

H&A TRAINING



Student Handbook

H & A Training and Supplies has the following policies in place to ensure that client and trainee's needs are met;

National Accreditation:

H & A Training and Supplies will comply with the standards set out by the AQTF 2007 and with the conditions set out by VETAB as a Registered Training Organisation

Access and Equity:

H & A Training and Supplies will ensure that course entry requirements, assessment or curriculum do not limit access on the basis of gender, race, social, cultural, religious, disability or philosophical background and regardless of age other than that we offer courses for adults.

Enrolments are made on a first come first serve basis

Course information and course outcomes are available to all interested persons from our website, trainers or by ringing the office

Appeals complaints and grievances policy

- ❖ Disputes may arise with trainees, clients, and/or potential trainees or clients, regarding the quality of service provided by H & A Training and Supplies and its Trainers. This may include course content, teaching practices, presentation, venue, course fees, disciplinary procedure and marketing information.
- ❖ H & A Training and Supplies and its Trainers will attempt to establish an atmosphere of trust and open communication with consumers and the community so that any grievance is dealt with in a constructive manner.
- ❖ Any consumer grievance will be taken seriously and dealt with as soon as possible in order to resolve the issue.
- ❖ All consumers have the right to have an independent advocate act on their behalf or to support them while the grievance is being resolved.
- ❖ All grievances will be recorded in consultation with the consumer and confidentiality and privacy will be maintained.

Anti-discrimination / Harassment:

H & A Training and Supplies has a number of policies in place to ensure that all trainees are protected whilst attending courses. The policies in place are as follow:

Bullying and Violence	Occupational Health
Code of Conduct	and Safety
Duty of Care	Risk Management

Flexible Learning	Trainee Enrolment
Harassment	RPL / RCC
Language, Literacy and Numeracy	Trainee Rights and Responsibilities

Privacy:

H & A Training and Supplies has in place a privacy policy
H & A Training and Supplies will not give access to information to anyone or any company unless it is satisfied that the request has been made by or on behalf of the individual concerned.

Client Services:

- ❖ H & A Training and Supplies has a client policy to provide an environment which will be conducive to the safety, comfort and needs of clients and trainees

Trainee Accreditation:

H & A Training and Supplies will issue statements of attainments and certificates to all trainees who have been assessed as achieving the learning outcomes

A list of all units of competency completed will be included or attached to the qualification

Refunds:

H & A Training and Supplies offer a 30-day money back guarantee on course content and delivery. If a student is unsatisfied with either the course content or delivery, they may seek a full refund, providing this is done in writing, within 30 days of completion of the course.

Occupational health and safety policy:

- ❖ H & A Training and Supplies is committed to ensuring the highest level of health and safety of staff, students, trainers and other persons within its premises or wherever H & A Training and Supplies staff, trainers and students may be working or training.
- ❖ H & A Training and Supplies will comply with all relevant Acts and Regulations to ensure that the workplace is safe and without risk to health. In the absence of specific legislation, the highest professional standards will be maintained. Resources in line with the importance attached to occupational health and safety will be made available
- ❖ Occupational health and safety is both an individual and shared responsibility. The success of the Occupational Health and Safety Policy and programs depends on the commitment and co-operation of all members of H & A Training and Supplies, their staff and trainers.

- ❖ H & A Training and Supplies will integrate continuous improvement into its occupational health and safety performance and auditing of occupational health and safety systems compliance will be an ongoing activity.
- ❖ H & A Training and Supplies aims to ensure that their staff, trainers and students will be renowned for their superior health and safety practices.
- ❖ The Occupational Health and Safety Act regards workplace harassment and bullying as a risk to health. The Occupational Health and Safety Act 2000 states that all organisations will provide employees, students and visitors with a safe workplace without risks to health, and safe systems of work.