three (3) classes of the students’ original enrolled course has been facilitated no refunds will be granted regardless of their attendance frequency. If a Paysmart plan is in place, all outstanding fees remain payable in full.

If Human Performance Centre decides to postpone or cancel a course, all monies will be refunded in full. An additional $10 fee will be incurred for purchase of boxing wraps during the facilitation of the course, if you do not currently own a pair. This is not refundable.

Liaison with industry

Human Performance Centre liaises with industry and professional organisations and associations to ensure the currency of its programs.

Input is collected from industry contacts to confirm that proposed and actual training instils skills to meet the employment and skill demand of industry and future growth areas for self-employment and employment of others. Industry input can include:

- Feedback and input surveys
- Requests for specific programs
- Recent reports, journals or evaluations of similar courses conducted
- Recent reports and journals
- Other evidence for skills to meet employment/skill demand
Participant Welfare

Language, Literacy and Numeracy

Clients who require language, literacy and numeracy (LLN) support are either identified by the trainer. In most cases, LLN support can be provided. Where only a low level of support is needed, the Managing Director or delegate may arrange for the client to receive extra-curricular assistance from the trainer or other staff member. Where extensive support is needed, specialized LLN training may be provided. Where an applicant’s LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.

Those who may require English language, literacy or numeracy skills may be assisted by:

• The provision of additional facilitator support.
• The selection or development of additional learner materials and alternative learning and assessment methods.
• Referral to a training organisation providing English language, literacy and numeracy skills.

Note: Some courses from Training Packages stipulate the required English language and literacy skills and enrolment to a course may not be accepted. It is therefore important that prospective students discuss any special needs prior to enrolment.

Flexible Delivery

Human Performance Centre recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by disadvantaged clients. All modules are delivered ‘in house’ however individualised schedules can be prepared to suit working arrangements.

Course Material

Course participants are provided with the necessary learning materials to complete their course as part of their fees. Additional resources may be suggested by Human Performance Centre or its representatives as optional items paid for by the student.
Credit Transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level. Three major factors need to be considered.

- How current the qualification is
- Mapping to the current training and
- If the training was undertaken with a Registered Training Organisation

If you think you may be eligible for a credit transfer, you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your qualification signed by a Justice of the Peace (JP)

Recognition of Prior Learning (RPL)

Human Performance Centre will ensure that Recognition of Prior Learning (RPL) is offered to all applicants on enrolment and that the process is structured to minimise the time and cost to applicants.

Human Performance Centre will provide adequate information (RPL Kit) and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies held, regardless of how, when or where the learning occurred. This includes work experience, completion of units of competency or qualifications with another provider, relevant life experience and/or any combination of the above. The learning outcomes/elements for each unit provide the RPL benchmarks. Candidates initially self-assess against the learning and assessment criteria. They are given advice and assistance for them to prepare the application and documentation required to support their self-assessment.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the client and may consist of an interview, written assignment, workplace assessment, exam or other method.

Evidence may include:

- Course outlines (with validated record of attendance)
- Verified resume
- Validated work references
- Testimonials
- Work samples

Since RPL is an assessment process, applicants do have the right to appeal the decision (see assessment and appeals). Recognition is awarded only for complete units of competence. A fee may be charged for this service. This may also include assessment, observation etc. Adjustments to the course fees may be adjusted following successful assessment.
Assessment

Assessment conducted by Human Performance Centre is competency based and is designed to determine whether the candidate can demonstrate competence. Students will be assessed as either Competent (C) or Not Yet Competent (NYC). Students who are unable to demonstrate competency at a given time or who successfully appeal assessment results may be reassessed at a later date. After having been reassessed if the course participant is still found to be Not Yet Competent they will be required to re-enrol in that unit again for which a fee will be charged.

- Assessment may come in many forms and in any combination including demonstration of practical skills, written examinations and theory based assessments.
- Assessment may also be conducted in a simulated workplace environment where the application of skills and knowledge will be conducted with the same assessment rigour as if it was conducted in the workplace.
- All assessments must be the original work of that student (please refer to academic misbehaviour headed under conduct, and references to plagiarism under copyright, and action for disqualification and expulsion that may be taken by Human Performance Centre)
- Students will be notified of how they are to be assessed upon course commencement and at the start of each module/unit of competency.
- All assessments must meet the assessment criteria of the training package or course on which the program is based.

Assessment methods incorporated at Human Performance Centre are governed by the following Principles of Assessment:

- **Valid** – the process assesses what it claims to assess. Assessment against units of competence must cover the broad range of skills and knowledge that are essential to achieve competent performance.
- **Reliable** – consistency of the interpretation of evidence and the consistency of Assessment outcomes as shared and are agreed to by assessors.
- **Flexible** – assessment should reflect the candidate’s needs; provide for recognition of competencies no matter how, where or when they were acquired.
- **Fair** – not disadvantage any individuals or group of learners; be transparent in assessment including allowing candidate’s the opportunity to challenge assessment and be given the provision to be reassessed.

Should a course participant not complete all the assessments satisfactorily by the completion date of their course (12 months from your last day of the original enrolled course) of the course a fee will be payable to complete any outstanding assessments.

Students are required to keep a back up of all assignments submitted to Human Performance Centre.

Appeals Procedure

In the event of a course participant wishing to appeal the decision made by their assessor the following procedure will take place:

- The course participant has seven (7) days to appeal the result of the assessment first given to them by their Assessor or by the Human Performance Centre, failing which their assessment grade will be recorded without further amendment.
- The appeal should first be addressed to the Assessor direct when a determination should be given.
- In the event that the decision is not deemed satisfactory to the course participant a letter should be written to the Managing Director stating their case why their assessment decision should be appealed. The letter has to be received within the seven day period of the results being given. The Managing Director will confirm receipt of their correspondence within three (3) days when an initial or final determination may be made in writing.
- All appeals will be documented.
Complaints Procedure

If a complaint is received by Human Performance Centre it is included as part of the RTO’s review of its quality processes and solutions are actively sought and documented as part of its obligation for continuous improvement. Complaints and comments are encouraged by all stakeholders including staff, contractors, corporate clients and students to assist Human Performance Centre management help achieve its mission.

A complaint is any expression of dissatisfaction that relates to how the Human Performance Centre provides training and assessment services, client service, administers and manages itself and its obligations to its stakeholders.

Human Performance Centre will respond to any complaint in compliance with access and equity principles. They will be managed fairly, equitably and as efficiently as possible. The quick settlement of any complaints is in the interest of all parties.

In the event of a complaint the following procedure will apply:

1. Talk directly with the person concerned to resolve the problem failing which:
2. Address the complaint directly in writing with the Managing Director.
3. The Managing Director will respond in writing within three (3) business days acknowledging receipt of the complaint.
4. The Human Performance Centre will address the student’s concerns. Meetings may be held with the relevant parties providing opportunity to present their case. An independent witness may attend all discussions.
5. The complainant will then be advised in writing of the outcome(s) and resolution to the complaint within ten (10) days of the Managing Director having been in receipt of the written complaint. If a resolution takes longer to reach or additional information is required, the complainant will be advised accordingly of any progress.
6. Course participants have the right to complain about services received through the national regulator ASQA. Information can be found at http://www.asqa.gov.au/complaints/complaints.html.
7. The complaint and outcome will be documented and policies and procedures will be reviewed as part of the Human Performance Centre continuous improvement.

Competency Based Training & Assessment

Participants enrolled in training which will lead to either a Statement of Attainment or Certificate is required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and knowledge.

Assessments undertaken may include:
• Written/oral assessments
• Practical demonstrations
• Completion of case studies and similar activities
• Development of a portfolio
• Work samples
• Third party reports

Participants will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the participant is deemed “competent” or “not yet competent”.

Please make sure that you attach an assessment coversheet to all assessments. These are provided by Human Performance Centre and must be signed by you. Please always include the question/task you are addressing.

Further information about Competency Based Training & Assessment can be found in the Assessment Handbook.
Certification

Certification cannot be granted until such time as all fees have been paid.

Re issuance of statement of attainment or certificate

Students may request a re-issuance of a Statement of Attainment or Certificate or Record of Results for a fee of $65 for an entire set or $20 each. Upon full payment, such documents will be printed within 10 working days.

Privacy & Personal Records

Human Performance Centre follows the National Privacy Principles covering the collection, use, storage and disclosure of personal information.

The participant’s course file and information therein remains the property of Human Performance Centre. Course participants are at liberty to view their own files by completing the Request for Information Form (see Annexure 1) and submitting to the relevant staff member. A fee may be charged. Such viewing may only be done in the presence of the Managing Director or a designated staff member.

The provision of participants results is given to the course participant only to approved third parties, being those parities approved by participant in writing. This may include attendance and results including copies of Certificates and Statements of Attainment and academic transcripts. At the time of enrolment, if appropriate, you will be asked to complete and sign a Course Participant Personal Details Form or declaration at your enrolment entitling Human Performance Centre to issue such information. (See Annexure 2)

Physical records are archived systematically and consistently, and stored in a secure location. Electronic records are backed up and copies maintained in a secure location off site. In accordance with Standards for Registered Training Organisations, completed student assessments are kept on file for six (6) months and enrolment archives are stored for thirty (30) years.

Release of contact details and information

To ensure that Registered Training Organisations meet the national standards and offer quality training to participants, the registering body conduct regular audits. The audit process involves a review of a training organisation’s policies, procedures, record keeping and practices. On occasion the registering body may contact past and present training participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service, which meets the needs of clients and industry.

Upon request Human Performance Centre are required to supply the following information to the registering body:
Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, the registering body may request to view participant files. The purpose of this is to ensure compliance with regulations and standards.

Course Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Human Performance Centre encourage all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.
Trainers

Trainers hold formal training and assessment qualifications as well as a minimum of five years’ recent experience in the field in which they teach and/or assess. To maintain currency of industry best practice, trainers and assessors continue to update their knowledge and skills by either continuing to be employed in industry and/or by attending industry seminar/workshops, networking etc.

Human Performance Centre reserves the right to vary teaching staff without notice.

Workplace Health & Safety

The safety of staff and clients is of primary importance in all activities carried out by the Training Services Unit.

Human Performance Centre observes all Workplace health & safety legislation. All staff, contractors and participants are notified of their health and safety obligations. Staff, contractors and participants must not engage in any activity that may cause either yourself or any other person an accident, injury or illness. Duty of Care must be adhered to at all times. For the health and safety of others should a course participant suffer from an illness they should not attend any training or assessment until they are fully recovered.

Everyone has a responsibility to work safely and identify and report any hazards immediately to the Human Performance Centre staff.

First Aid, Fire and Evacuation Procedures

Provision for first aid facilities are available where training is delivered. Specific information including whereabouts of first aid facilities, fire and evacuation procedures is given at the commencement of each course.

Harassment

Harassment is any conduct (verbal, written or physical) which is unwanted, unwelcome and unsolicited and which may be intimidating, offensive or demeaning to any individual or group of people. Harassment may also be a result of discrimination.

Verbal harassment may include:

- Repeated sexual suggestive comments
- Jokes or insulting remarks
- Persistent personal invitations or requests

Physical harassment may include:

- Deliberate physical contact
- Persistent staring or rude gestures
- Displaying sexually graphic or offensive materials
- Destruction of personal belongings.

In the event of any harassment as identified above discuss this with your trainer or with staff at Human Performance Centre If you choose to make a formal complaint it will be treated very seriously and action will be taken.

Any form of harassment is against state and federal legislation and official authorities will be notified.
Copyright

Please note the following copyright restrictions on photocopying:

A copyright owner is entitled to take legal action against a person who infringes copyright. Unless making a copy of a work is fair dealing under Section 40 of the Copyright Act, 1968, making a copy is an infringement of the copyright of that work.

It is fair dealing to make a copy (for the purpose of research or study) of one or more articles in the same subject in a periodical publication. In the case of a published work (that is not artistic and is more than 10 pages) 10% of the total number of pages (or one chapter) is a reasonable portion.

Human Performance Centre holds the necessary licenses for its own copying purposes.

All course participant work must be the original work of that student. Plagiarism is copying someone else’s ideas and work (including of another student) and using it as their own. This also includes information from any publication and the internet. If material is gained from any publication or the internet they must be acknowledged and notated in a bibliography at the end of the assignment.

Plagiarism is unacceptable academic behaviour and can result in your disqualification, and those who may have assisted you, from completing the course.
Relevant legislation – to be complied with

**Work Health and Safety Act 2011**
The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

**Industrial Relations Act 1996**
The principal objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice.

**Privacy Act 1988**
The Privacy Act makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT).
For information on privacy regulations in Queensland and in other states and territories, visit the [http://www.privacy.gov.au](http://www.privacy.gov.au).

**Copyright Act 1968**
The Copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes.

**National Vocational Education and Training Regulator Act 2011**
This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards.

**Anti-Discrimination Act 1991**
The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered, including the administrative practices and assessment processes, take into account the principles established by this legislation.

**Australian Consumer Law (ACL) 2011**
Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services.

**Competition and Consumer Act (CCA) 2010**
The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.
For more information visit: [http://www.accc.gov.au/content/index.phtml/itemId/815209](http://www.accc.gov.au/content/index.phtml/itemId/815209)

**Commission for Children and Young People and Child Guardian Act 2000**
The object of the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children in Queensland.
Annexure 1 - Request for Information Form

(Please refer to fees and charges)

This form is to be completed when a course participant wishes to access their training/assessment records

Participant Name

Course Name

Course Dates

Hereby request access to my course participant training records.

Signed ___________________________ Date ___________________________

Access authorised by __________________________________________

Managing Director Signature

Date ___________________________

Records returned for filing.

Signed ___________________________

Date ___________________________

Archive Box No: ___________________________
Annexure 2 - Participant Personal Details Form

This form authorises Human Performance Centre to issue relevant participant records to a designated third party. It is a requirement that where a participant has their fees paid for by a third party this authorisation be given.

Participant Name

Hereby give permission for my training records including attendance, assessment results, copies of certificates or statements of attainment, and academic transcripts to be issued to:

Name (or Department): ____________________________________________________________

Company: ____________________________________________________________

Address: ____________________________________________________________

Signed ____________________________________________________________

Date ____________________________________________________________
I certify that I have read and understood the contents of the Training Services Participant Handbook.

I verify that HPC staff have discussed the grievance procedures as well as other processes and answered any questions to my satisfaction.

I agree to abide by the principles and procedures of Human Performance Centre Training Services.

**FORMS ISSUED AND RETURNED**

- Enrolment Form (Form 2)
- Authority to View Documents (Form 4)
- Student Exercise Pre-screen (Form 13)

Participant’s Signature: ___________________________ Date: ___________________________

HPC Staff Name: ___________________________

HPC Staff Signature: ___________________________ Date: ___________________________

To be submitted to HPC Reception or forwarded to Human Performance Centre
Annexure 4 - Participant Personal Details Form

Form 4 Authority to View Documents, e.g. workplace evidence and authority to discuss progress with supervisors

In accordance with the Amended Privacy Act 2000

While you are undertaking your training program, there will be times when Human Performance Centre and/or its training representative, needs to discuss your situation with others. This could be with your workplace supervisor/colleague, employer, or a workplace trainer.

Please be assured that any discussions held with these representatives will be for the purposes of your assessment and for your development.

During the process we do not plan to discuss your evidence or work practices with other trainees.

You are required to give permission in writing for any of these discussions or viewing of evidences to occur and for samples of evidence and your file information to be viewed.

I .............................................................................................................. (Participant name) give permission for the training representative whose signature appears below to discuss my training program, development and evidence with appropriate personnel involved in the assessing.

........................................................................................................... Date .................................................................
Participant Signature

........................................................................................................... Date .................................................................
Trainer/Assessor/RTO Representative