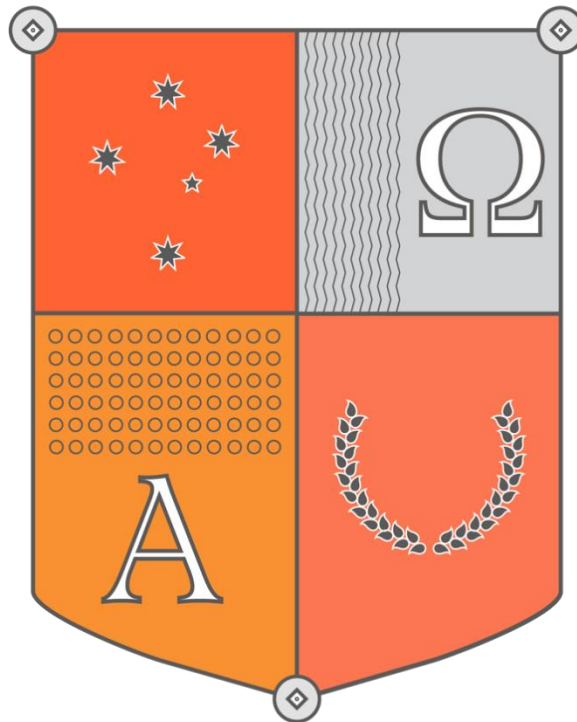


HORIZON



TRAINING INSTITUTE

STUDENT HANDBOOK

If you need more information you can contact HTI on Below

Ph: (03) 8866 1532

Email: info@hti.edu.au

Address: Ground Floor, 191-195 Ryrie St, Geelong VIC 3220

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CEO's Message

On behalf of our staff and trainers, I warmly welcome you to HORIZON TRAINING INSTITUTE (HTI). This Student Handbook has been developed to provide you with important information to make an informed decision about your future study plans. It contains information about course information, costs, admission procedures at HTI and other vital information.

Rest assured that all of us here at HTI are here to support you for you to have the best learning experience possible.

We are committed to ensuring your time at HTI will be memorable and productive.

I look forward to seeing you at HTI

Thank you and my best regards.

DAYA SHETTY
CEO

Introduction to HTI

HTI is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The Federal Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards.

HTI Obligations as RTO

- As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework.
- To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.
- As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.
- If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Target students: Fee for service Domestic students for Classroom based learning

Scope of HTIs registration: One course as below:

Code	Title	Currency Status	Course Fee	Duration	Delivery Location
CPC40110	Certificate IV in Building and Construction (Building)	Current	\$5,499	52 Weeks	Ground Floor, 191-195 Ryrie St, Geelong VIC 3220
CPC50210	Diploma of Building and Construction (Building)	Current	\$10,499	102 Weeks	

Student recruitment, selection and enrolment process

Students must read this handbook in full. Students are encouraged to contact the HTI if you are unsure about any information included in this handbook or have any questions.

Students can contact HTI office for any kind of enquiries.

HTI staff will ask the student to come to the office and sit in interview with HTI trainer to complete student inquiry and the inquiry will be assessed based on the information supplied. The participants for the program offered by the HTI will be selected in a manner that reflects access and equity principles.

Student's application will be assessed to ensure the course they are applying for is suitable in addressing their learning needs. A pre-training review form will be completed by students. HTI trainer will review all the information you submit and communicate the outcome of the review to you.

Completion of the pre-training review form does not imply that HTI will make an offer to the prospective student. When prospective students apply for studying, they will need to take the Language, Literacy and Numeracy Assessment which will be reviewed by the HTI trainer/assessor. If student has satisfied the entry requirements of the course, the student will be offered a place in the course.

The HTI staff will send successful applicants an offer letter after the successful fee payment or funding arrangements collected for the student.

Address: Ground Floor, 191-195 Ryrie St, Geelong VIC 3220 **Phone:** +61 3 8866 1532

Website: <http://www.hti.edu.au> **Email:** info@hti.edu.au

Students should contact HTI if they have any questions about any part of the enrolment process or studying at HTI prior to completing and submitting the written agreement.

Unique Student Identifier

The HTI collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement. Students are requested to supply their USI at enrolment. Students may instruct the HTI to collect the USI on their behalf by completing the relevant section on the enrolment form. Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Admission and Language literacy and numeracy requirements

Students require admission requirements to be satisfied and language, literacy and numeracy capacity to the course requirements.

Course demands: Students are encouraged to pay attention to the course information

Credit transfer (CT)

HTI recognises qualifications and statements of attainment issued by other Registered Training Organisations. Applicants who have successfully completed whole units of competency in our courses with another Australian RTO can apply for credit transfer.

Credit transfer allows the student to reduce the time, cost and study load associated with achieving a qualification. There is no charge for processing Credit Transfer applications. There is a pro-rata reduction in course fees if Credit Transfer is applied for and granted.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates (with Record of results) / statements of attainment to the HTI. The CT application form is available on request from the HTI office. Further information on the CT process can be accessed by contacting HTI staff/student support officer. Please note that Credit Transfer applications can only be considered for whole units of competency.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Please note that RPL applications can only be considered for whole units of competency.

An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the HTI RPL application form that will be available during orientation.

RPL in a unit will only be granted after students have completed the HTI RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for.

The RPL fee listed in the fee schedule section of the Student Handbook and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from the HTI before commencing an RPL application.

Fees and Refund arrangements

The Institute will operate a fair and equitable policy in relation to Fees, Charges and Refunds. All fees and charges will be provided to students together with the refund policy in student information or on the Institute's website and will form part of the enrolment acceptance agreement that students are asked to read and sign.

Any changes to fees will be published on the website also be available in hardcopy - available on request.

General Rules relating to fees:

- a) The basis of enrolment at the Institute is on a full-time, full fee paying basis only. It is neither a scholarship, employment nor an immigration program. All fees and charges that are required to be pre-paid will be identified.
- b) Students are required to pay the fees and any other charges (like re-assessment or re-enrolment fee, where applicable) by due date.
- c) If the payment is not received by the due date and remains outstanding, the student will be advised of the Institute's intention to cancel their enrolment. The notice to cancel will include clear information about having twenty working days to appeal this decision using the Institute's Complaints and Appeals procedures.
- d) If no appeal is lodged or the appeal is unsuccessful, the Institute will cancel the student's enrolment.
- e) For International students (on a Student visa), the Institute will also notify the Department of Home Affairs which may result in the cancellation of student's visa.
- f) Should the Institute subsequently agree to reinstate the enrolment, a fee of \$750 will be charged, in addition to the fees owing (including late fees).
- g) Outstanding fees may result in a student not being allowed to attend classes or they may be asked to leave class either by the trainers or other the Institute staff. Any classes and assessments missed as a result will affect the student's rights to re-assessment (see the Re-Assessment Policy and this may well include additional fees having to be paid).
- h) In all cases where fees are not paid, even after cancelling the enrolment, if the dues are still not cleared, the services of 'Credit Managers' or 'Debt Collector' may be enlisted for the recovery of the dues, in which case the personal contact details of the student will be shared with the Debt Recovery Agency. This will involve additional expenses to the student and may affect their credit rating.
- i) Nothing in this policy or any associated procedures attempts to remove a learner's rights as a consumer, and they may at any time seek redress through normal legal channels, however the complaints and appeals process (available on request or on the website) is designed to deal with any concerns or perceived injustices in a fair manner.
- j) This information will be made available to all students at the time of application and by way of the website, in the student handbook, and at orientation.

Payment in advance

Domestic Students:

The Institute will not collect more than \$1,500 (AUD) in fees in advance at any time. Outstanding fees must be paid before a student can enter class.

International Students:

Under the ESOS Act, these students may elect to pay as much of the fees upfront as they choose. They will explicitly demonstrate this on their application form if they choose to do so. They will not be required to pay more than 50% of their course fees in advance, unless the course is of less than 25 weeks duration.

Initial payment for international students

International students are required to make an initial payment comprising the first semester's tuition fees, the overseas student health cover charge, and any other fees prescribed by the Institute prior to receiving a

Confirmation of Enrolment (COE). The COE is used to support an application for entry to Australia for the purposes of study.

Fees paid by international students in advance are protected by the Tuition Protection Scheme.

Rights as a Consumer / Cooling Off Period

The Institute's primary aim is to ensure that the student as a consumer is provided with open and clear information and provides the highest quality services. The Institute also recognises that for whatever reason there are times when an applicant changes their mind and does not want to proceed with their application, for this the Institute provides a cooling off period.

Any changes to this policy or associated procedures and fees schedule will be notified to existing students, by way of notices or email or on the website.

All services contracted to by a student will be subject to a voluntary cooling off period of 10 working days for any agreements signed as a result of the student being approached either directly or through a third party. This will be documented in the student agreement, and an explanation of the cooling off period will be provided in the Student Handbook.

Following the cooling off period the application fee will become non-refundable.

Subsequent payments

- a) As a general rule, all tuition fees must be pre-paid 2 weeks in advance of the semester commencement date. After commencing studies at the Institute, you may be able to choose other payment options with the agreement of the Institute.
- b) All students are required to complete a Fee Payment Contract that details the dates for fee payment throughout their course. Students must pay the full semester's tuition fees and any other prescribed fees 2 weeks before the beginning of each semester and penalties apply for late payment. In exceptional circumstances, the Institute may agree to allow a student to pay the next semester's fees by monthly instalments.
- c) Where the Institute has agreed to allow the student to pay their fees by monthly instalments, each instalment must be received by the due date as per the Fee Payment Contract. A late payment fee of \$25 per day will be charged for every day up to 20 working days. If fees are not paid within 20 working days, the cancellation of enrolment process will commence. There is no automatic roll over of the monthly payments scheme.

Late payments

- a) Late payment will attract a penalty of AU \$25 per day for each day beyond the due date up to 20 working days, in addition to the overdue amount. Where you intend to pay beyond the due date you must include in the payment the appropriate late fee, as detailed in the policy.
- b) It is the student's responsibility to know and understand the Institute's fees policy. The Institute will not send an invoice for late payments. Where a student intends to pay beyond the due date he/she must include in the payment the appropriate late fee, as detailed in the policy.

Methods of payment

- a) The Institute accepts the following methods of fee payment: cash, EFTPOS, credit card, personal cheque, bank cheque, or electronic funds transfers. The Student Identification Number (SID), Name is to be mentioned as reference in all the transactions and details of payment e-mailed to info@hit.edu.au with your Student Identity Number (SID).

- b) Tuition Fee Payment Plan is identified in Schedule 1 of the Enrolment Acceptance Agreement. This is equivalent to the fees published in the prospectus or on the website.

Other Course Costs (that may be charged based on individual circumstances)

(i) PL Assessment	(ii) 150.00 per unit	(iii) Charge of Course	Ch	(iv) 250.00
(v) Credit Transfer	(vi) 150.00 per application	(vii) Placement Student ID	Re	(viii) 25.00
(ix) e-conducting of Assessment / Re-Assessment (x) (xi) see re-assessment policy for more details)	(xii) Cost of assessment for each method: \$50.00	(xv) Document Re-issue (xvi) Subject to proof of identity)	Do	(xvii) (xviii) 50.00 lost documents
	(xiii) Cost of assessment for each practical method: \$150.00		(s)	(xix) 150.00 certificate re-issue
	(xiv) Cost of assessments on demand for each method (If approved by Director of Studies within 7 working days from the date of payment)	(xx) Pen	Pe	(xxi) 1.00
	- Theory - \$200.00 - Practical - \$500.00	(xxii) Note Book (40 pages)	N	(xxiii) 2.00
(xxvi) Unit Re-Enrolments	(i) Re-enrolment for theory unit \$300.00	(xxvii) -print of Receipt	Re	(xxviii) 20.00 per receipt
	(ii) Re-enrolment for practical unit \$600.00			
(xxix) External Appeal Fees	(xxx) 0.00 (using Overseas Students Ombudsman, www.oso.gov.au)	(xxxii) Overseas Students Health Cover (subject to change from time to time)	Ov	\$_____ 1 Year Single
		(xxxiii) Student Photocopying	St	(xxxiii) 0c per page
(xxxiv) Airport Pickup (if opted in the application)	(xxxv) 100.00	(xxxvi) Accommodation (if opted in the application, as charged by the accommodation provider)	Ac	(xxxvii) Range \$200.00 to \$400.00 per week
(xxxviii) Re-issue or Certificate or Statement of Attainment	(xxxix) 150.00	(xl)		(xli)

Free of charge services:

Referral Services:

Any referral services provided by the Institute are free of charge. However the service itself may be free or fee for service by the referred service provider. A few of such services are:

- a) Referral services for external mediation (international students ONLY)
- b) In respect of Student Complaints and Appeals Process: for any external referral services required by the students, students are directed to OSO (Overseas Students Ombudsman) by the Institute. The referral service provided by the Institute is free of charge to you. For more details for external mediation, visit www.oso.gov.au.
- c) Accommodation assistance.
- d) Psychological counselling referrals: Psychological counselling referrals would be done at no cost to you. The third party counsellor may come to the Institute campuses to counsel students, who require these services on an individual basis. While the referral and coordination with the counsellors will be done at no extra cost, the personal fee for such counselling sessions may entail expenditure to the student, which has to be paid directly to the counsellors by you.
- e) Student Advocacy Services

REFUND POLICY (DOMESTIC STUDENTS)

1. Prior to Commencement
 - a) A cooling-off period of 10 (ten) working days applies.
 - b) If written notice of withdrawal is received from a candidate more than 60 days prior to the initial course commencement, 100% of the tuition fee and 100% course materials costs are refundable, less Administration charges of A\$250 and where applicable, any agent's fee.
 - c) If written notice of withdrawal is received from a candidate less than 60 days but more than 28 days prior to the initial course commencement, 50% of the tuition fee and 100% course materials costs are refundable, less Administration charges of A\$250 and where applicable, any agent's fee and course materials costs.
 - d) If written notice of withdrawal is received from a candidate less than 28 days prior to commencement of course date, no refund will be issued. Resource materials fee will be processed as per the condition 6 (a) of this refund policy.
 - e) If students defer their course commencement date and then apply for a refund, no refund will be issued.
2. Post commencement
 - a) If students withdraw or have their enrolment cancelled after their commencement date, no refund will be issued to them. This includes any amount paid or scheduled for payment for resource material fee/s.
3. Transfer/Cancellation
 - a) In the event that the students seek and are granted approval by HTI to transfer to another provider, no refund of any course money paid in advance will be granted.
 - b) In the event that their enrolment is cancelled because of infringement with HTI's disciplinary policy, no refund of any course money paid in advance will be granted.
4. Refund due to Provider Default

Provider Default occurs in the following circumstances:

 - a) The course ceases to be provided at any time after it commences but before it is completed (or)
 - b) The course is not provided in full to a student because a sanction has been imposed on the provider.

In the case of a Provider Default, the students can choose to either:

 - a. Receive a refund of tuition fee, which will be issued to them within 14 days (of the specified starting date or from the time the course ceases to be delivered. (or)
 - b. Receive placement in an alternative course with HTI or another provider. If they choose this option, they must submit a signed written request that indicates their agreement of placement.

5. Refund due to Student Default

Student Default occurs in the following circumstances and No refund will be made:

- a) Student cancels his/her enrolment in a course (this includes abandonment of course enrolled before its completion)
- b) Student fails to make payment of his/her fee
- c) Student breaches a condition of his/her student visa
- d) Student misbehaviour

6. Refund of Resource Material Fee

- a) If the student's refund application has been approved prior to course commencement, HTI will refund the Resource Material Fee. If he/she has commenced his/her studies, he/she will not be eligible for a refund of the Resource Material Fee.

7. Applying for a refund

- a) To apply for a refund, student must complete the Refund Application Form and attach any evidence or documentation relevant to the refund application. The form is to be submitted to Admissions for refunds prior to commencement; or Student Administration for refunds after commencement.
- b) A student will be notified of the outcome of their refund application in writing within 10 working days of the receipt of the Refund Application Form.

8. If a student is dissatisfied with the outcome of the refund application, he/she can lodge an appeal under the HTI's Complaints and Appeals Policy. To request the Complaints and Appeals Policy, one can email: info@hit.edu.au or visit our website www.hti.edu.au.

9. The Refund Policy and the Complaints and Appeals Policy does not remove the right for a student to take further action under Australia's Consumer Protection Laws.

REFUND POLICY (INTERNATIONAL STUDENTS)

Refund Policy

Fees will only be refunded in accordance with the Refund Policy below:

Cooling off period

If the learner is enrolled as a result of the learner being approached unsolicited (i.e. the learner is approached by a representative of the Institute) and signs enrolment documentation at that time, then the learner will be given 10 working days cooling off period before the contract becomes binding. If the learner elects to cancel their enrolment during that cooling off period, then they will receive a full refund of all monies paid.

1. Refund due to Student Default

1.1 Visa Refusal:

a. If a student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course, or withdrawing from the course on or before the agreed starting date, course fee (tuition fee and the non-tuition fee) minus the lesser of the following will be refunded

- a. 5% of the amount of course fees received by the provider in respect of the student before the default date
- b. AU \$500.00

b. If a student was refused a student visa after the student commenced the course and that refusal has resulted in either the student withdrawing from the course or the student failing to pay an amount that he / she is liable to pay the Institute to undertake the course, tuition fee for the weeks in default period (unspent tuition fees) will be refunded. Non tuition fee paid will not be refunded

Refund amount = weekly tuition fee x weeks in default period

1.2 Prior to Commencement (Other than visa refusal)

- a. If written notice of withdrawal is received from a student more than 60 days prior to the initial course commencement, total course fee (tuition fee plus non tuition fee) less AU \$500.00 is refundable
- b. If written notice of withdrawal is received from a student less than 60 days but more than 28 days prior to the initial course commencement, 50% of the tuition fees plus 100% of the non-tuition fee is refundable
- c. If written notice of withdrawal is received from students less than 28 days prior to commencement of course date or failed to commence the course on an agreed commencement date, no refund will be issued
- d. If students defer course commencement date and then apply for a refund, no refund will be issued

1.3 Post commencement (Other than visa refusal)

Under following circumstances, no refund will be issued to students.

- a. Students cancel their enrolment in a course after their commencement date (this includes abandonment of course enrolled in before its completion)
- b. In the event that students seek and are granted approval by the Institute to transfer to another provider prior to completion of six months study of the principal course
- c. In the event that the students enrolment is cancelled because of infringement with the Institute' Disciplinary Policy or breach of student visa conditions or fail to make scheduled payment of their fees and charges

1.4 If there is no written refund agreement

If the Institute didn't enter into a written refund agreement with student, the Institute will refund the unspent tuition fees to the student. The refund amount will be calculated as below:

Refund amount = weekly tuition fee x weeks in default period

2. Refund due to Provider Default

2.1 Provider Default occurs in the following circumstances:

- The course does not commence at the location on the agreed commencement date (or)
- The course ceases to be provided at any time after it commences but before it is completed (or)
- If a sanction has been imposed and the Institute was prevented from providing the course

2.2 In the case of a Provider Default, the Institute discharge its obligation to the students within 14 days from the day of the default. Student will be given the following options to choose from.

- Receive a refund of tuition fees for the weeks in default period (unspent tuition fees)
Refund amount = weekly tuition fees x weeks in default period
- Receive placement in an alternative course with the Institute or another provider at the provider's expense. If students choose this option, students must accept the offer in writing. All the unspent tuition fees will be transferred to the new course.

2.3 If the Institute fails to discharge its obligations (fails to provide a refund or place students in an alternative course), the Tuition Protection Scheme will be responsible for placing students in a suitable alternative course or refund the unspent tuition fees. More information on Tuition Protection Scheme is available on www.tps.gov.au website.

3. Refund of OSHC, Airport Pickup and Accommodation charges

- If students' refund application has been approved prior to course commencement, the Institute will refund the Overseas Student Health Cover (OSHC) amount paid by students to the Institute. If students have commenced their studies and require a refund of OSHC, Student will be required to apply to OSHC provider directly for reimbursement of amount paid
- If students refund application has been approved prior to course commencement, the Institute will refund any amount, which has not been paid to accommodation provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, where the money have been paid for, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund
- The Institute does not take responsibility and is not liable for the refund policies of those service providers

4. Applying for a refund

- To apply for refund students must complete the Refund Application Form and attach any evidence or documentation relevant to the refund application. Students must submit the form to the Admissions for refunds prior to arrival/commencement; or Student Services for refunds after commencement
- Students will be notified of the outcome of their refund application in writing and paid any refund calculated as per the policy within 10 working days of the receipt of the Refund Application Form

Note:

If students are dissatisfied with the outcome of their refund application, he/she can lodge an appeal under the Institute's Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please email info@hti.edu.au or refer to the Student Handbook or visit our website www.hti.edu.au

The Refund Policy and the Complaints and Appeals Policy does not remove the right for a student to take further action under Australia's Consumer Protection Laws.

Complaints or Appeals

If you are dissatisfied with the outcome of the refund application, you can lodge an appeal under the Institute Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please email info@hti.edu.au or refer to the Student Handbook or visit our website www.hti.edu.au.

QUALIFICATIONS

All students successfully completing any of HTI courses will receive Nationally Recognised Training *AQF Certificate, or Statement of Attainment if courses are partially completed.*

The following terms are used to record unit outcomes on the qualifications outlined above.

Competent: The student has demonstrated competency in all learning outcomes for that unit.

Not Yet Competent: The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit. An AQF Certificate is issued when the Student has completed all requirements for a qualification as listed in the curriculum document. The certificate lists the modules or units of competency completed. A Statement of Attainment is issued where students have partially completed a qualification.

This may be done if:

- The student did not complete the full requirements for the qualification, or
- Units or modules have been delivered from an accredited and registered program If your certificate or equivalent document is misplaced or damaged

STUDENT SAFETY

HTI has many processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.

- HTI does not schedule face to face training outside of 0800hrs to 1800hrs.
- HTI does not allow students to attend scheduled face to face for more than eight hours in any one day and when travelling to and from the HTI premises it is important to ensure your own safety always.

The following are some tips to follow to ensure your safety: Student Safety Tips

- Do not openly carry valuables, including iPods, tablets, mobile phones, laptops, etc
- Try to find routes that are well lit and busy
- Avoid confrontation - it is better and safer to walk away if you are being provoked

- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side streets • Have your keys ready well before you reach the door of your car or house
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- Check the time of the last train, bus or tram home to avoid being stranded at night
- Avoid walking alone after getting off public transport at night Emergency Number 000 Always remember – Safety First!

Training and assessment

Competency based training and assessment

What is competency?

Competency involves the specification of skills and knowledge and their application to a standard of performance required in the workplace. Aspects of work performance included in this concept involve:

Performance at an acceptable level of technical skill;
Organising one's tasks;
Responding and reacting appropriately when things go wrong; and
Transferring skills and knowledge to new situations and contexts.

Student orientation

Orientation is conducted on the first week of your course. Its purpose is to fully inform new students of program requirements, HTI facilities, emergency procedures, refunds and student support available. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study.

Course delivery

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required level of competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each course to develop students' knowledge and skills so they can confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, undertaking research, answering written and verbal questions, discussions, case studies, individual coaching and developing competence through completing practical activities. Delivery will take place at our campus and will involve a mixture of classroom and simulated work based environments to develop competency.

Assessment

Competency- based assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether competency has been demonstrated.

Effective and objective assessment is the key to successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the Standards.

A number of approaches to course assessment are used by HTI staff. Assessment approaches may include:

- (1) Activities/Product-based methods e.g. reports, role plays, work samples
- (2) Skills Activity (reports, presentations, direct observation, third party observation)
- (3) Knowledge Activity (Q &A)
- (4) Performance Activity (projects, plans, portfolios – annotated and validated)
- (5) Third party evidence if required (Third party can be supervisors, trainers, team members, clients and consumers)
- (6) Major Activities

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Each unit of competency includes multiple assessments and after each assessment the student's submission will be marked S – Satisfactory or U – Unsatisfactory. After each assessment verbal and written feedback provided. Unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students will be given 3 attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Self-study

For successful completion of course along with class room delivery students are required to take private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

Academic Misconduct

Students are also required to adhere to HTI Student Code of Conduct. If a student is found to have acted in a way that the HTI deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At HTI, our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about what the definitions of each are. The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

- Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism. If a Student copies another Student's work and passes this off as their own, then this is also a form of plagiarism and cheating. During assessment you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source. Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated. For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Student Support Officer at support@hti.edu.au

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work. Unauthorised collusion during assessments will result in the student's assessment submission being invalidated. Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course. No refund is available to the student in such circumstances. All students have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in the Student handbook and student Handbook and a copy of the plagiarism misconduct policy and procedure is available on request by contacting the Training Manager at any time.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled

Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate and a record of results corresponding to the completed course within 28 days of finishing the last unit of competency. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed. Student must clear their outstanding fees before any qualification is issued. Please refer Qualifications & Statement of Attainment Policy & Procedure available at student administration office.

Training Guarantee

HTI will take all reasonable steps to ensure we provide a course to Students once it has been confirmed. In the unlikely event of HTI being unable to fulfil its commitment to provide a course at the agreed date, it will offer the student a full refund or re-schedule the course. HTI takes a collaborative approach with Student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Financial Guarantee

HTI is committed to complete the advertised training and assessment once students have started study in their chosen qualification/s or course/s from the course start date, and meeting all their student responsibilities. If HTI is unable to deliver the agreed training and assessment services, we will arrange for agreed training and assessment to be completed through another RTO (Fees may be incurred.) Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, HTI will seek a written agreement for a course transfer from the student. Should any course be cancelled or if the RTO cannot conduct training or assessment services due to suspension or a breach of standards or approval conditions, and where it is not possible to arrange a transfer to another RTO, students who have commenced training will be provided with a partial refund commensurate with length of training completed as per the regulatory conditions and standards followed. Under Standard 7 clause 7.4 of the Standards for RTO's 2015, HTI holds public liability insurance that covers the scope of its operations throughout the registration period. This is also supported in case of any misfortune's which may occur during a student's enrolment period.

Training facilities

HTI offers training at a convenient location close to transport, retail shopping, entertainment in near Training facility.

Classrooms: For Face to Face training

The classrooms are spacious and are fully equipped for effective learning.

Students have access to free Wi-Fi access, fully equipped lunch room with basic kitchen facilities.

Complaints and Appeals

If student's have an issue with any aspect of their training course they should bring this to the attention of their trainer or another HTI staff member. HTI staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

HTI will inform student in writing if it exceeds the time specified in policy to resolve the compliant and appeal.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process with agreed mediator (LEADR) by student and HTI.

Student can also register their complaint to ASQA by reaching on <http://www.asqa.gov.au/complaints/complaints.html>

Students have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

Further information on the complaints and appeals process can be gained by contacting HTI staff.

Relevant legislation

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia’s vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Occupational Health & Safety	Work Safe Victoria
Equal opportunity	Victorian Equal Opportunity & Human Rights Commission
Standards for HTI’s 2015	Australian Skills Quality Authority

It is the responsibility of all staff to ensure the requirements of relevant legislation are met always. Use the web sites indicated or contact CEO if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Australian Education Framework

The diagram below illustrates a simple overview of the Australian Education Framework.



AUSTRALIAN EDUCATION FRAMEWORK

Source: <https://www.aqf.edu.au/>

Student code of Conduct

HTI aims to provide a supportive, ethical and professional training and assessment system to all students enrolled. This Code of Conduct details the behaviours and responsibilities that all students must adhere to during their enrolment.

Each student must read and sign this Code prior to undertaking any training and assessment activities. Breaches of the Code of Conduct may result in the following actions being taken against the student based on the severity of their actions:

1. The Trainer may ask a student to leave the classroom, or refuse entry to a training room if their behaviour is disruptive or dangerous.
2. A student may be suspended, or expelled from the program for behaviour that threatens the safety of others, interferes with the duties of staff or other student's study, or damages, or threatens HTI's property.
3. Relevant authorities may be called upon due to serious misconduct.

The student should sign the code of conduct form that is in addition to any other written document that forms part of the student's enrolment/contract with HTI.

The forms indicate that as a Student enrolled at HTI, you must:

1. Follow the RTO policies and procedures as outlined in enrolment and the Student Booklet.
2. Communicate effectively with all RTO staff and/or other relevant stakeholder whether verbal or in writing.
3. Take responsibility of own learning by participating, setting goals, making decisions, apply feedback and evaluating own performance.
4. Attend all scheduled training sessions and notify the trainer / branch before the scheduled start time, if unable due to sickness or any other appropriate reason.
5. Ensure all behaviour, actions and practices support the trainer in delivering the training whether one to one or in a group setting.
6. Respond to any reasonable instruction from a member of Staff
7. Refrain from any form of discrimination, bullying or harassment.
8. Contribute positively in all modes of training and refrain from disruptive behaviour.
9. Produce necessary forms of identification to HIT when required.
10. Complete all necessary paperwork accurately within the specified timeframe.
11. Treat fellow Students, HTI Staff, host employers and/or HTI staff with respect, honesty, dignity and sensitivity at all times.
12. Do not endanger or potentially endanger the safety, health and well-being of others unintentionally or deliberately by breaching HTI's policies and procedures.
13. Raise any issues, concerns and/or breaches of the Code with the RTO in a timely manner avoiding any form of escalation.
14. Respect the privacy and confidentiality of HTI, staff and students in the collection of any business or personal information.
15. Care for the property of students, staff and the property of HTI or host employer.
16. Conduct myself in a professional manner at all time (including hygiene, neat and clean attire).
17. Not attend class under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training / assessment, including the use of equipment / machinery.
18. Ensure that all communication devices are switched off or put on 'silent' during class times.
19. Refrain from taking / making phone calls or text messages during class time except in extenuating circumstances that have been approved in advance with the Trainer.
20. Only submit work that is original and not plagiarised.
21. Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.

Policies and Procedures

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or withdraw from their studies on the grounds of compassionate or compelling circumstances. Students wishing to withdraw from their studies must apply to do so in writing to HTI using the withdrawal application form or in writing by email, fax or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the

application for it to be considered. If approved, HTI will report your deferral of commencement or withdrawal of studies to the relevant regulatory bodies which may affect study status.

Student cancellation of enrolment and Fee Refunds

Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to HTI Student Support Officer/Quality and Compliance Officer. Refund application form, available from HTI, may be used as the written application. Written applications for refunds will also be accepted by mail or by email.

HTI initiated suspension or cancellation of enrolment

HTI may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of conduct through misbehaviour. If HTI is intending to initiate a suspension or cancellation of enrolment, a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against HTI suspension or cancellation.

HTI deferral of commencement

HTI may also decide to defer the commencement of a course. If HTI defers the commencement of a course the provider default conditions in the Written Agreement between HTI and the student will be triggered and HTI will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

Satisfactory course progress

If you do not maintain satisfactory academic progress during your course, please contact HTI to find alternatives to complete your studies. Student progress will be monitored during a study period and at the completion of each study period.

Failing a unit means being assessed as "Not Yet Competent" for a completed unit.

To have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical face to face and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers and
- Make an appointment with the student support officer if you are having any difficulties with your studies

Use of personal information

It is a requirement of VET Quality Framework that students can access personal information held by HTI and may request corrections to information that is incorrect or out of date. Apply to the Student Support Officer/Quality and Compliance Officer if you wish to view your own records. Once the request has been approved the Student Support Officer/Quality and Compliance Officer will arrange a time for you to view your own records. You must view your records at HTI and you cannot take records away from HTI.

Student Code of Conduct

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and comfortable study and work environment at HTI for all students and staff. This Student Code of Conduct applies to all students of HTI, across all courses.

Student rights:

All students have the right to:

- Be treated fairly and with respect by HTI staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counseling, if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur

- Lodge a complaint without fear of retaliation or victimization

Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors. Students are also required to adhere to academic rules and regulations as directed by HTI or its representatives.

Student responsibilities:

- Treat other students and HTI staff with respect and fairness.
- Follow any reasonable direction from a member of HTI.
- Avoid swearing, drinking and eating in classrooms and other learning areas.
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing the HTI's or other student's property.
- Behave responsibly by not being under the influence of drugs or alcohol.
- Avoid using mobile phones or any other electronic devices that may disrupt face to face.
- Attend all scheduled face to face.
- Do all assessment tasks and examinations honestly and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices and following both written and verbal directions given by HTI staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of HTI that relate to them.

Breach of Conduct

A student breach of conduct occurs when a student behaves in a manner described below:

- Attacks, attempts to attack or threatens a person on HTI premises.
- Acts against the Equal Opportunity practices of HTI which is committed to the prevention and elimination of discrimination on the grounds such as but not limited to the following:
 - Age
 - Impairment
 - Industrial activity
 - Lawful sexual activity
 - Marital status
 - Physical features
 - Political belief or activity
 - Pregnancy
 - Race
 - Religious belief or activity
 - Sex
 - Status as a parent or a carer
- Disobeys or disregards any lawful direction given by an officer of HTI.
- Acts dishonestly or unfairly in connection with an assessment conducted by HTI.
- Deliberately prohibits any teaching activity, assessment or meeting of HTI.
- Engages in any conduct or activity damaging to the management and good governance of HTI.
- Willfully damages or wrongfully deals with any HTI property.
- Attends HTI whilst under the influence of alcohol or affected by drugs.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon.
- Fails to pay fee on time
- Fails to comply with Work Health and Safety (WHS) /Occupational Health and Safety (OHS) regulations or willfully places another person in a position of risk or danger.
- Constantly interrupts class time through the use of mobile phones/other electronic devices
- Uses abusive language.

Issuance of Certificates

The issuance of certificates will be done in accordance with HTI's Qualifications & Statement of Attainment Policy & Procedure. Processing will normally take twenty (20) working days, provided all paperwork and fees are cleared.

Work Health and Safety (WHS)

HTI is committed to providing a healthy and safe workplace and to eliminate conditions and incidents that could result in personal injury or ill health. We have policies and procedures that promote a safe and harmonious studying environment, and which meet the various statutory compliances.

In summary, under our WHS/OHS Policy, students are:

- required to take reasonable care of themselves and others in the HTI
 - have a responsibility to co-operate with all health and safety provisions
 - have a responsibility to comply with relevant WHS/OHS management
- system policies, procedures and programs, as appropriate
 - must not bypass or misuse systems or equipment provided for WHS/OHS purposes
 - are required to carry a student identification card at all times while on HTI premises

For more details on WHS/OHS, please refer to HTI's Compliance with Legislation Policy and Procedure. The document also includes policies and procedures on:

- Anti- Discrimination
- Emergency
- Environment
- Privacy
- Bullying

Student Enrolment Policy & Procedure

HTI employs an effective Student information policy and procedure to inform all potential students about the training, assessment, support services and their rights and responsibilities prior to enrolment.

HTI ensures that the information provided accurately represents facilities, practices and resources.

The CEO is responsible for implementing this policy and reviewing its effectiveness.

This policy is implemented in compliance with the requirements of the Standards for Registered Training Organizations (HTI's) 2015 Standards 4 and 5.

For more information on this policy, please contact the Student Support Officer at support@hti.edu.au or collect the current copy of this policy from HTI office reception.

Training Safety, Hazard Management Policy

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Assembly Point

The assembly point is at the start of parking area.

First Aid Kits

First Aid kits are kept in each room occupied by the HTI.

First Aid Procedures

If students are ill and need to leave class, they will tell the trainer who will make sure that the student can get to a doctor if necessary.

If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Director

Safety Rules:

All persons on the HTI's premises must observe the following safety rules:

Do not run around the room, only walking is permitted.

Address: Ground Floor, 191-195 Ryrie St, Geelong VIC 3220 **Phone:** +61 3 8866 1532

Website: <http://www.hti.edu.au> **Email:** info@hti.edu.au

You are not allowed to drink alcohol or bring or consume drugs on the premises.
If you spill something you must clean it up immediately.

Fire and safety compliance

You are not allowed to smoke in any of the premises.
You must not use any matches or fire lighting equipment within the premises.
You must not tamper with fire extinguishers.

Emergency Procedures:

The following procedures are to be followed in the case of an emergency.

Fire and Explosion

Sound alarm.
Initiate site emergency evacuation procedure.
Call fire service dial 000

Serious Injury

Call for assistance.
Call ambulance dial 000
If machinery is involved, stop machinery.
Give appropriate first aid and comfort the person.
Do not put others or self in unnecessary danger.

Report situation to the CEO

Bomb Threat

Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located.
Call police dial 000
Act according to advice of police.
If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.
Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.
Watch for falling debris and other overhead objects.
Do not attempt to run outside.
Do not attempt to use the phones. These may be needed to keep in touch with civil defense, police, etc.
After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.
Follow “serious injury” procedure referred to above.
Notify management

Robbery

Co-operate with the robber.
Remain calm.
Take no personal risks.
Observe (person’s features, height, build, clothing, etc.).
Call the police dial 000
Notify management.

Gas Leak

Notify management, who will then notify gas engineers.
If necessary, follow the fire and explosion procedure set out above.

Evaluation

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received. This will be collated and reviewed by the Audit Team as part of the annual quality audit.

Student Support Services

In the first two weeks of your enrolment at HTI, Student Support Officer/Quality and Compliance Officer will conduct an interview with you to ascertain if there are any academic or non-academic welfare issues affecting your capacity to and succeed at your studies. If you do have academic or non-academic welfare issues, then assistance will be provided and the Student Support Officer/Quality and Compliance Officer will maintain regular contact with you until you have resolved your problems. There is no additional charge for this service.

Student Support Officer, Quality and Compliance Officer, and Trainers/Assessors are available to provide advice and assistance to you at no charge from the HTI. The trainers are working with support and welfare teams on course progress monitoring, academic support/intervention programs.

Students requiring special or intensive assistance must contact HTI who may deal with the problem or may refer students to external welfare and support services if required. The HTI will not charge for welfare and support services it supplies or for referring students to external welfare and support services.

HTI cares about the needs of our students. Students are encouraged to talk to the trainers or Support Officer/Quality and Compliance Officer if they have any issues that are hindering their academics or are not able to cope with the academic demands due to any reasons. We are dedicated to continuously improve our services to meet the needs and expectations of our students. Our friendly and experienced staffs is on hand to give advice. For any issues, students are encouraged to contact our Student Support Officer receptionist and they will direct you to the appropriate staff member to answer your queries.

All staff at HTI are available to provide general advice and assistance with matters, however students requiring special or intensive assistance should contact the CEO/Quality and Compliance Manager who may refer you to external support services if required. Accessing external support services may incur fees.

Educational and Support Services: HTI strives to maximize opportunities for access, participation and outcomes for all students. HTI ensures the provision of access and equity services to students as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent students from accessing and participating in our services.

The following support will be available to learners:

Language, Literacy & Numeracy (LLN) support Based on the results of the applicants enrolment, and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that HTI may be able to provide for a learner, with a view to creating an action plan (Individual Learning Plan) that best addresses a student's LLN needs.

Please note: HTI will make every reasonable effort to ensure that it can accommodate a student's needs. However, sometimes those needs are beyond the assistance that can reasonably be provided by HTI (for the purposes of LLN assistance, "reasonable allowance" is defined as the provider being able to accommodate the student's needs without significantly disadvantaging other student's involvement in the course, or without causing the training provider significant financial disadvantage). Individuals who require additional help with their literacy and numeracy can access information about their nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at www.literacyline.edu.au. Any costs incurred will be the responsibility of the student. The types of assistance HTI will be able to offer:

1. Telephone Support Monday to Friday from 9:00am to 5:00pm.
2. Any LLN difficulty

To help establish competency, trainers may:

Interview the student

1. Ask student to demonstrate their skill

2. Speaking difficulties Student may bring family member or friend to help explain and interpret terminology or more complex issues Listening difficulties
3. Provision of seating close to trainer
4. Student may bring friend or family member to sign the course content
5. Ensure the course content are presented in clear, plain and clear English
6. Reading difficulties Provision of seating close to screen.
7. Ensure all course materials are written in plain English
8. The trainer may read written materials to student on a one to one basis.
9. Additional training and tutorials every effort, within reason, will be made by HTI personnel to ensure a successful outcome for students. Additional training and/or tutorial may be negotiated.

The following processes will be applied for students considered to be “at risk”:

1. HTI is at all times concerned with the welfare of our students.
2. Student Support Officer will counsel students as appropriate and/or refer them to qualified counsellors. Personnel are required to respond to an attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance. If students require extra support or counselling, they are encouraged to make contact with a member of our team, Quality and Compliance Officer who will be eager to assist and refer them to the appropriate support services.

External Counselling/Personal

1. Support Lifeline – 13 11 14 or www.lifeline.org.au
2. Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
3. MensLine Australia – (For men of any age) 1300 78 99 78
4. Kids Helpline (For young people aged 5-25) – 1800 551 800
5. Mental health websites Mindhealthconnect.org.au
6. Launched as part of the Australian Government’s National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.
7. Beyondblue.org.au Beyond blue’s work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help. Anxietyonline.org.au
8. Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.
9. Headspace.org.au. Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.
10. Reachout.com. ReachOut.com is Australia’s leading online youth mental health service. It’s a perfect place to start if not sure where to look. It’s got information on everything from finding motivation, through to getting through really tough times.
11. Jeanhailes.org.au. Jean Hailes’ vision is physical and emotional health and wellbeing in all its dimensions for all Australian women throughout their lives.
12. VIC Mental Health Hotline: NURSE-ON-CALL on 1300 60 60 24

Induction and Orientation: Induction and orientation is conducted prior to the commencement of each course. Its purpose is to inform new students of most aspects of life at HTI, to introduce study requirements and to provide an opportunity for you to ask any questions.