

Training Services Unit

Participant Handbook
2011



HUMAN PERFORMANCE CENTRE

*Australia's premier provider of
Fitness Qualifications*

Human Performance Centre

Training Services Unit

Welcome

We take this opportunity to welcome you as a Course participant of Human Performance Centre Training Services Unit.

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 Training Services Unit 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.

Your having read the Participant Handbook is a condition of enrolment.

On behalf of Human Performance Centre Training Services Unit, 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

Table of Contents

Introduction	3
Code of Practice	4
 Key Policies and Procedures	
1. Access and equity	5
2. Accreditation	6
3. Alcohol and illegal drugs	6
4. Assessment	6
5. Attendance	8
6. Business Plan	8
7. Change of Address	8
8. Complaints and Appeal Procedure	9
9. Compliance with Government Regulation	10
10. Copyright	10
11. Document Control	11
12. Dress code	11
13. Etiquette	11
14. Expulsion	11
15. Fees	11
16. First aid, fire and evacuation procedures	12
17. Flexible delivery	12
18. Graduation	12
19. Harassment	12
20. Liaison with industry	13
21. Location	13
22. Memberships	13
23. Mobile phones / telephone messages	13
24. Occupational health and safety	13
25. Personal presentation and personal hygiene	14
26. Privacy and personal records	14
27. Recognition of prior learning	14
28. Records and archives	15
29. Refund and Cancellation Policy, Terms and Conditions.....	15
30. Quality and risk management	17
31. Security	17
32. Smoking	17
33. Standards for Registered Training Organisations	17
34. Course participant academic conduct	18
35. Course participant enrolment	19
36. Course participant materials	19
37. Course participant welfare	19
38. Trainers	20
39. Timetables	20
40. Training courses	20
41. Work experience	20
 <i>Annexure 1</i> Course participant Request for Information Form	 21
<i>Annexure 2</i> Course participant Personal Details Form	22
<i>Annexure 3</i> Course participant Declaration Form	23
<i>Annexure 4</i> Authority to View documents, e.g. workplace evidence and Authority to Discuss progress with Supervisors	24

Introduction

Vision, Mission and Values Statement

Human Performance Centre Training Services Unit 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 Training Services Unit 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 Training Services Unit is now a well established Training Organisation that offers a range of qualifications and accredited 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 Training Services Unit'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.

Code of Practice

The commitments set out in the Code of Practice underpin the operations of Human Performance Centre Training Services Unit. It provides guidelines for the ethical conduct of how Human Performance Centre Training Services Unit 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 Occupational Health and Safety, Equal Employment Opportunity, Anti –Discrimination and Privacy.

Administration

Human Performance Centre Training Services Unit 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 Training Services Unit operates in accordance with the Australian Quality Training Framework (AQTF) Essential Standards and Conditions for Registered Training Organisations. The AQTF 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 Training Services Unit is accredited to offer, Mutual Recognition of qualifications issued by other RTOs within the Australian Qualifications Framework
- ☞ Provides modern training facilities, equipment and current materials that enhances learning
- ☞ Has sound participant record keeping and financial management practices and accepts that TRAINING AND EMPLOYMENT RECOGNITION COUNCIL(TEQC) may access these for audit purposes against the AQTF. Participant fees are protected.
- ☞ Maintains accurate, confidential and secure participant information. Release of any client details and records, other than the normal administration of the UNIT, may only occur at the request of the actual party.
- ☞ 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 successfully 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 shares the same ethics, philosophies and values set by Human Performance Centre Training Services Unit and strive for excellence in providing the highest quality of service.
- ☞ All staff and its 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, grievance, 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 occupational 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 Training Services Unit 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.

1. Access and Equity

Human Performance Centre Training Services Unit 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 Training Services Unit 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 Training Services Unit are advised of their responsibilities upon commencement in ensuring that access and equity policies are upheld and maintained.

2. Accreditation

Certificate courses are registered with [Training and Employment Recognition Council \(TERC\) QLD](#).

3. 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 Training Services Unit 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.

4. Assessment

Assessment is competency based and is designed to determine whether the candidate can demonstrate the target competencies. Students will therefore 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 is in accordance with the Australian Qualification Training Framework, 2010.
- ☞ 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 rigour 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 Training Services Unit)
- ☞ 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' needs and program delivery methods and conducted following OH&S and any other relevant legislative requirements.

Assessment methods incorporated at Human Performance Centre Training Services Unit 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.

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 Training Services Unit, 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 Operations Manager Training Services 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 Operations Manager Training Services will confirm receipt of their correspondence within three (3) days when an initial or final determination may be made.
4. In the event that the decision remains unsatisfactory to the Course participant the appeal will be heard by an independent, external, industry body (eg Australian Council Private Education and Training, 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

5. Attendance

To benefit from a course, 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 Operations Manager Training Services.

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 Training Services Unit 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.

6. Business Plan

Human Performance Centre Training Services Unit has a current business plan which describes the mission, vision, financial and operational functions and processes of the organisation and develops the strategies for achieving them. These strategies are the foundation for the operational procedures. The implementation of the business plan is reviewed on an ongoing basis with annual formal updates.

7. Change of Address

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

8. Complaints and Appeal Procedure

It is the intention of Human Performance Centre Training Services Unit that there will never be cause for complaint by a client. If a complaint is received it is included as part of the Human Performance Centre Training Services Unit'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 Training Services Unit Management help achieve its Mission.

Complaints may relate to how the Human Performance Centre Training Services Unit administers and manages itself and its obligations to its stakeholders.

Human Performance Centre Training Services Unit 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 Operations Manager Training Services.
3. The Operations Manager Training Services will respond in writing within three (3) working days acknowledging receipt of the grievance
4. The Human Performance Centre Training Services Unit 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 days of the Operations Manager Training Services 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 and mediation will be sought to the relevant external body (eg Anti Discrimination Board, TRAINING AND EMPLOYMENT RECOGNITION COUNCIL, FITNESS AUSTRALIA, National Training Complaints Hotline on 1800 000 674 etc). Any charge for the service will be borne equally by both parties. Their decision is final.
7. The complaint and outcome will be documented and policies and procedures will be reviewed as part of the Human Performance Centre Training Services Unit's continuous improvement.

Human Performance Centre Training Services Unit seeks to prevent appeals by ensuring that clients are satisfied with their program and its outcomes. In addition to their functional expertise, staff are expected to be fair, courteous and helpful in all dealings with clients. Any complaint about a staff member or program will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint. The circumstances and results of any complaint and appeal are analysed thoroughly by senior management for their implications and acted on appropriately so as to remove any grounds for appeal in the future by improving the relevant functions.

Records will be kept of the Complaint and the processes and outcomes that were made will be secured and confidential.

The organisation abides by freedom of information and privacy principles and the Course participant is obliged to follow the same.

9. Compliance with Government Regulation

Human Performance Centre Training Services Unit complies with all relevant local, state and federal government regulations covering this type of organisation.

The most significant legislative and regulatory requirements that the Human Performance Centre Training Services Unit complies with (plus and amendments) includes:

Commonwealth Legislation:-

- ☞ Copyright Act 1968
- ☞ Commonwealth Privacy Act 1988/Privacy Amendment (Private Sector) Act 2000
- ☞ Commonwealth Sex Discrimination Act 1984
- ☞ Commonwealth Racial Discrimination Act 1975
- ☞ Commonwealth Age Discrimination Act 2004
- ☞ Commonwealth Disability Discrimination Act 1992

Queensland Legislation:-

- ☞ Children, Youth and Families Act 2005
- ☞ Disability Act 2006
- ☞ Fair Trading Act 1989
- ☞ Vocational Education, Training and Employment Act 2000
- ☞ Occupational Health and Safety Act 2004

Industry Code of Practice:-

- ☞ Subordinate Legislation 2003 No. 65 Fair Trading Act 1989
- ☞ Fair Trading (Code Practice – Fitness Industry) Regulation 2003

Training Authorities:-

- ☞ Department of Education and Training (DET)
- ☞ Department of Education, Employment & Workplace Relations (DEEWR)

New employees and contractors are required to 'sign off' on each policy as it is completed during their induction training including:

- ☞ Occupational health and safety
- ☞ Workplace harassment, victimisation and bullying
- ☞ Anti Discrimination (including equal opportunity, racial vilification, disability discrimination)
- ☞ Vocational education and training
- ☞ Copyright
- ☞ Privacy and confidentiality

10. 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 Training Services Unit 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.

11. Document Control

Document control involves both text and electronic media. The Operations Manager Training Services maintains master copies of financial and management documents. The Operations Manager Training Services also, or her delegate, maintains master copies of curriculum and course related documents although their maintenance may be delegated further to trainers. The Operations Manager Training Services or her delegate holds originals of client data (eg evaluation feedback, surveys etc).

All documents carry a version number and date. A list of current document version numbers and dates is maintained by the person responsible for master copies. Minor revisions are flagged by memo; major revisions may involve specific instruction (eg changeover workshops etc).

12. 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.

13. Etiquette

Students are required to be well mannered when attending the Human Performance Centre Training Services Unit 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.

14. Expulsion

Human Performance Centre Training Services Unit 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 Training Services Unit; conduct detrimental to the reputation of the Human Performance Centre Training Services Unit or its students; incomplete work; poor attendance; where there is a breach of the law.

15. 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 Training Services Unit reserves the right to vary fees without notice prior to enrolment.

All Course fees must be paid in full before certification can be granted.

16. 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.

17. Flexible Delivery

Human Performance Centre Training Services Unit 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.

18. Graduation

Students, upon successful completion of their course, will be issued with their qualification Certificate, or a Statement of Attainment if a complete qualification level had not been attained, listing all the competencies that were included and assessed in their course. A ceremony may be held for students who attended full time courses

19. 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 the Operations Manager of Training Services. 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.

20. Liaison with industry

Human Performance Centre Training Services Unit 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

21. Location

Human Performance Centre Training Services Unit 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 Training Services Unit 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 occupational health and safety obligations.

22. Memberships

Human Performance Centre Training Services Unit is a current member of:

- ☞ Fitness Australia

23. 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 Training Services Unit.

24. Occupational 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 occupational 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 Training Services Unit staff.

Participants are advised of any OHS implications in their learning and trainers and assessors must consider these in their planning, delivery and assessment.

25. 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.

26. Privacy & Personal Records

Human Performance Centre Training Services Unit 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 Training Services Unit. 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 Operations Manager Training Services or a designated staff member.

The provision of participants results are given to the course participant and may also be given to the individual(s) responsible for the payment of tuition fees including parents, guardians, employers etc. 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 Training Services Unit to issue such information. (See Annexure 2)

27. Recognition of Prior Learning (RPL)

Human Performance Centre Training Services Unit 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.

National Recognition enables Human Performance Centre Training Services Unit to acknowledge and accept the credentials issued by any other Registered Training Organisation presented by an enrolled student. It enables prospective students to have their previous formal and informal learning assessed against competencies which, if successful, may receive credit towards a qualification.

Human Performance Centre Training Services Unit 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)
- ☞ A validated certificate with the relevant recognised authority logos
- ☞ Validated qualification transcripts
- ☞ 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.

Through articulation, course participants wishing to further their studies may be able to receive credit for higher levels of qualification.

28. Records and Archives

Records are maintained pertaining to program development, program delivery, clients, human and physical resources, and financial and management activities. Records are kept accurate and up to date.

The Operations Manager Training Services will delegate a person responsible for archival of closed files and past records. 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.

Access to files is limited to staff involved in their maintenance and appropriate program personnel.

29. 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 Services Unit 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 for previously satisfactorily completed Units of Competence.

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 can not 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 recover 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 Apple Ipad

Students will be provided with a new Apple Ipad as part of the Course materials within the Certificate III and Certificate IV in Fitness combined Course. The Apple Ipad 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 Apple Ipad 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 Training Services Unit, (including reasons due to insufficient attendance, unsatisfactory conduct or attitude, failure to abide to the Unit's Rules and Regulations, unsatisfactory academic progress, suspension or dismissal), no refund will be issued.

Human Performance Centre Training Services Unit 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 Training Services Unit 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 Training Services Unit 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 all 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 Operations Manager Training Services Unit.

30. Quality and Risk Management

It is in the interest of management and staff of Human Performance Centre Training Services Unit to promote an environment of quality management and continuous improvement as a means of improving work practices for the benefit of the organisation and ultimately for the benefit of its clients.

Work practices are reviewed, amended or introduced as appropriate, implemented and later reviewed to ensure a high level of standard is maintained. Work practices are initiated and agreed to by management and staff of Human Performance Centre Training Services Unit. These may be due to suggestions either made by management, staff or by its clients. It may also be due to changes in legislative or regulatory practice; as well as gaining feedback through benchmarking with other Registered Training Organisations or through FITNESS AUSTRALIA and other industry related seminars and conferences.

Work practices are concentrated on the following operating areas:

- ☞ Standards for Registered Training Organisations
- ☞ Assessment Guidelines, documentation and procedures
- ☞ Assessor Standards
- ☞ Currency of industry standards
- ☞ Recognition of Prior Learning
- ☞ Grievance and dispute appeals procedures
- ☞ Course participant documentation and reporting
- ☞ Human Resources practices
- ☞ Financial management practices

Client feedback is encouraged formally and informally and is used to evaluate past and current courses and to plan future courses.

These quality and risk management reviews are regularly monitored (at least annually), are documented, are immediately acted upon and any changes reported, and minuted accordingly.

It is intended that such practices will correct and prevent any failure to comply with the *Standards for Registered Training Organisations* and the RTOs quality system, policies or procedures.

31. Security

Human Performance Centre Training Services Unit 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.

32. Smoking

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





33. Standards for Registered Training Organisations

The organisation adheres to the Australian Quality Training Framework (AQTF) principles and *Standards for Registered Training Organisations* for which the Operations Manager Training Services is ultimately responsible.





1. Job descriptions are established with direct access to the Operations Manager Training Services to ensure that Human Performance Centre Training Services Unit complies with the *Standards for Registered Training Organisations* across all its operations and in all its training/assessment activities, including those undertaken by other persons or bodies on its behalf.
2. The Operations Manager Training Services ensures that the RTO provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the registering body for the purposes of the audit.
3. Designated staff will report to the Operations Manager Training Services on the RTOs compliance with the *Standards for Registered Training Organisations* for review as a basis for improvement
4. The Operations Manager Training Services has responsibility to apply to the State registering body that has registered it for any extension to its scope of registration
5. The Operations Manager Training Services will provide details, upon the request of TRAINING AND EMPLOYMENT RECOGNITION COUNCIL or the State registering body that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia
6. The Operations Manager Training Services will advise TRAINING AND EMPLOYMENT RECOGNITION COUNCIL or the State registering body that has registered it that Human Performance Centre Training Services Unit has commenced operations in any other State or Territory within 21 days of commencing the interstate operations; and
7. The Operations Manager Training Services will provide TRAINING AND EMPLOYMENT RECOGNITION COUNCIL or the State registering body that has registered it with accurate and timely information regarding registration and compliance (including major changes to the RTOs management staffing profiles, any financial difficulties and transfer of client records)

34. Course 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.

35. 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 in full 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 Training Services Unit 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 and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Client support, including any external support available
- Flexible learning and assessment procedures
- Welfare and guidance services
- Appeals and complaints procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- Recognition of prior learning arrangements and credit transfer

36. Course participant Materials

Course participant 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 Training Services Unit or its representatives as optional items paid for by the student.

37. Course 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 Operations Manager Training Services 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 sulSCle 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.

Post Program

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

38. 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 Training Services Unit reserves the right to vary teaching staff without notice.

39. Timetables

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

40. Training Courses

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

SRF30206 Certificate III in Fitness
SRF40206 Certificate IV in Fitness
SRF50206 Diploma of Fitness
BSB40407 Certificate IV in Small Business Mangement
BSB40610 Certificate IV in Business (Sales)
HLTFA301B Apply First Aid
HLTFA201A Provide basic emergency life support
HLTCPR201A Perform CPR

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.

41. Work Experience

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

Course participants may either find their own Work Experience placement, with prior consultation with the Human Performance Centre Training Services Unit, or the Human Performance Centre Training Services Unit will nominate a placement on their behalf. The Work Experience 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. Work Experience is generally unpaid. This will be confirmed prior to placement.

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
TSU Operations Manager Signature

Date

Records returned for filing.

Signed

Date

Archive Box No:

Annexure 2
Participant Personal Details Form

This form authorises Human Performance Centre Training Services Unit 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 gives 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 Name: _____

Participant's Signature: _____ Date: _____

HPC Staff Name: _____

HPC Staff Signature: _____ Date: _____

**To Be Submitted To HPC Reception or forwarded to
Human Performance Centre Training Services Unit**

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.

Participant Signature Date ____/____/____

Trainer/Assessor/RTO Representative Date ____/____/____