

## Provider Details

Name of RTO: **H & A Training Pty Ltd**  
RTO Number: 90871  
ABN: 66 612 948 197  
Phone Number: 02 4955 8084  
E-Mail: [firstaid@hatraining.com](mailto:firstaid@hatraining.com)  
Web site: [www.hatraining.com](http://www.hatraining.com)

Our scope of training is listed on the National Training Information Service. The link to our registration is <http://training.gov.au>  
As an RTO we comply with Essential Standards as required under the VET Framework.

### Purpose of this Handbook

The information contained in this document has been developed to assist Trainees who are considering undertaking a course with H & A Training (or one of their Third Party's) to enable the Trainee to understand their rights and responsibilities. We want to make sure that you have access to all the relevant information as you embark on your learning experience. This document will help you make informed decisions and help you understand how you can seek assistance when needed.

Our mission is to be a leading training provider for all Australians by providing Trainees with high quality education that is designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment. Australia's diverse population and strong educational tradition makes it particularly suited to be able to provide inclusive learning opportunities. By fostering co-operative learning and encouraging Trainee participation, all Australians are enabled to share and learn on their educational journey.

We invite all Trainees to share our vision and this will allow H & A Training and their Trainers and Third Party's to continue to be a significant contributor to Australia's continuing role as a leader in education. We have a strong focus on providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes. H & A Training ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services.

H & A Training hereby states that we undertake to act at all times in an ethical manner. All activities of the Registered Training Organisation will be carried out honestly, fairly and accurately to give value to our clients and Trainees. High standards such as fair marketing and advertising will always be maintained. Our commitment to continually improve our business allows training programs to be the best they can be and ensure that Trainees/clients receive value for money.

Before you complete and sign the enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the Trainee handbook and will abide by the information it contains.

## GENERAL INFORMATION

### Course Information

On our web site we have a comprehensive range of information that will help you the Trainee make an informed decision concerning the training we provide. This Trainee Handbook contains general information regarding the services we provide. Course specific information is located on our web site. This gives you an indication of what is in the course and the assessments required.

The Trainee information sheet for each course can be obtained from our office.

### Unique Student Identifier

At the time of enrolment it is a condition that all Trainees' obtain a Unique Student Identifier (USI) from [www.usi.gov.au](http://www.usi.gov.au)  
If you require H & A Training to obtain this USI on your behalf there will be a \$5.00 processing fee payable on the day of your course.

If you are a new or continuing student undertaking nationally recognised training you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1<sup>st</sup> January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

### Course Delivery

H & A Training courses may be delivered by way of Third Party arrangements with your local Trainer. The Third Party organisation has an agreement in place and is authorised to deliver training under the auspices of H & A Training. The course fee may be paid direct to the Trainer.

### Course Fees

Fees and charges are available on request from your Trainer prior to enrolling into this course.

### Re-Issue

There is a fee for re-issue of Statement of Attainment or Qualification of \$10.00 for printed copies and no charge for email copies.

## Payment Terms

All Trainee fees are payable at time of enrolment on the day of the course. Corporate clients, following a successful credit reference check, will be offered an invoice or other arrangements as agreed to by H & A Training.

## Refund Policy

When an applicant accepts a place offered by H & A Training and pays the fees, it means a binding contract is created between the Trainee and H & A Training. Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to H & A Training.

There is no charge for a Trainee to transfer to another course with H & A Training. If H & A Training cancels a course, then a full refund will be made available to whoever paid for that course fee.

## Guarantee of Training

H & A Training undertakes that in the event they are unable for any reason to deliver training that has been paid for in full, they will refund the course fees or make alternative arrangements.

## Dissemination of legislative information and course information

All Trainees may have access to any details concerning legislative requirements, pertaining to the training and course information, upon request to management. Some examples are:

- ✓ Policies and Procedures
- ✓ Trainee Handbook
- ✓ Course brochure, Posters

## Workplace Health & Safety (WHS)

The safety of staff and clients is of primary importance. H & A Training observes all WHS legislation and copies of the relevant Act are available to staff and clients. Trainers incorporate WHS considerations when planning and delivering training, and Trainees will be advised of the WHS requirements of their programs and supervised accordingly. No staff member or Trainee is to place themselves or other Trainees in a position that contravenes the Workplace Health and Safety requirements. As a Trainee you have obligations to complete your training in a safe manner and promptly report any injuries or harassment to your Trainer or administration.

H & A Training is committed to providing a safe and healthy work environment for its staff, Trainee's, contractors (such as Trainers) and visitors. H & A Training encourages all workplace participants to regard accident prevention and working safely as a collective and individual responsibility.

H & A Training recognises its corporate responsibility under the WHS Acts and regulations. Trainees as well as Trainers and Assessors share a dual responsibility for ensuring the health and safety of staff, Trainees, contractors and visitors. In fulfilling this responsibility, Trainers have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without risk to health.

This includes to:

- ✓ Provide and maintain safe equipment and systems of work.
- ✓ Provide, monitor and maintain systems for safe use, handling, storage and transportation or equipment and substances.
- ✓ Maintain the workplace in a safe and healthy condition.
- ✓ Provide adequate facilities to protect the welfare of all employees and Trainees.
- ✓ Provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
- ✓ Provide information, where relevant, to Trainees, allowing them to learn in a safe and healthy manner.
- ✓ Check WHS system compliance via ongoing auditing
- ✓ Integrate continuous improvement into the training - WHS performance.

**Workplace Health & Safety Act can be found at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)**

## Access and Equity

Access and equity policies are incorporated into all operational procedures. H & A Training prohibits discrimination towards any group or individual in any form, inclusive of:

- ✓ Gender
- ✓ Physical or intellectual or psychiatric disability, or any organism capable of causing disease
- ✓ Pregnancy
- ✓ Homosexuality (male or female, actual or presumed)
- ✓ Race, colour, nationality, ethnic or ethno-religious background
- ✓ Age
- ✓ Marital status
- ✓ Socio-economic factors

Our training programs are designed and wherever possible facilities are set up to enhance flexibility of delivery in order to maximize the opportunity for access and participation by all Trainees.

We do this by:

- ✓ Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- ✓ Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- ✓ Training all staff members so that they are appropriately skilled in access and equity issues.

- ✓ Providing reasonable access to learners of all levels.
- ✓ Conducting Trainee selection for training opportunities in a manner that includes and reflects the diverse Trainee population.
- ✓ Actively encouraging the participation of Trainees from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- ✓ Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.

## Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification

If you have completed courses in a related field you may be able to take advantage of a facility called "RPL" or "Recognition of Prior Learning". This means that account may be taken of related qualifications to satisfy some or all of the course requirements. Evidence considered for assessment is the RPL Application Form plus a wide range of supporting evidence. If further evidence is required then this is negotiated with the candidate. The process may include a further interview, written assignment, workplace assessment, and collection of other material.

The processes used to assess RPL applications may take several (not mutually exclusive) forms, for example:

- ✓ Participation in exactly the same or modified versions of the assessment you would be required to complete as part of the full course.
- ✓ Assessment based on a portfolio of evidence.
- ✓ Direct observation of demonstration of skill or competence.
- ✓ Reflective papers, journals or portfolios that relate past learning to the learning or competency outcomes of the current course or qualification.
- ✓ Provision of examples of work drawn from the workplace, social, community or other setting in which you may apply your learning, skill or competence.
- ✓ Testimonials of learning, skill or competence.
- ✓ Combinations of any of the above.

Fees will be charged for the RPL service and will be discussed when you approach H & A Training to determine the requirements that will need to be supplied.

Trainees may apply for RPL on the basis of previous and or current work experience, life experience or training. Only the RPL supervisor or General Manager of H & A Training can grant RPL to the Trainee. Trainees are required to indicate their intention to apply for RPL upon registration and complete the RPL Application form available at reception. Trainees will then be informed in writing as to the results of their application and if any further evidence is required.

The RPL Assessor is available to discuss applications or provide advice on evidence that may support an application. The responsibility of providing complete and accurate documentation is a Trainees responsibility. The Assessor or H & A Training will advise the cost prior to the application being submitted. The cost may vary by course and must be paid at the time of application to your Assessor or direct to H & A Training

## National Recognition

Under national recognition, H & A Training recognises the qualifications issued by other Australian RTO's and will grant an exemption for all previous training resulting in a competent result where the unit of competency can be identified, either as listed in the relevant Training Package website at: [www.training.gov.au](http://www.training.gov.au) Trainees are required to indicate their intention to apply for exemption at the time of enrolment and complete the RPL Application form. Trainees will be informed in writing regarding the cost prior to application, the results of their application and any further evidence required.

## Credit Transfer

Where a Trainee is assessed and considered previously to have completed the equivalent of a unit or a proportion of a course through formal study or other study, work or life-experience (see Recognition of Prior Learning), they may receive credit for that unit or proportion, and the course requirements may be correspondingly reduced. Fees associated with this process will be advised prior to the assessment of the material.

## Record Management

All short courses are scanned and entered into our database. Files are stored for the legislated period of time and electronic files are backed up regularly.

Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential.

Trainees have access to personal records upon request to the General Manager. In all cases H & A Training will require proof of identity to protect the privacy of all Trainee information.

Trainees are obligated to keep H & A Training informed of their current contact details and to inform us immediately of any change in these details. Trainees should be advised that if they do not receive any correspondence due to incorrect contact details they are fully responsible.

## Certificate Reprint Request

Where a certificate reprint is requested a service fee is charged please contact H & A Training for the cost.

## Grievance, Complaint and Appeals Procedure

H & A Training has a Trainee Grievance and Appeals Policy and Procedure ensuring that all Trainee grievances are considered confidentially with expediency and to the satisfaction of all parties involved.

Trainees are encouraged to make all grievances, complaints or appeals known to management through the Complaints form. Trainees may complete a Complaints form and lodge it at reception. An appropriate staff member will contact the Trainee and organise a meeting to discuss their concerns.

If an amicable result cannot be achieved the Trainee may access a 3rd party intervention as made available by H & A Training. Trainees will receive a Trainee complaint, grievance or appeals outcome statement. H & A Training Grievance and Appeals Policy and Procedure does not restrict the Trainees right to pursue other legal remedies.

H & A Training has in place arrangements for a person or body independent of and external to H & A Training to hear complaints or appeals arising from the H & A Training's internal complaints and appeals process. Trainees are referred to an existing body, where that body is appropriate for the complaint or appeal. Each party may be accompanied and assisted by a support person at any relevant meetings.

If the complainant is not satisfied with the handling of their complaint by H & A Training, or there are extenuating circumstances that preclude the complainant from lodging their complaint directly with the RTO, they may lodge their complaint with the registering body or the National Training Complaints Hotline telephone: 1800 000 674. Complaints to the National Training Complaints Hotline are referred to the appropriate registering body.

## Issuance of Qualifications

On successful completion of a course, and subject to checking of documentation Trainees will be issued with the appropriate certification. On completion of delivery of the units Trainers will submit Trainee Results Forms to the course completion supervisor for checking and entry into the electronic data management. On successful course completion Trainees will be eligible to receive qualifications/statement of attainments.

If Trainees do not complete all required subjects to a competent level they will not be eligible to receive a qualification. They will, however, be eligible to receive a Statement of Attainment for the units successfully completed within the course. All qualifications and statements of attainment issued will be issued without alteration or erasure and be identified by a unique number – printed on the qualification or statement.

H & A Training will maintain a record of all qualifications/statements of attainment issued for a period of 30 years.

## Diverse Trainee Learning Needs

H & A Training aims to identify and respond to the learning needs of all Trainees. It is our intention that all Trainers are to identify, at the start of training, the learning and assessment needs of their Trainees. This may be accomplished informally through class discussion.

Trainers will ask questions that reveal the general English level of the Trainees, understanding of subject concepts and technical skills, previous experience and considerations regarding possible assessment formats. The Trainers when formulating their lesson will use this information in assessment plans.

Trainees should express their views about their learning needs at all stages of their learning experience. We want to help Trainees to identify their learning needs through the induction procedure, Trainee Feedback Forms, email surveys, Trainer discussion and an open invitation to approach staff with suggestions at any stage.

Again these strategies provide staff with the required Trainee based information for use in designing client training.

## Trainee Protection through Legislative Requirements

H & A Training follows all relevant Commonwealth and State laws. All of these documents can be sourced at <http://www.austlii.edu.au/databases.html>

H & A Training abides by the principles of the Privacy Act, however the organisation may be required to provide Trainee contact details to State or Federal authorised personnel for the purpose of audit or upholding the law.

## Your Privacy

We understand the importance people place on their privacy and personal information. As such we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act (2010) and where they apply to our dealings with you the Trainee.

In some cases we will be required by law to make participant information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the participant.

The relevant Privacy Principles are summarized as:

Collection - We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.

- Use and disclosure Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
- Data quality we will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

**Security** - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

## Accessing your records

During the enrolment process personal details of Trainees are recorded (i.e. name and address) on an internal database. Trainees have access to personal records upon written request to the General Manager. In all cases H & A Training will require proof of identity to protect the privacy of all Trainee information.

Trainees must apply in writing to access to their Trainee records, or to allow access to their records by a third party.

## Superseded Units/Qualifications

It is the aim of H & A Training to ensure that Trainees have every opportunity to undertake the most current national qualification. When a Training Package or UOC is superseded there will be a transition period that will enable existing Trainees to finish training and assessment in the superseded unit of competency/qualification in which they are enrolled.

Within twelve months after the endorsement of the new training package, H & A Training will commence delivery of the new units of competency/qualifications. There will be a monitored review of training resources, strategies and advertising materials.

Mapping of the old training package qualifications to the new will be accessed and any professional development requirements of current and prospective Trainers and Assessors will be identified and implemented.

During this transition period particular attention will be paid to monitoring client feedback and the implementation of any changes that are identified as necessary in this process.

## Your Feedback or Survey Reports

Feedback from you is pivotal in our efforts to continue to improve the services and courses that we offer. When your Trainer asks you to complete a survey, please take time to give a considered response. If, for any reason, you are unable or uncomfortable completing the form in class, there is an additional opportunity to print off a Feedback Form (in the documents section of our web site) print off, complete and simply email, fax or mail it to us.

Feedback is also encouraged at any time by phoning 02 4955 8084.

## CLIENT SERVICES & SUPPORT

### Language, Literacy & Numeracy Support

All courses incorporate competency units, which focus on communication skills. In addition language, literacy and numeric support is accessible to all Trainees and can be organized on a case-by-case basis during the Trainee enrolment process. The enrolment officer can organise required support when required.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for "reasonable adjustment" concerning the assessment process, depending on the level of support you require. This will be determined during the enrolment process.

Centerlink Literacy & Numeracy Training telephone number is 132 850

Some examples of the type of support that we can offer include:

- ✓ Literacy
- ✓ Providing essential writing tasks.
- ✓ Considering the use of group exercises for assessments.
- ✓ Ensuring that documents and forms are written and formatted in plain English.
- ✓ Using clear headings, highlighting certain key words or phrases.
- ✓ Providing explanations of all technical terms used.

#### Language

- ✓ Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- ✓ Giving clear instructions in a logical sequence.
- ✓ Giving lots of practical examples.
- ✓ Encouraging you to ask questions.
- ✓ Asking questions to ensure you understand.

#### Numeracy

- ✓ There is very little numeracy required in the short courses that we offer.
- ✓ There is a numeracy standard required for higher qualifications. However, we encourage the use of calculators.

### Reasonable Adjustments

If a Trainee meets essential entry requirements, the RTO must make "reasonable adjustments" necessary for them to complete their course work or demonstrate competency. This may include adjusting the physical environment, Trainee learning materials or the manner that a theory test is completed.

If a person with a disability meets essential entry requirements, the RTO must make endeavour to make changes or "reasonable adjustments" necessary for that person to undertake their course-work.

In most situations, a Trainee with a disability will be able to tell the RTO what he or she needs to be able to study. If necessary, the RTO should also seek advice from disability areas within government departments or organisations that represent or provide services to people with a disability.

Adjustments may include:

- ✓ Modifying educational premises. For example, making ramps, modifying toilets and ensuring that classes are in rooms accessible to the person with a disability.
- ✓ Modifying or providing equipment. For example, lowering lab benches, enlarging computer screens, providing specific computer software or an audio loop system.
- ✓ Changing assessment procedures. For example, allowing for alternative examination methods such as oral exams, or allowing additional time for someone else to write an exam for a person with a disability.
- ✓ Changing course delivery. For example, providing study notes or research materials in different formats or providing a sign language interpreter for a deaf person.

## Physical Disability

A person with a disability has the right to study at an educational institution in the same way as any other Trainee.

The Disability Discrimination Act (DDA) 1992 makes it illegal for an educational authority to discriminate against persons with a disability. A Registered Training Organisation (RTO) may not prejudice and must offer people with a disability the same educational opportunities as everyone else.

The DDA protects people with a disability against discrimination in education, such as:

### Admission:

- ✓ Refusal or failure to accept an application for admission from a person with a disability
- ✓ Accepting a person with a disability as a Trainee on less favourable terms or conditions than others. For example, asking a person with a disability to pay higher fees.

### Access:

- ✓ Denying or limiting access to people with a disability. For example, delivering lectures in an inaccessible format, inaccessible Trainee facilities.
- ✓ Subjecting a person with a disability to any other detriment such as discriminatory selection criteria.

## Welfare and Guidance Services and Trainee Support

If you experience a problem with your course, you should immediately speak with your Trainer or the Trainee Support Officer (Phone 02 4955 8084) who can help you find the assistance you need.

Some examples of support that may be arranged may include:

- ✓ Mentoring
- ✓ Disability Support
- ✓ Telephone/email learners support
- ✓ Personal Counselling
- ✓ Study Skills Program

## TRAINING SERVICES INFORMATION

### Competency Based Training

All training is based on the principles of Competency Based Training. Delivery and assessment will involve Trainees accomplishing tasks required to demonstrate competency in any given unit. Trainees will be provided with every opportunity to demonstrate that they can carry out required tasks.

If a Trainee is deemed as "Not Yet Competent" in any unit they will be provided with one further attempt to demonstrate competency. This should be within one month of the initial assessment. Timing and location of the re-assessment attempt must be negotiated with your Trainer.

The Trainer should provide the Trainee with relevant feedback on the areas that need further work. If the Trainee is still deemed as "Not Yet Competent" after the additional assessment attempt, they must re-enrol and complete the training again.

### Training Package Requirements

All nationally Recognised Training, delivery and assessment comply with the requirements of the nationally endorsed Training Packages or Accredited Course Guidelines. These documents are found on our web site under the tab of the corresponding course. Trainees may access this information and Trainee information documents and familiarise themselves with each competency unit criteria.

### Trainers and Assessors

All training staff are employed (or are operating under a Third Party agreement) on the basis of having the requisite qualifications, skills, knowledge, experience and attitude for the position. H & A Training follows employment legislation and promotes EEO principles in its recruitment practices.

### Flexible Delivery of Your Training

H & A Training practices the principles of flexible delivery. Programs are designed and delivered in a way that is best suited to the course content and the needs of the Trainees. At times this means courses are available to be delivered in a classroom environment, workbook or using a combination of classroom and workbook methods.

At the start of each course Trainers will identify the delivery needs of the Trainees and may adapt delivery strategies to meet the needs of the Trainees, provided the content and evidence of competency still meets the needs of the Training Package or accredited course. H & A Training must approve changes to course delivery methods prior to the commencement of training. This ensures properly recognised qualifications can be issued.

Delivery alternatives may include: presentations, role play, case studies, demonstrations, excursions, guest lectures, group work, calculations, exercises, journals, projects, observations, computer assisted learning, tutorial style and individualised learning, library use, magazines and newspapers, video and audio-visual.

### **Induction Requirements at the Training Course**

Housekeeping responsibilities will be explained at the induction process and at the beginning of the course.

Fire and evacuation procedures will also be explained for your training venue. Your Trainer will provide you with this information at the start of your course. If this does not occur, please bring this to your Trainer's attention as if may have been an oversight and is mandatory information.

Assessment requirements will be explained on how you can achieve competency for this course.

### **Training Outcomes**

All delivery and assessment is geared towards one final outcome - that is the awarding of a nationally recognised qualification or statement of attainment. Hence delivery and assessment will be conducted according to the competency unit criteria as stipulated in the training package or accredited course.

## ASSESSMENT SERVICES INFORMATION

### **Industry Consultation**

H & A Training liaises with industry representatives in an effort to confirm that the currency of all course material and to ensure training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed courses are reflective of future industry and employment growth. Consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers.

### **Validation and Moderation**

H & A Training ensures that our business model moderates all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid.

Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) by course advisory committees at bi-annual meetings.

### **Assessment Processes**

All delivered units will be assessed at the time of delivery by the Trainer/Assessor. All assessment tasks are competency based and cover the entire scope of the units covered in the Training Program. Assessments are then subjected to checking by H & A Training prior to the issue of statements of attainment or course certificates.

Assessment tasks are designed to evaluate evidence that a Trainee can demonstrate competency in all relevant subject competencies.

Trainees are provided with every opportunity, within their course duration, to obtain and show competency. Trainees not able to show competency after the completion of their course will have the opportunity to redo the aspects of the assessment that require evidence of the Trainees competence. This must be achieved within one month of completing the course, alternately, it may be decided that the Trainee will need to re-enrol in the course and complete the outstanding assessment activity as part of the course. The Trainer/Assessor will indicate the requirements to demonstrate competencies required.

### **Assessment Appeals**

All appeals should in the first instance be discussed with your Trainer to allow you to see if it is possible to be re-assessed. Trainees wishing to make an appeal should first make an appointment with the Trainer/Assessor. If the matter is not resolved an appointment (or telephone/email) should be made for an interview with the General Manager.

If this cannot be resolved, then the Trainees appeals are eligible to be heard by an independent party.

## TRAINEE RIGHTS AND RESPONSIBILITIES

### **Trainee Punctuality**

Trainees should be at the course at least 15 minutes prior to the start of training. Some courses have enrolment proof of identity requirements and Trainees must be able to satisfy these prior to attendance. Failure to be on time may preclude you from attending. Transfer to another course is possible, but a refund in these circumstances will not be available.

### **Minimum Age Requirements**

H & A training has a minimum age of 14 to attend any of our courses, those students under the age of 14 must:

- Have written consent from a parent or guardian prior to attending the course.
- Complete the First aid workbook and have this completed before attending the course.
- Trainers must supply video evidence of the student completing 2 minutes of CPR on an adult and infant manikin returned with the student assessment as evidence of meeting the training package criteria.
- Assessments must be met in accordance with the training package.
- Approval must be sought from H & A Training prior to the course.

- Those who do not meet the training package requirements will be issued a "Statement of Attendance"

## Rules Ensuring Comfort & Convenience for all Trainees

- Alcohol is NOT permitted in the training environment. The influence of alcohol spoils the learning environment of the institution. A Trainee who appears to be affected by alcohol cannot attend the training.
- Smoking is not permitted in and around the training environment.
- Chewing gum is not permitted in and around the training environment.
- Drugs are not permitted in the training environment. Anybody found having any sort of dealing with drugs will be expelled from the course and will be reported to the police. A Trainee who appears to be affected by drugs cannot attend the training.
- Firearms and knives cannot be brought to the training course. It is against the law in New South Wales to carry firearms or knives at public places. You must NOT bring any firearms, knives or any kind of weapons to the training course. Anybody found with any sort of weapons will be expelled from the course and will be reported to the Police.
- Clothing should be neat and tidy

## Medical Problems

Trainees who have medical issues that could affect their performance in the training course should identify this to the enrolment officer or to their Trainer.

H & A Training reserves the right to call an Ambulance for assistance if you collapse and require attention.

## Communication Devices

Please do not make or receive calls or text whilst the Trainer is conducting training. If it is expected that you might get an urgent call, please communicate this possibility to the Trainer before the course begins.

## Trainee Misconduct & Disciplinary Procedures

H & A Training will not tolerate misconduct under any circumstance and a Trainee may be asked to leave the premises, (or the course) with no refund or recognition of competencies already achieved. Circumstances that may result in a Trainee being asked to leave may include;

- Cheating or lying about marks or assessments
- Impairing others freedom to pursue their study
- Conduct that brings H & A Training into disrepute or slander of H & A Training, other course participants or staff
- Plagiarising material
- Failure to comply with reasonable instruction or supervision
- Conduct that places others at risk
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures
- Discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour
- Destruction or damage to our property or premises used by H & A Training
- Stealing any property or equipment belonging to a Trainee or H & A Training
- Persistent lateness or unacceptable disruption in the classroom
- The use of profanities, crass or obscene language, drunkenness or influence by illegal substances
- Failure to undertake assessments as set out by H & A Training and the AQTF
- Behaviour that breaches the Privacy Act 1988
- Criminal or anti-social behaviour

H & A Training has in place a Harassment Policy in order to create a safe environment for staff and Trainees. The aim of this policy is to give any staff member or Trainee who has a harassment concern, access to a fair and confidential process assisted by understanding personnel within H & A Training.

Staff and Trainees need to be aware of the following definitions:

- "Bullying" - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.
- "Confidentiality" - refers to information kept in trust and divulged only to those who need to know.
- "Discrimination" - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.
- "Harassment" - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.
- "Personnel" - refers to all employees of H & A Training.
- "Racial Harassment" - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.
- "Sexual Harassment" - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.
- "Victimisation" - is punishing or treating an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint.

If a staff member or Trainee feels they have been harassed in any way they should report it to the General Manager or Managing Director who will initiate an investigation. The Business Administration Manager will document the concerns and keep the concerned party informed at all times as the investigation proceeds until a satisfactory outcome is achieved.

**Contact Details**

For further information relating to the information contained in this Trainee Handbook, please contact H & A Training on 02 4955 8084 or email: [firstaid@hatraining.com](mailto:firstaid@hatraining.com)