Training Services Unit

Participant Handbook

HUMAN PERFORMANCE CENTRE
Australia's premier provider of Fitness Qualifications
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, 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 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 help you towards achieving your chosen career.

Greg Tottman
Managing Director
Human Performance Centre Pty Ltd
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1. 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 recognized 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 now a well established Training Organization that offers a range of qualifications and nationally recognized 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 visions, 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. A complete copy of the Policies and Procedures Manual is available to staff and enrolled students from our website. These policies and procedures apply wherever training and/or assessment is conducted.
2. 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 Organizations, 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 enhances 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

- Employ 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 Training Services Unit staff members with respect.
Will complete their course with honesty and integrity and within timeframes 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.
3. 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.

Prior to commencement—Should Human Performance Centre cancel a course before it commences, participants will be offered alternate dates (if the course if being rescheduled). If the course is not rescheduled or the dates offered don’t suit the participants need all fees paid by participants will be refunded in full within fourteen (14) days of the course being cancelled. 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 enroll with another RTO and Human Performance Centre will assist in both finding a suitable RTO and in the transition to the new RTO.

4. Training Courses

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

SIS30310 Certificate III in Fitness  
SII40210 Certificate IV in Fitness  
SIS50210 Diploma of Fitness  
HLTFA311A Apply first aid  
HLTFA211A Provide basic emergency life support  
HLTCPR211A Perform CPR  

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

5. Location

Human Performance Centre hires training facilities to conduct training and assessment in appropriate industry settings if training and assessment is not provided ‘in- house’ for corporate clients.

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.

6. 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.

7. Vocational Placement

In some courses vocational placement is an essential part of the qualification where further skills may be acquired and practiced. Vocational placement is also a major component of the total Assessment. Students will be advised as to the duration of the vocational placement
requirements for each qualification.

Course participants may either find their own vocational placement, with prior consultation with the Human Performance Centre, or the Human Performance Centre will nominate a placement on their behalf. The vocational placement may require course participants to attend the workplace at any time including Fridays, weekends, early starts and late finishes. Course participants have to be made available to coincide with the requirements of the workplace. Vocational placement is generally unpaid. This will be confirmed prior to placement.

8. Course Participant Enrolment

Course participants are enrolled on a first come first serve basis generally except in some circumstances where eligibility criteria is 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

9. 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 maximise 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.

10. 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.

11. 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. If a student’s attendance falls below 90% and without prior permission or through illness, continued enrolment may only be permitted given the approval of the Managing Director.

In the event of sickness, it is a requirement that students issue 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 arrange with their trainer and/or assessor another time up to one week after the original assessment was set for their assessment. Students may be asked to pay an additional fee.

Classes start promptly as timetabled. Late arrival is considered to be rude and disruptive to the trainer as well as to their fellow colleagues. 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.
Trainers and Assessors take an attendance roll. The information contained on these rolls may be given to relevant Government Departments or employers who may have provided funding for the participant's training fees.

The attendance rolls are also necessary for Occupational Health and Safety purposes in the event of there being an evacuation from the venue to account for all people present.

Job interviews, appointments with the doctor/dentist etc. should be made outside the program’s timetable where possible.

12. Change of Address

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

13. 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.

14. Mobile phones/telephone messages

Mobile phones are not allowed to be used or switched on inside the training facility. In the event of emergency students may be contacted through the Human Performance Centre.

15. 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.

16. Etiquette

Students are required to be well mannered when attending the Human Performance Centre and its environs 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.

17. 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.
18. Smoking

Smoking is not permitted in the training and or assessment facility and is only allowed in designated areas.

19. 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.

20. 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.

21. Fees

All enrolment and deposit fees must be paid prior to commencement of the course unless other arrangements have been authorised by the Human Performance Centre Training Services Unit Operations Manager. In some cases, an additional charge may be payable to cover the cost of uniforms, equipment, course texts etc. Under the heading of Course Materials.

Students are required to provide their own stationery, travel, and any other incidentals. Students are encouraged to purchase their own additional reference books as appropriate.
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 attainment of attainment will be issued.

22. Refund and Cancellation Policy, Terms and Conditions

Enrolment

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 Enrolment Form has been signed.

*Human Performance Centre Training regrets that it cannot accept personal responsibility for changes in participant's work commitments or personal circumstances. If a participant cancels after the commencement date of their course, refunds will only be issued under exceptional circumstances paid on a pro-rata basis of training and or assessment already received.*

*For corporate clients the refund policy shall be as per the Contract*

Enrolment and Course Fees

* A participant, whose fees are paid on a Payment Plan, must pay their fees by the designated date otherwise the remainder of their course will be cancelled. A Statement of Attainment will be issued units which have been satisfactorily completed.

* For Students who utilize the Direct Debit Payment system, a deposit of $600 (non-refundable once the course has commenced) is to be paid upfront prior to the course commencement. There are additional fees associated with the Direct Debit option which are additional to the total course fees. These additional costs will change depending upon the duration of your direct debit contract. Whether the fees are paid out early or the student chooses to utilize the 4 month, 6 month or 10 month option, the total cost of the fees associated with those options 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 Direct Debit 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 Direct Debit Agreement. If a Student defaults 3 times, their file will be immediately forwarded to a Debt Collection Agency for recovery of the debt which will incur further fees and may result in potentially diminishing your ability to borrow from a future Lender. Upon 3 defaults, all Assessment material (copyright to HPC) must be immediately returned to HPC. If the Student is attending a Course, all overdue course fees must be paid to enable the Student to continue attending class. In the event that the Student's file is forwarded to a debt collection Agency, a reasonable administration fee will be added to the total debt owed to HPC. If the Student is experiencing financial hardship during the term of the Direct Debit Agreement, they are welcome to contact The Operations Manager to make alternative arrangements suitable to both parties.*
Property of Windows RT Tablet
Students will be provided with a new Windows RT Tablet as part of the Course materials within the Certificate III and Certificate IV in Fitness combined Course. The Windows RT Tablet will remain the sole property of HPC until such time as the student has attended more than half of the in-house course time and fully paid up to that time. The Student must not have any fees outstanding at the time and must immediately return the Windows RT Tablet in good condition to HPC if they are unable to proceed with the Course.

If a participant has their enrolment discontinued for any reason by Human Performance Centre, (including reasons due to insufficient attendance, unsatisfactory conduct or attitude, failure to abide to the Rules and Regulations contained in this document, unsatisfactory academic progress, suspension or dismissal), no refund will be issued.

Human Performance Centre reserves the right to cancel, reschedule a course or change the training venue at any time. All courses have a minimum number of participants to proceed. Cancellation of courses will be made within seven days of a course commencement and all monies paid to Human Performance Centre will be refunded. Participants will be contacted first by telephone (where possible) and then in writing. If the rescheduled date or change in venue is unacceptable to the participant all monies paid to Human Performance Centre will be refunded.

If a student withdraws from the course before it has commenced, the enrolment fee of $300 will be retained with remaining fees refunded. If course fees have been paid by any method and the student withdraws within 7 days after the course commencement date, the amount of $900 will be retained for administrative costs excluding any course materials provided which will be charged for. If a Student withdraws from the course after these dates before the completion date, HPC will retain all administrative fees as detailed above and determine a pro rata costing structure as to ascertain a fair and reasonable cost for training delivery and course materials till that date. However, once the Student’s enrolled course has completed no refunds will be granted regardless of the attendance frequency.
If a participant withdraws due to illness Human Performance Centre Training Services Unit will refund those fees on presentation of a medical certificate.

If a participant is dismissed from training because of drug taking, drinking, intimidation, malicious damage to property, theft or some other form of unacceptable behaviour no refund will be paid.

All requests for cancellations, refunds and transfer to another course must be made in writing and addressed to the Managing Director Unit.

23. 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

24. 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, specialised LLN training may be provided. This may attract a fee. 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.
25. Post Program

This may include assistance with job seeking, resume and interview skills, vocational advice, mentoring etc.

26. 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. Delivery alternatives may include self-paced learning, distance mode learning, face to face classroom based, individualised learning, on or off the job modes etc.

27. Course materials

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.

1. How current the qualification is
2. Mapping to the current training and
3. 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)

28. 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 competence 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.

30. Assessment

Assessment conducted by Human Performance Centre Training Service Unit 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 re-assessed 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, oral/written examinations, projects,
assignments and/or presentations. Assessments may therefore be either written or
oral.

- Assessment may also be conducted in a simulated workplace environment where the
application of skills and knowledge will be conducted with the same assessment
rigor as if it was conducted in the workplace.

- All Course participant work 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 competence. They will also be advised should
they wish to apply for Recognition of Prior Learning.

- All assessments must meet the assessment criteria of the Training Package or
course on which the program is based. Assessment may be undertaken on or off the
job. If conducted in the workplace, suitable workplace assessors and assessment
procedures are to be used. All assessment materials must be appropriate to clients’
n needs and program delivery methods and conducted following WH&S and any other
relevant legislative requirements.

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 the course a fee may be payable to complete any outstanding assessments.

31. Appeals Procedure

In the event of a Course participant wishing to Appeal the decision made by their Assessor the following Appeal mechanism will take place:

1. 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.
2. The appeal should first be addressed to the Assessor direct when a determination should be given.
3. 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.
4. In the event that the decision remains unsatisfactory to the Course participant the appeal will be heard by an independent, external, industry body or assessor (e.g. FITNESS AUSTRALIA). The decision made by the external body is final. In the event that the student's appeal was unsuccessful any fees for their service will be settled directly by the Course participant concerned.
5. All appeals will be documented

32. 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) Working days acknowledging receipt of the complaint.
4. The Human Performance Centre will undertake to investigate 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. If the client is still not satisfied with the written outcome and resolution they may appeal the decision and mediation will be sought to the relevant external body (e.g. Anti-Discrimination Board, FITNESS AUSTRALIA, etc). Any charge for the service will be borne equally by both parties. Their decision is final.
7. 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/making-a-complaint.html
8. The complaint and outcome will be documented and policies and procedures will be reviewed as part of the Human Performance Centre continuous improvement.

33. 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.

34. Graduation

Students, upon successful completion of their course, will be issued with their qualification Certificate, or a Statement of Attainment if a complete qualification has not been attained, listing all the competencies successfully achieved within 21 days. A ceremony may be held for students who attended full time courses. Payment of all due fees is required prior to the issuance of either the Statements of Attainment or Certificate.
35. Re issuance of statement of attainment or certificate

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

36. 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 are given to the course participant only to approved third parties, being those parties 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 entitlement 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 archives are stored for thirty (30) years.

37. 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.

38. 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.
39. 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.

To ensure that students gain the most appropriate expertise from the trainers, it is quite possible that they may benefit from more than one trainer on their chosen program/course.

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

40. 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.

41. 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.

42. 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 content
- 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.

43. 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.
44. 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. For more information visit: http://www.comlaw.gov.au/Series/C2011A00137

**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. For more information visit: http://www.legislation.nsw.gov.au/viewtop/inforce/act+17+1996+FIRST+0+N/

**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.

**Copyright Act 1968**
The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.aph.gov.au/library/pubs/rr/1998-99/rr99n26.htm

**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. For more information visit: http://www.comlaw.gov.au/Details/C2012C00143

**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. For more information go to: http://www.legislation.qld.gov.au/legisltn/current/a/antidiscrima91.pdf

**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. For more information visit: http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm

**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

**Commission for Children and Young People and Child Guardian Act 1998**
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 ................................
General Manager 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.

I ......................................................................................................................,
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 .................................................................
Annexure 3 - FORM 8 Participant Declaration Form

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, etc. (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 Training UNIT 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